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 PERSONNEL BOARD
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ARNOLD SCHWARZENEGGER, Governor

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, 118 state agencies collected and reported survey data, submitted information to support their compliance with the Act, and/or 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 (IP), that detailed the progress made to address any issues or deficiencies identified in their language surveys. A total of 93 state agencies participated in the IP process. The IP 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. A total of 124 state agencies participated in the Language Survey and/or Implementation Plan.

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

A. 2003-2004 Language Survey and Implementation Plans, Departmental Analysis and Summary Reports

2003-2004 STATEWIDE LANGUAGE SURVEY

AND

IMPLEMENTATION PLAN

REPORT TO THE LEGISLATURE

STATE PERSONNEL BOARD

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A report prepared by the
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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 ***124*** State departments that conducted the survey and/or reported IP related information to document their compliance with the Act. This report and the individual departmental Analysis and Summary Reports (see Volume II) display a variety of data reported by participating departments 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 ***118*** 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), S**an 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 Volume 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 Volume 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 Volume 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 Volume 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 SBP 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 Volume 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 Volume 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 Volume 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 Volume II of this report.

IV. DEPARTMENTAL LEVELS OF COMPLIANCE

The 2003 Language Survey results and/or 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	203-04 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

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
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**

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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
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

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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
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

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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
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

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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
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

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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
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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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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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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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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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		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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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
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	EXEMPTED			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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		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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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	EXEMPTED			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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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
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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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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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

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
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

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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
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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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							
	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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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
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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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							
	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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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
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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		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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		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
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

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							
	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

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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
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				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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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
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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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
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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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
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	DID NOT ENTER SURVEY DATA			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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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
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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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
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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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
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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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							
	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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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
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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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

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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
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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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
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				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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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**	**0**	**0**	**0.00**
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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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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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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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							
	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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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				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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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
STATEWIDE HEALTH PLANNING & DEVELOPMENT, OFFICE OF							
	Arabic	EXEMPTED			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				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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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
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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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
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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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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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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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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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
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

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
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**	**0**	**0.00**	**0.00**
	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%

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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%

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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%

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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%**

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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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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
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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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
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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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
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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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
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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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
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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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
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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LANGUAGE BY COUNTY		DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS[1]	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
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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LANGUAGE BY COUNTY		DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS[1]	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
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	0.16
			El Dorado Total	**112**		**1.00**	**1.61**	**0.61**
	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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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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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								
	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
		Highway Patrol, CA	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
		Highway Patrol, CA	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
		Highway Patrol, CA	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
		Highway Patrol, CA	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
		Highway Patrol, CA	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**	**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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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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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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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 lll 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/DROS	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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TABLE V

2003-04 LANGUAGE SURVEY
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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	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**	**167.15**

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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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LANGUAGE BY COUNTY		DEPARTMENT	UNIT	UNIT CONTACTS	% OF UNIT CONTACTS[1]	CERTIFIED BILINGUAL STAFF	STAFFING NEEDED	LANGUAGE DEFICIENCIES
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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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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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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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								
	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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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								
	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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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
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	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	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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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
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**

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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**

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
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 Communi-cations 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**

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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	RECOM-MENDED 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

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
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 Communi-cations 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

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
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

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
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 Communi-cations 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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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
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

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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
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**

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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	RECOM-MENDED 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	RECOM-MENDED 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**	**0.05**	**0.05**
	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**	**0.09**	**0.09**
	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**	**0.10**	**0.10**
	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**	**0.28**	**0.28**
			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**	**0.18**	**0.18**
	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**	**0.10**	**0.10**

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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	RECOM-MENDED 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	RECOM-MENDED 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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LANGUAGE	COUNTY	DEPARTMENT	UNIT	UNIT LANGUAGE CONTACTS	ANNUAL CONTACTS	% OF UNIT'S CONTACTS	CERTIFIED BILINGUAL STAFF	RECOM-MENDED 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**

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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
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 - Linclon 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**

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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
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	RECOM-MENDED 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	RECOM-MENDED STAFFING	UNMET LANGUAGE NEEDS
KOREAN - Continued									
	Los Angeles - Continued	Highway Patrol, CA	514 Los Angeles Communi-cations 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
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
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**

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
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**

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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
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

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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 Communi-cations 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**

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
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	Motor Vehicles, Department of	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	RECOM-MENDED 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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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
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
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
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

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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**

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									
	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**
	Calavaras	Motor Vehicles, Department of	568 - San Andreas Field Office	30	780	3.65%	0.00	0.13	0.13
			Calavaras 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

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									
	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

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									
	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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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									
	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**

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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

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 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

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									
	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**		**1.00**	**0.74**	**0.00**
	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**

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
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

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
TAGALOG - Continued									
	Oange - 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
		Employment Development Department	393-San Francisco DI	26	676	0.22%	2.00	0.10	0.00
			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
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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
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	RECOM-MENDED 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**
			UKAINIAN 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	RECOM-MENDED 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	RECOM-MENDED 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**	**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%

[1]See 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%

[1]**See 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%

[1]See 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%

[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					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					UNACCEPTABLE RATINGS	
			EXCELLENT	GOOD	AVERAGE/ FAIR	OTHER ACCEPTABLE ALTERNATIVE	OVERALL %	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(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

2003-2004 STATEWIDE LANGUAGE SURVEY

AND

IMPLEMENTATION PLAN

VOLUME II

REPORT TO THE LEGISLATURE

BY

CALIFORNIA STATE PERSONNEL BOARD

STATEWIDE LANGUAGE SURVEY

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35. Education Audit Appeals Panel
36. Education, Department of
37. Educational Facilities Authority, California
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40. Employment Development Department
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43. Equalization, Board of
44. Exposition and State Fair, California
45. Fair Employment and Housing Commission
46. Fair Employment and Housing, Department of
47. Finance, Department of

48. Financial Institutions, Department of
49. Fish and Game, Department of
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69. Justice, Department of
70. Labor & Workforce Development Agency
71. Law Revision Commission, CA
72. Lottery Commission, CA State
73. Managed Health Care, Department of
74. Managed Risk Medical Insurance Board

75. Mental Health, Department of
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91. Rehabilitation, Department of
92. Rivers and Mountains Conservancy, San Gabriel and Lower Los Angeles
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95. School Finance Authority, California
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97. Secretary of State
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100. State Audits, Bureau of
101. State Controller, Office of the

102. State Lands Commission
103. State Library, California
104. State Mandates, Commission on
105. Statewide Health Planning and Development, Office of
106. Stephen P. Teale Data Center
107. Student Aid Commission
108. Summer School for the Arts, California State
109. Tax Credit Allocation Committee, California
110. Teacher Credentialing, California Commission
111. Teachers' Retirement System, State
112. Toxic Substance Control, Department of
113. Traffic Safety, Office of
114. Transportation, California Department of
115. Transportation Commission, California
116. Treasurer, Office of the State
117. Unemployment Insurance Appeals Board
118. Urban Waterfront Area Restoration Financing Authority, California
119. Veterans Affairs, Department of
120. Victim Compensation and Government Claims Board
121. Water Resources Control Board, State
122. Water Resources, Department of
123. Workforce Investment Board, California
124. Youth Authority, Department of the

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Administrative Law, Office of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/8/2004 2nd Week: 3/22/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Office of Administrative Law (OAL) was exempt from participation in the 2003-2004 Implementation Plan, since it demonstrated that it received limited or no contact with the public. The Dymally-Alatorre Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one Implementation Plan; therefore, the OAL will be required to participate in the 2005-2006 Implementation Plan.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	246.00	6,396.00	NO	4.00	0	0
Total: 1	246.00	6,396.00	0	4.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Administrative Law, Office of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Office of Administrative Law (OAL) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The OAL submitted a Bilingual Services Policy (policy) that demonstrates its commitment to comply with the Dymally-Alatorre Act (Act), identifies performance and service standards, outlines the bilingual services available to its staff to ensure its public contacts are provided an equal level of service, list a bilingual services coordinator and is dated and signed by the director. The OAL should print the policy on its department letterhead and distribute it to all its staff.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the OAL did not meet the 5% threshold in any non-English language, it is not required to translate an of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Administrative Law, Office of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The OAL reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the OAL did not meet the 5% threshold in any non-English language, it is not required to employ bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The OAL reported that it has bilingual staff that speak Spanish and Cantonese who are available to assist its public contacts. It also has a contract with Language Line Services that provides interpretation services in a multitude of languages.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The OAL reported that it has bilingual staff and its Language Line Services to provide services to its Limited English Proficient (LEP) public.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Administrative Law, Office of

Description	Excellent ☐	Good ☐	Average/Fair ☐	Other Acceptable Alternatives ☐	Poor/Needs Improvement ☐	Non-Responsive ☐	Not Applicable ☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. Although the OAL attached a copy of "Guidelines for Providing Appropriate and Timely Services to Limited English Proficiency (LEP) Contacts" and stated it would have its employees direct its language access complaints to its bilingual services coordinator, it needs to develop processes and procedures to ensure it complies with the requirements of the Act. The OAL should contact the Bilingual Services Program (BSP) for guidelines on how to develop processes and procedures that comply with the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The OAL did not attend any of the BSP training classes where guidance was provided on how to meet the requirements of the Act and bilingual resources were made available. The SPB recommends that the AOL visit the BSP's website and download the materia for "Developing Training/Written Procedures for Public Contact Staff and "How to Develop Language Access Complaint Procedures" to learn how it can develop these areas of its program.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Administrative Law, Office of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Administrative Law, Office of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	7	0	0	0	3	0	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	70.0%	0.0%	0.0%	0.0%	30.0%	0.0%	

Overall Percentage of Acceptable Services: 70.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
African-American Museum, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	1,655.00	43,030.00	NO	1.00	0	0
Total: 1	1,655.00	43,030.00	0	1.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
African-American Museum, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California African-American Museum (CAAM) submitted all the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CAAM submitted a Bilingual Services Policy (Policy) that is shared with the California Science Center (CSC). The Policy reflects CAAM's commitment to provide equal access to the Limited-English Proficient (LEP) persons and its compliance with the Dymally-Alatorre Bilingual Services Act (Act). The Policy contains program and service standards, glossary of terms, and lists the name and telephone number of the person responsible to respond to questions. Since the Policy was not signed by the director, and does have a date of distribution, the State Personnel Board (SPB) recommends that the CAAM include the above before it is distributed to its employees. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the CAAM did not meet the 5% threshold in any non-English language, it is not required to translate an of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
African-American Museum, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☑	☐	☐	☐	☐
The CAAM reported that it only has one public contact employee that participated in the survey. The SPB recommends that the CAAM ensure that it is conducting the language survey correctly and review it staff and determine exactly how many provide services to the public. Also, since the CAAM has a Volunteer Program, it must ensure that the contacts made by the volunteers are counted on its public contact staff's tally sheets to adequately count the true number of contact received in the museum.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the CAAM reported that is does not meet the 5% threshold in any non-English language, it is not required to hire bilingual employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
a. & b. The CAAM reported that it has available language dictionaries, glossary of terms and a languag identification guide. The CAAM also reported that it has several bilingual employees that speak Spanish that ca be called upon when needed. The CAAM should also survey its volunteers to determine if they speak a second language. If so, they should be added to a language resource list, once their bilingual skills have been assessed. The SPB recommends that these employees take the oral fluency exam to assess their skill level to ensure they are providing adequate services. The CAAM mentioned that it has access to Asian languages when necessary, but did not elaborate where these individuals are employed.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
African-American Museum, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The CAAM reported that it only has Spanish speaking employees to assist its LEP contacts. As mentioned above, it should have these employees take the oral fluency exam to assess their skill level. As mentioned above, volunteers should be surveyed to determine if they speak other languages and if so, made available t assist the public. Since over 50 languages are spoken in the Los Angeles area, the CAAM should consider posting signage that would inform the public that bilingual staff/volunteers are available to assist them. Once the list of bilingual volunteers is established, the languages can also be identified and made known to th public.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. Although the CAAM reported that it provided "core" training to its employees on the provisions of the Act and its complaints are handled in a timely manner, it did not describe its training components no the complaint process. The SPB recommends that the CAAM contact the SPB to determine how it will meet the requirements of the Act in these areas.							
ci. The CAAM reported that it recruits qualified bilingua employees by including bilingual fluency requirements on its job announcement and posting vacancies on SPB's web site.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
African-American Museum, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
cii. The CAAM reported that it relies on requests from its clients and guests to determine its translation needs d & e. The CAAM reported that it will utilize the services of the SPB, the Los Angeles Unified School District, or the CPS Human Resource Services to certify the language fluency and translation skills of its employees.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CAAM did not attend any of the BSP's training classes where guidance was provided on how to meet the requirements of the Act and bilingaul resources were made available. The SPB recommends that the CAAM visit the BSP's website and download the training material available to develop its bilingual services program.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
African-American Museum, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
African-American Museum, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	1	4	2	5	0	7
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	7.7%	7.7%	30.8%	15.4%	38.5%	0.0%	

Overall Percentage of Acceptable Services: 61.5%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Commission on

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/9/2004 2nd Week: 3/1/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	3.00	78.00	NO	3.00	0	0
Total: 1	3.00	78.00	0	3.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Commission on

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Commission on Aging (COA) submitted the required documents; however, it did not accurately complete the forms and it is not known if erroneous information was inputted into the on-line system. The COA reported in the on-line system that it had 3 public contact staff assigned to the Commission Unit and received three contacts; however, the Unit Staff Summary (Form D) listed the unit as having 4 public contact staff and receiving over 100 English public contacts. While this does not affect its Limited English Proficient (LEP) contact data, the COA should review its information and ensure the correct data is added to the system.	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy The COA submitted a revised Bilingual Services Policy (Policy) in October of 2005 that discusses bilingual services that the COA does not have. It seems that the COA took the sample policy provided by the State Personnel Board (SPB) and added its name. For example, the Policy states that it provides LEP training for its public contact staff while in its Implementation Plan, it reported that it does not provide LEP training to staff. The COA should revise the Policy to include the resources it does have available for its staff to utilize in the event they have contact with the LEP public.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Commission on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
All languages that met the 5% threshold are identified with a check N/A							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☑	☐	☐	☐	☐
Although the COA reported that 100% of its public contact staff participated in the survey, the discrepanc in the data it submitted cannot substantiate whether th is true.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The COA did not meet the 5% threshold in any non-English language to require it to employ bilingual publi contact staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
The COA reported that it has a contract with a Tele-Interpreter service to provide interpreter services when necessary and that it makes this information available to staff via its Bilingual Services Policy.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The COA reported that it provides interpreter services to its LEP customers through its Tele-Interpreters services.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Commission on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The COA reported that it does not have any public contact staff nor does it have any contact with the public. The COA is required to comply with the Dymally-Alatorre Bilingual Services Act (Act) in developing these resources. In addition, the COA should contact the Bilingual Services Program (BSP) for alternatives that provide an avenue for the LEP public to complain about language access issues. Since the COA reported conflicting information throughout its Compliance Report and Implementation Plan regarding the level of bilingual resources it has available for its public contact employees, it is unclear whether it has bilingual resources. The COA needs to identify its bilingual resources, and ensure that its public contact staff are aware of them, and can make them available to its LEP contacts when necessary to provide an equal level of service.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The COA attended one of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Commission on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							
ii. Plans for Delivery of Services:							
Comments: N/A							
b. Implementation Plan:							
i. Progress since Language Survey:							
Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Commission on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	2	2	0	5	0	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	10.0%	20.0%	20.0%	0.0%	50.0%	0.0%	

Overall Percentage of Acceptable Services: 50.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 12/1/2003 2nd Week: 12/15/2003

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	1,717.00	44,642.00	NO	57.70	0	0
SPANISH	17.00	442.00	NO	3.00	0	0
MANDARIN	1.00	26.00	NO	0.00	0	0
JAPANESE	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
Total: 5	1,737.00	45,162.00	0	60.70	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Department of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Department of Aging (CDA) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CDA has a Bilingual Services Policy (Policy) that includes all of the important components of a policy including an outline of its commitment to comply with the Dymally-Alatorre Act (Act), definition of terms, roles and responsibilities, performance and service standards, bilingual resources, and contact information. Since the Policy was not addressed to the CDA's employees, it is unknown if it was distributed. Before the Policy is distributed to staff, it should be revised, placed on departmental letterhead, and signed by the director.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents							
☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check							
☐ Braille	☑	☐	☐	☐	☐	☐	☐
☐ Cambodian/Khmer	☑	☐	☐	☐	☐	☐	☐
☐ Cantonese/Yue	☑	☐	☐	☐	☐	☐	☐
☐ Hmong	☑	☐	☐	☐	☐	☐	☐
☐ Italian	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ Korean	☑	☐	☐	☐	☐	☐	☐
☐ Lao/Laotian	☑	☐	☐	☐	☐	☐	☐
☐ Mandarin	☑	☐	☐	☐	☐	☐	☐
☐ Mien	☑	☐	☐	☐	☐	☐	☐
☐ Russian	☑	☐	☐	☐	☐	☐	☐
☐ Spanish	☑	☐	☐	☐	☐	☐	☐
☐ Tagalog	☑	☐	☐	☐	☐	☐	☐
☐ Vietnamese	☑	☐	☐	☐	☐	☐	☐
The Department did not meet the 5% threshold in any non-English language; however, it recognizes its mission to serve the public and has translated some o its most commonly used documents into Braille, Cambodian, Cantonese, Hmong, Italian, Korean, Lao, Mandarin, Mien, Russian, Spanish, Tagalog, and Vietnamese.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☑	☐	☐	☐	☐	☐
The CDA's survey data had a minor problem in regards to its half-time staff. The report data identified a 0.7 half-time position; however, when reviewing the Compliance Report, the half-time position was not identified. Despite this discrepancy, it seems that the CDA had a high level of participation rate of around 99.5%.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The Department reported that it has a multitude of bilingual resources available for its Limited English Proficient (LEP) public contact staff that includes a list of certified bilingual staff, translated documents, guidelines for providing services to LEP customers, instructions on using the telephone interpreter services a Language Identification Guide, and its Bilingual Services Policy. The CDA also reported that it contracts with an after-hour answering service that receives calls from the public which are then handled b its staff. These resources are readily available to all public contact staff. The CDA's documents are translated by three translation vendors.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The CDA reported that it has translated documents anc information on its website in Spanish, Russian, Chinese, Tagalog, and Italian languages that are available for its LEP contacts. However, in searching its website, it was found that the translated documents are not easily accessible. The State Personnel Board (SPB) recommends that the CDA develop a "translations" link on its home page that would make it easy for the public to have access to its translations.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☑	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The CDA reported that it provides training to its public contact staff on the provisions of the Act and makes its bilingual resources available to staff to ensure they are providing an equal level of service to its LEP contacts. b. The CDA reported that it has a language access complaint process; however, it did not provide information on how it resolves the complaints. c ii: The CDA reported that it has a committee of program staff that determine based on need which forms need to be translated. d. The CDA reported that it utilizes the SPB and other state departments to certify its bilingual staff. f. The CDA reported that it complies with Title VI of the Civil Rights Act and that it receives federal funding and follows the guidelines set forth in the Federal Financial Assistance Recipients Manual. g. The CDA reported that it requires all contractors to comply with Title VI to ensure that LEP individuals have meaningful access to services and benefits. The CDA has developed and added language to its contracts that includes provisions requiring compliance with all State laws and Title VI. In addition, it requires the contractor to provide language assistance to LEP persons encountered in the course of the contract/project.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CDA attended five of the Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Aging, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	19	7	1	0	0	0	6
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	70.4%	25.9%	3.7%	0.0%	0.0%	0.0%	

Overall Percentage of Acceptable Services: 100.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Agricultural Labor Relations Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 12/8/2003 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	288.00	7,488.00	NO	9.00	0	0
SPANISH	285.00	7,410.00	YES	16.00	0	0
Total: 2	573.00	14,898.00	1	25.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Agricultural Labor Relations Board

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Agricultural Labor Relations Board (ALRB) submitted all of the required documents.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The ALRB provided a copy of its Bilingual Services Policy (Policy) that explains in detail its commitment to comply with the Dymally-Alatorre Bilingual Service Act (Act). While the policy has been incorporated into the ALRB Policies and Procedures Manual, the ALRB should send a copy to all of its public contact employees to ensure they understand its commitment to comply with the Act.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Spanish The ALRB reported that it has translated 80% to 99% of its documents into the Spanish language.	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Agricultural Labor Relations Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The ALRB reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
The ALRB refilled three vacancies with bilingual Spanish-speaking employees. The ALRB should have these employees take the oral fluency exam to assess their skill level and ensure they are providing adequate service to Limited English Proficient (LEP) contacts							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The ALRB reported that it has a multitude of bilingual resources available for its contact staff, including a list of translated documents, and a website "En Español" that has links to its translated documents. The ALRB also has Spanish dictionaries, a glossary of commonly used terms, and a list of certified bilingual employees who are available to assist staff when necessary.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The ALRB reported that it has bilingual resources available for its LEP public. These include translated documents available in its local offices and on its web site, a toll-free "hotline" in Spanish that provides information to its Spanish speaking contacts regarding farm worker issues, and written articles in Spanish that are available for radio, television “spots,” and appear in the local paper. Informational videos detailing farm worker's rights including a video made into a Spanish "soap opera," to educate workers about their rights under the Agricultural Labor Relations Act, are also available.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Agricultural Labor Relations Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☑	☐	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. Although the ALRB reported that it provides training to its public contact staff, it did not describe the training. It reported that its staff is made aware of translated documents and is informed to contact CPS Human Resource Services and various "NGO's" when they encounter a non-Spanish-speaking LEP client. The ALRB did not define "NGO," and probably meant to state a "non-English speaking" LEP client. Although the ALRB reported that it does instruct its public contact staff to contact CPS interpreters when they need a bilingual interpreter, it should consider contracting with an interpreter service that can provide assistance in more languages than the limited range offered by CPS. The ALRB should also develop a training process to ensure its public contact staff understand the provisions of the Act and are able to provide equal access to its LEP public contacts.							
b. The ALRB reported that it has a language access complaint process, which requires that the General Counsel or the Board handle all complaints within sixty days of receipt. Sixty days is too long of a period to wait to respond to a language access complaint that may be a simple request for interpreter or translation service that is not being provided. The SPB recommends that the ALRB make an effort and resolve its complaints in a shorter time period to ensure timely service to its LEP contacts. Posters							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
outlining the ALRB complaint process and the name of a contact person are posted in its offices in order to make LEP contacts aware of the process. However, the ALRB did not identify the process taken in response to language access complaints. c. The ALRB reported that it recruits qualified bilingual staff via job announcements, advertises bilingual positions on both the ALRB and the State Personnel Board (SPB) websites, uses a bilingual certification list, incorporates bilingual needs in exam planning, and conducts outreach through foreign language media, the California Rural Legal Assistance program and La Raza Law Student's Association. c ii. While the ALRB did not identify how it determines which forms to translate, it did report that it utilizes in-house staff certified in Spanish to translate its documents. The ALRB needs to ensure its staff possesses the necessary skills to translate documents by having their translation skills assessed through a recognized entity such as CPS, as bilingual certification through the SPB or ALRB is only for oral fluency in a second language. d. The ALRB reported that it has delegated testing authority to conduct the oral fluency examination. When necessary, it relies on the Employment Development Department (EDD) and the Department of Industrial Relations (DIR) to assist in conducting the Spanish oral fluency exam in its regional offices. e. The ALRB did not provide information on how it certifies the translation skills of its internal staff. As stated above, the ALRB needs to properly assess the translation skill level of their staff through a recognized entity, such as CPS.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The Department attended 6 of Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Agricultural Labor Relations Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Agricultural Labor Relations Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	8	3	1	0	2	2	4
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	50.0%	18.8%	6.3%	0.0%	12.5%	12.5%	

Overall Percentage of Acceptable Services: 75.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Air Resources Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	11,980.00	311,480.00	NO	286.54	0	0
SPANISH	825.00	21,450.00	YES	14.00	0	0
MANDARIN	16.00	416.00	NO	0.00	0	0
TAGALOG	9.00	234.00	NO	0.00	0	0
RUSSIAN	0.00	0.00	NO	1.00	0	0
Total: 5	12,830.00	333,580.00	1	301.54	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Air Resources Board

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Air Resources Board (ARB) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The ARB submitted a Bilingual Services Policy (Policy that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), sets standards for providing services to its Limited English Proficient (LEP) contacts, informs public contact employees of their responsibilities and identifies available bilingual resources, including the name and telephone number of a contact person for obtaining information/assistance. The Policy was printed on department letterhead and distributed to all ARB employees.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Spanish The ARB met the 5% threshold in the Spanish language and reported that it translated 31 documents that are available on its website.	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Air Resources Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The ARB reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The ARB reported that since it did not anticipate having any position vacancies, it did not need to determine the necessity of hiring bilingual employees. Although the ARB did meet the 5% threshold in the Spanish language, it did not report any position deficiencies. The ARB has sufficient certified and non-certified Spanish-speaking bilingual employees to provide services to its LEP contacts.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a. The ARB reported that it has a multitude of bilingual resources available for its public contact staff including Spanish dictionaries, a list of certified and non-certified bilingual employees, its Policy, the State Personnel Board (SPB) "Language Assistance for Limited-English Proficient (LEP) Persons: Your Responsibilities under the Dymally-Alatorre Bilingual Services Act" video, and a language identification card. The ARB also reported that its bilingual services coordinator is available to provide assistance to public contact staff when necessary. While the ARB reported that it has a "resource center" for its employees, it did not elaborate on what it included. c. The ARB reported that it has a contract with Language Line Services for its interpreting and translation needs.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Air Resources Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The ARB reported that it has bilingual resources available for its LEP public that include a list of certified and non-certified bilingual staff, translated documents, an "En Español" website and a contract with Language Line Services.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The ARB reported that while it does not currently conduct training, all staff members are provided with written procedures that detail their responsibilities for providing an appropriate level of services to LEP customers, including identification of available bilingua resources.							
b. The ARB reported that it utilizes the Equal Employment Opportunity Discrimination Complaint process for language access complaints. However, it did not provide any information regarding how LEP customers are informed of the availability of said process. It is recommended that the ARB require all o its offices to post translated information related to LEP customers' rights.							
c. The ARB stated that it uses the results of the language survey to identify translation needs. The ARB also has many documents translated in Spanish which are available on its website and a high number o							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Air Resources Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual staff to assist when necessary. d. The ARB utilizes the SPB to certify the oral fluency skills of its bilingual staff. e. The ARB reported that it must comply with Government Code 65040.12(C), Title VI of the Civil Rights Act, Executive order 13166, and is currently developing procedures to do so. Once the ARB develops its procedures, it should incorporate language into its Policy to ensure that its employees are aware of their responsibilities.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The ARB attended 7 of the Bilingual Services Program (BSP) training classes.	☐	☑	☐	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:**							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Air Resources Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Air Resources Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	7	7	0	0	1	0	5
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	46.7%	46.7%	0.0%	0.0%	6.7%	0.0%	

Overall Percentage of Acceptable Services: 93.3%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcohol and Drug Programs, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 12/15/2003 2nd Week: 1/12/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☑ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Department of Alcohol and Drug Program (ADP) did not submit an Implementation Plan as required by the Dymally-Alatorre Bilingual Services Act (Act) that allows the Sta Personnel Board (SPB) to measure its compliance with the Act. The SPB will assess th ADP's bilingual services program based on the reported information.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,652.00	68,952.00	NO	115.50	0	0
SPANISH	48.00	1,248.00	YES	3.00	0	0
Total: 2	2,700.00	70,200.00	1	118.50	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcohol and Drug Programs, Department of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The ADP did not submit its Language Survey Checklis nor its Implementation Plan.	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy The ADP submitted a copy of its Bilingual Services Policy (Policy) that demonstrates its compliance with the Act, list performance standards, and bilingual resources. However, the Policy was not signed by the director nor did it list the name and telephone number of the person that is responsible for responding to questions. The SPB recommends that the ADP revise its Policy to include the above information and disseminate it to all employees. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Armenian	☐	☑	☐	☐	☐	☐	☐
☐ Cambodian/Khmer	☐	☑	☐	☐	☐	☐	☐
☐ Korean	☐	☑	☐	☐	☐	☐	☐
☐ Mandarin	☐	☑	☐	☐	☐	☐	☐
☐ Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcohol and Drug Programs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ Vietnamese	☐	☑	☐	☐	☐	☐	☐
The ADP met the 5% threshold in the Spanish language and has translated numerous documents int this language as well as Armenian, Cambodian, Chinese, Korean, Punjabi and Vietnamese languages In collaboration with other state departments, counties and the private sector, the ADP has developed a Resource Center Publications Catalog (Resource Center) that lists 600 brochures, pamphlets, posters, program descriptions, and other informative materials that are available free of charge. The ADP should determine which of these documents are translated and identify them accordingly. While this is a valuable tool, it does not fulfill the need to communicate with non-English speakers, if the documents are not translated or made available in alternative means. By law, the ADP must ensure that it has vital information available to its public contacts that meet the 5% threshold in any non-English language.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☑	☐	☐	☐	☐	☐
The ADP reported that 96% of its public contact employees participated in the survey.							
Since the bulk of the ADP's clients are provided with services at the county level, it only received 2,652 contacts in the English language and 48 in Spanish. Since the ADP collaborates with the state's 58 counties and contracts with them and other entities to ensure the public is aware of its services, the ADP needs to play an active role in requiring annual plans from the counties to ensure that the needs of its non-English speaking clients are being met. Although the counties are not required to conduct the language survey, the ADP can request that during the intake of the client into one of the treatment facilities, the assessment include questions that determine the person's spoken language and provide interpreters accordingly and the information can be provided to the ADP. Since the ADP licenses and certifies roughly 1,500 residential and outpatient treatment facilities, narcotic treatment programs and Driving Under the Influence programs in California, there is a need to determine the diversity of the languages spoken by its							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcohol and Drug Programs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
clients.							
5. Efforts to Refill Vacancies with Bilingual Staff The ADP reported that 44 new appointments were made after the last language survey. However, information was not provided to determine whether any are bilingual.	☐	☐	☑	☐	☐	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
a & b. The ADP reported that public contact staff have Spanish dictionaries, a catalog of publications in seven languages and a directory of service providers that are available through its Resource Center. Since the APD contracts with these outside entities, it is their responsibility to ensure they are equipped with the necessary tools to provide an equal level of services to its LEP contacts.							
7. Bilingual Resources Available for LEP Public The ADP reported that its Resource Center has informational documents in Spanish, Punjabi, Vietnamese, Korean, Mandarin, Cambodian, and Armenian, as well as a toll-free telephone number that is available for its LEP customers. As mentioned earlier, the ADP needs to ensure that the LEP public is provided bilingual services at the county level.	☐	☐	☑	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☑	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcohol and Drug Programs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☑	☐
Since the ADP did not participate in submitting an Implementation Plan, it needs to contact the SPB to determine how it will meet the requirements of the Act in these areas.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The ADP attended two of the Bilingual Services Program's (BSP) training sessions.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							
ii. Plans for Delivery of Services:							
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcohol and Drug Programs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcohol and Drug Programs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	9	2	0	4	9	2
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	37.5%	8.3%	0.0%	16.7%	37.5%	

Overall Percentage of Acceptable Services: 45.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control Appeals Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	168.00	4,368.00	NO	5.00	0	0
Total: 1	168.00	4,368.00	0	5.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control Appeals Board

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Alcoholic Beverage Control Appeals Board (ABCAB) submitted all the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The ABCAB has a Bilingual Services Policy (Policy) that demonstrates its commitment to provide the Limited English Proficient (LEP) persons with equal access to its information and services in accordance with the Dymally-Alatorre Bilingual Services Act (Act). The Policy lists the name and telephone number of the person responsible to respond to questions. The Policy should be placed on department letterhead and distributed to its employees. A copy should also be sent to the State Personnel Board (SPB).	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the ABCAB did not meet the 5% threshold in any non-English language, it is not required to translat any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The ABCAB reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the ABCAB did not meet the 5% threshold in any non-English language, it is not required to employ bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The ABCAB reported that its public contact staff are provided with the language identification card to identify its LEP contact and a copy of the "Guidelines for Providing Appropriate and Timely Services to LEP Contacts" that is provided to employees along with a copy of the Policy.							
c.The ABCAB has a contract with Language Line Services that provides interpreter services and employees are given instructions to access these services.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The ABCAB reported that it Language Line Services contract is also made available to its LEP contacts when necessary to communicate with its employees through its toll-free telephone number.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☐	☐	☐	☐	☐	☑
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☐	☑
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
Since the ABCAB was exempted from submitting an Implementation Plan, its training on the provisions of the Act and language access complaint process were not provided. The SPB recommends that the ABCAB contact the SPB to determine which alternatives it will use to meet these requirements of the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The ABCAB attended one of the nine training sessions							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	3	0	0	1	0	12
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	50.0%	37.5%	0.0%	0.0%	12.5%	0.0%	

Overall Percentage of Acceptable Services: 87.5%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/11/2004 2nd Week: 1/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	23,784.00	618,384.00	NO	344.25	0	0
SPANISH	1,847.00	48,022.00	YES	47.00	1.56	0
KOREAN	522.00	13,572.00	YES	1.00	5.09	0
VIETNAMESE	114.00	2,964.00	NO	0.00	0	1.12
MANDARIN	109.00	2,834.00	YES	3.00	0	0
CANTONESE	100.00	2,600.00	YES	5.00	0	0
ARABIC	76.00	1,976.00	NO	0.00	0	0.23

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
PUNJABI	67.00	1,742.00	NO	1.00	0	0
TAGALOG	61.00	1,586.00	NO	5.00	0	0
JAPANESE	33.00	858.00	NO	0.00	0	0
HINDI	32.00	832.00	NO	0.00	0	0
ARMENIAN	18.00	468.00	NO	0.00	0	0
ILOCANO	13.00	338.00	NO	1.00	0	0
CAMBODIAN	12.00	312.00	NO	0.00	0	0
FRENCH	8.00	208.00	NO	0.00	0	0
ITALIAN	8.00	208.00	NO	0.00	0	0
THAI	6.00	156.00	NO	0.00	0	0
LAOTIAN	4.00	104.00	NO	0.00	0	0
PORTUGUESE	3.00	78.00	NO	0.00	0	0
RUSSIAN	3.00	78.00	NO	0.00	0	0
CALDEAN	2.00	52.00	NO	0.00	0	0
KURDI	2.00	52.00	NO	0.00	0	0
AMHARIC	2.00	52.00	NO	0.00	0	0
FARSI	2.00	52.00	NO	0.00	0	0
HMONG	1.00	26.00	NO	0.00	0	0
ARAMIC	1.00	26.00	NO	0.00	0	0
AMERICAN SIGN	1.00	26.00	NO	0.00	0	0
Total: 27	26,831.00	697,606.00	4	407.25	6.65	1.35

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Alcoholic Beverage Control (ABC) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The ABC submitted a copy of its Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act). The Policy contains a policy statement, bilingua resources, performance standards and a copy of the "Guidelines for Providing Appropriate and Timely Services to Limited English Proficient (LEP) Contacts", and lists the name and telephone number c the person responsible for responding to questions. The Policy is on the ABC's letterhead, addressed to al employees and is signed by the director.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
☑ Korean	☐	☐	☐	☐	☑	☐	☐
☑ Mandarin	☐	☐	☐	☐	☑	☐	☐
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
Although the ABC reported that it has translated 80% to 99% of its documents into the languages that met the 5% threshold, it has only translated eight into Spanish. However, the ABC also met the 5% threshold in the Cantonese, Mandarin, and Korean languages and has not translated any of its document into these languages. The ABC reported that it developed three videos regarding the sale of beverages; two into Spanish and one into Korean. While the ABC can provide its documents in alternativ methods such as having bilingual employees explain the documents to the public and through the use of interpreter services, it should attempt to translate							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
some of its documents into Chinese (Cantonese and Mandarin) and Korean. The ABC has its "Frequently Asked Questions", 124 questions that provide information from the history of the department to alcohol license issues translated into Spanish. However, the ABC has not translated many of the documents that pertain to the questions asked. The ABC also has "Information Fact Sheets" that should be translated into Chinese, Korean and Spanish. The ABC needs to review its public documents and information and develop a plan to translate documents into the languages that met the 5% threshold.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☑	☐	☐	☐	☐	☐
The ABC reported that 410 of its 427 filled public contact staff participated in the language survey. The ABC reported on its "Compliance Report", that it has 63 employees receiving bilingual pay, however, reported on its "Language Survey Data Summary", that it has 58 public contact employees that are certified. This discrepancy can mean that some of the ABC's certified staff were not listed, or some of those receiving bilingual pay are not certified. The ABC should review its data to ensure that all of its bilingual employees receiving bilingual pay have met the criteria to receive the pay differential and it has a true count of its public contact employees.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The ABC reported hiring 38 new employees after the survey. However, it was not able to identify whether any of these employees possess bilingual skills. The ABC should have a process that allows it to determine the language skills of its new hires and make efforts to correct its identified 6.65 position deficiencies. The position deficiencies will be discussed in Part VI of this assessment.	☐	☐	☐	☐	☑	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
a. & b. The ABC reported that it has a training video produced by its interpreter contractor, Language Line Services that explains how to secure interpreters over the telephone so as to assist its staff to communicate with the LEP public, a listing of its certified bilingual employees, and a listing of translated documents. c. The ABC has a contract with Language Line Services that provides interpreter services.							
7. Bilingual Resources Available for LEP Public The ABC reported that it has the resources available to assist its LEP public that include an "En español" website, a "Notice of Interpreter Services" poster in Chinese, Spanish and Tagalog languages, and a list of certified bilingual employees. Also available to the public is its Language Identification Guide that is available to all field offices and its interpreter service. When requested, the ABC sends via mail its translated documents to its LEP customers.	☑	☐	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
i. Recruiting Qualified Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑

a. The ABC reported that public contact employees are given on-the-job training regarding customer service, information on its contract with Language Line Services, the Policy, and guidelines for providing services to LEP clients. Resource information is updated as needed, and the bilingual employees list is updated yearly.

b. The ABC reported that it has a complaint process in place and has posters prominently displayed in its local offices accessed by the public. Also, it has translated materials and complaint forms that are available in its local offices and on the web site. However, the ABC did not provide information on the process used to handle these complaints; therefore, it needs to develop a complaint process to ensure its LEP contacts understand their rights to complain. The ABC should also contact the SPB to determine how it will ensure to meet this requirement of the Act.

ci. The ABC reported that it recruits bilingual employees by including fluency requirements on its job announcements and advertising at community outreach events.

cii. The ABC reported using the survey reports for identifying the translation needs of its units. However, the ABC has not addressed the translation needs of those languages that met the 5% threshold that include Chinese, Korean and Tagalog. As mentioned earlier, the ABC needs to identify a plan to determine how it will ensure that its LEP public contacts have access to its information to provide an equal level of services.

d. & e. The ABC reported utilizing the services of the

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
SPB, the Los Angeles Unified School District, and other state agencies for the certification of its employees' oral language fluency and translation skills							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The ABC attended 4 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
5.09 Korean	☐	☑	☐	☐	☐	☐	☐
1.56 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish The ABC's survey data reflected a total of 1.56 bilingual position deficiencies in the Spanish language in the following 5 units: Riverside District Office-307 (.67), San Diego District Office-310 (.33), Sacramento -223 (.21), Fresno-221(.02), and the Rancho Mirage-308 (.15). The ABC reported that it planned on certifying its non-certified staff to correct the deficiencies in these units. Korean The ABC's survey demonstrated a total of 5.09 bilingual position deficiencies in the following 3 units: Los Angeles/Metro District Office-304 (3.18), Southern Division SOU-316 (1.68) and the Business Practice Office (.23). The ABC planned to recruit bilingual staff to correct these deficiencies.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Plans for Delivery of Services:							
5.09 Korean	☐	☑	☐	☐	☐	☐	☐
1.56 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish and Korean The ABC reported that it will utilize its existing certified staff and its contract with its interpreter service as needed to ensure delivery of services in these languages							
b. Implementation Plan: **i. Progress since Language Survey:**							
5.09 Korean	☐	☐	☐	☐	☑	☐	☐
1.56 Spanish	☐	☐	☑	☐	☐	☐	☐
Comments: Spanish The ABC reported that it has not corrected the bilingual position deficiencies in the Spanish language at the Fresno DO-221 and the Rancho Mirage-308 Units. The SPB recommends that the ABC to certify its non-certified staff in the Fresno DO Unit to correct its .02 deficiency. For the .15 Rancho Mirage deficiency, the ABC can utilize its certified staff at its Santa Ana District Office to ensure delivery of services in the Spanish language in thi Unit. Korean The ABC reported that it was not able to correct the bilingual position deficiency for the Korean language. While the department is in the process of recruiting for a bilingual staff in the Korean language, it can use its contract services to ensure delivery of services for the said language.							
2. Survey Recommended Staffing Needs Identified:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ The Department's language survey did not identify any recommended staffing.							☐
1.12 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.23 Arabic	☐	☐	☑	☐	☐	☐	☐
Comments: Arabic The ABC reported that it would use its interpreter contrac to provide language access to its Arabic contacts for the .23 recommended staffing needs identified in its San Francisco District Office. However, the ABC should certify its non-certified bilingual staff at its Van Nuys District Office to assist in the recommended staffing needs, or consider recruiting a bilingual staff in the future Vietnamese The ABC's survey reflected a total of 1.12 recommended staffing needs at the Santa Ana District Office (.55) and the San Jose District Office (.57). The ABC reported that it will certify one of its employees that speaks Vietnamese to correct the needs in the San Jose District Office. Also, the ABC reported that it will use the contract services to ensure delivery of services for the recommended staffing needs at its Santa Ana District Office. It can also certify the non-certified staff in the same unit to assist in the delivery of services.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alcoholic Beverage Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	5	2	2	7	0	4
Part IV: Bilingual Staffing	0	4	1	0	1	0	0
Part V: Recommended Staffing	0	1	1	0	0	0	0
Total Percentages %	11.1%	37.0%	14.8%	7.4%	29.6%	0.0%	

Overall Percentage of Acceptable Services: 70.4%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alternative Energy & Advanced Transportation Financing Authority

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	15.00	390.00	NO	2.66	0	0
Total: 1	15.00	390.00	0	2.66	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alternative Energy & Advanced Transportation Financing Authority

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Alternative Energy and Advanced Transportation Financing Authority (Authority) submitted all of the required documents.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Authority is Chaired by the State Treasurer. The State Treasurer's Office (STO) issued a policy to all employees, including its associated boards, commissions and authorities.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check The Authority reported it does not have any translated documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alternative Energy & Advanced Transportation Financing Authority

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Authority reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Authority did not meet the 5% threshold in any no English languages to require it to employ bilingual public contact staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
Employees of the Authority have access to the STO's bilingual resources that include language identification guides, electronic sound clips in various languages, sample greetings and instructions, and contract interpreter services.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Authority utilizes the STO's bilingual resources to assist the Limited English Proficient (LEP) public. It also has information translated in Spanish on the STO's Web site that describes the Authority's roles and responsibilities.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alternative Energy & Advanced Transportation Financing Authority

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Authority reported that all new employees are required to attend a mandatory New Employee Orientation training provided by STO. The training includes detailed information regarding the use of contracted interpreter services and the commitment to fulfill the needs of the LEP customers. In addition, all public contact staff receive updated bilingual resource information, as necessary. b. The Authority reported that it has posted a note at each public contact counter informing its customers of their right to obtain interpreter services and the contac information to address complaints if they are not satisfied with the interpreter services provided. However, it did not indicate how these complaints are handled and what, if any, languages these notes are available. f. The Authority reported that it is not subject to any other state language access laws and that it does not receive any federal funding to require it to comply with Federal language access requirements. g. The Authority reported that it currently does not address the language access requirements in its contracts. However, it will review and discuss with legal staff and DGS the need to include this requirement in future contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The STO administers the language survey for the Authority.	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alternative Energy & Advanced Transportation
Financing Authority

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Alternative Energy & Advanced Transportation Financing Authority

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	2	1	0	1	0	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	60.0%	20.0%	10.0%	0.0%	10.0%	0.0%	

Overall Percentage of Acceptable Services: 90.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Arts Council, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The California Arts Council (CAC) was exempt from participation in the 2003-2004 Implementation Plan since it demonstrated that it received limited or no public contact. The Dymally-Alatorre Bilingual Services Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one language survey. As such the CAC will be required to participate in the 2005-2006 Implementation Plan.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	780.00	20,280.00	NO	18.80	0	0
SPANISH	28.00	728.00	NO	0.00	0	0
JAPANESE	2.00	52.00	NO	0.00	0	0
Total: 3	810.00	21,060.00	0	18.80	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Arts Council, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The CAC submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CAC submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Act, outlines the bilingual services available to its staff to ensure that public contacts are provided an equal level of service, and lists the bilingual services coordinator. The Policy was signed by the director and distributed to all employees.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check ☐ Spanish Although the CAC did not meet the 5% threshold in any language, it has translated some of its documents into Spanish.	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Arts Council, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CAC reported that it had 100% level of participation in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CAC is not required to hire bilingual staff, as it did not meet the 5% threshold in any language.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
The CAC reported that it has dictionaries in Spanish and a list of non-certified bilingual employees to assist its public contact staff in communicating with LEP contacts. The CAC should have its bilingual staff members take the oral fluency examination to ensure they are providing adequate services.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The CAC reported that it has bilingual employees to assist the public, as well as translation software on its website that can translate text into Spanish, Chinese, French, German, Japanese and other languages. The SPB recommends that the CAC have its bilingual staff members take the oral fluency exam to assess their ski level. Also, documents translated using the translation software should be reviewed for accuracy by a staff member fluent in the target language. The CAC utilizes the California Relay Service and a Telecommunication Device for the Deaf (TDD) machine to communicate with its hearing impaired contacts in addition to an employee that assists its sight impaired public.							
8. Departmental Processes and Procedures							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Arts Council, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The CAC received an Implementation Plan exemption and as such, it did not provide updated information regarding the progress on meeting these requirements of the Act. The CAC should ensure that it has processes and procedures developed for training its public contact staff on the provisions of the Act and a complaint process to resolve language access issues. The CAC should contact the Bilingual Services Program (BSP) for guidance on complying with the Act in these areas. cii. The CAC is not required to translate any of its documents, but a bilingual staff member has translated several documents into Spanish since the CAC regularly communicates with Mexico. The CAC should ensure that the translation skills of its bilingual staff members are assessed by the CPS Human Resource Services to ensure they are providing adequate services. The CAC also reported that it has a bilingual staff member that can translate documents into Chinese should the need arise. Again, all CAC bilingual employees that translate its documents should have their skill level assessed to ensure accuracy.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CAC attended 2 of the BSP's training classes.	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Arts Council, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Arts Council, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	2	0	0	1	2	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	54.5%	18.2%	0.0%	0.0%	9.1%	18.2%	

Overall Percentage of Acceptable Services: 72.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Boating And Waterways, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	1,591.00	41,366.00	NO	65.02	0	0
SPANISH	36.00	936.00	YES	3.00	1.97	0
Total: 2	1,627.00	42,302.00	1	68.02	1.97	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Boating And Waterways, Department of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Boating and Waterways (DBW) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DBW's Bilingual Services Policy (Policy) demonstrates its commitment to comply with the Dymally-Alatorre Act (Act), outlines standards on the provisions of the Act, bilingual services available to its staff to ensure its public contacts are provided an equal level of service, lists the bilingual services coordinator, is dated and signed by the director.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish The DBW reported that it has translated 40% to 59% of its documents into the Spanish language, which me the 5% threshold and reported 1.97 position deficiencies. The DBW has translated 11 documents into Spanish that include information about boat safety and drowning prevention.	☐	☑	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Boating And Waterways, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DBW reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The DBW did not report refilling any of its vacancies with bilingual staff. Although it made six hires, none of them was to correct the identified 1.97 position deficiencies. The DBW should make efforts to correct its position deficiencies when making future hires.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The DBW reported that it only has a listing of certified and non-certified bilingual employees available for its public contact staff to assist its Limited English Proficient (LEP) contacts. However, the DBW should consider having a glossary of commonly used terms and a listing of its translated documents available to its staff to ensure they are aware of its available bilingual services.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The DBW reported that it has bilingual resources available for its LEP public that include translated documents, a Spanish video and curriculum material about boat safety and drowning prevention steps for children in kindergarten through fifth grade. Radio announcements have also been translated into the Spanish language and aired on Spanish radio stations.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Boating And Waterways, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☑	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The DBW did not report having processes and procedures for training its public contact staff on the provisions of the Act or for handling language access complaints. However, it did report that it provides staff with written procedures that detail their responsibilities for providing an appropriate level of services to LEP customers, including identification of available bilingua resources and a contact person to handle language access complaints. The DBW should contact the State Personnel Board (SPB) to discuss developing alternatives to meet these requirements.							
c i. The DBW reported that it identifies current bilingua employees and certifies them when needs are identified. The SPB recommends that the DBW also advertise bilingual vacancies through job announcements, bilingual certification lists, and on SPB's department website.							
c ii. The DBW reported that it assesses the number of boating accidents to determine its need to translate its water safety documents. The DBW should review its vital documents, which provide water and boating safety information, and translate them into Spanish an any other necessary languages to ensure its LEP contacts understand the precautions that need to be taken with water recreation activities.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Boating And Waterways, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d. The DBW utilizes the SPB to certify its bilingual staff.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DBW attended one of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
1.97 Spanish Comments: DBW did not provide a response to how it would correct its 1.97 position deficiencies in the Spraying Unit in San Joaquin County.	☐	☐	☐	☐	☐	☑	☐
ii. Plans for Delivery of Services:							
1.97 Spanish Comments: The DBW did not provide a response to this question.	☐	☐	☐	☐	☐	☑	☐
b. Implementation Plan:							
i. Progress since Language Survey:							
1.97 Spanish Comments: The DBW reported that it certified staff in other units to	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Boating And Waterways, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
correct the identified deficiency in the San Joaquin Unit. Although this action allows for additional resources within the DBW, it does not correct the deficiency reported in the Spraying Unit. This measure to provide language services is an alternative until bilingual staff can be hired to correct the deficiencies.							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Boating And Waterways, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	2	2	3	3	0	6
Part IV: Bilingual Staffing	0	0	1	0	0	2	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	23.5%	11.8%	17.6%	17.6%	17.6%	11.8%	

Overall Percentage of Acceptable Services: 70.6%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Building Standards and Commission

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	319.00	8,294.00	NO	7.00	0	0
Total: 1	319.00	8,294.00	0	7.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Building Standards and Commission

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Building Standards Commission (BSC) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The BSC's Bilingual Services Policy (Policy) demonstrated efforts to comply with the Dymally-Alatorre Bilingual Services Act (Act).	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check The BSC does not have any of its documents translated into non-English languages. The BSC's survey data only reported English contacts.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Building Standards and Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The BSC reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The BSC is not required to employ bilingual staff at this time.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☐	☐	☑
b. Accessibility to Staff	☐	☐	☐	☐	☐	☐	☑
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The BSC reported that it does not have any bilingual resources for its staff. However, in accordance with the Act, should the office have a future need for bilingual services the BSC reported it has procedures to ensure compliance.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☐	☐	☑
The BSC does not render services to Limited English Proficient (LEP) customers. However, it has procedures to ensure compliance with the Act.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Building Standards and Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. All public contact employees are provided with written procedures that detail their responsibilities for providing an appropriate level of services to LEP customers. b. The BSC reported that it is not applicable for the office to have a complaint process. The Act, however, requires all state agencies to have some type of procedure to handle language access complaints. The State Personnel Board (SPB) recommends the BSC implement a complaint procedure in its Policy. c. The BSC used the latest survey to determine language needs.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The BSC attended 4 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments:							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Building Standards and Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Building Standards and Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	4	1	0	1	0	12
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	25.0%	50.0%	12.5%	0.0%	12.5%	0.0%	

Overall Percentage of Acceptable Services: 87.5%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Business Transportation and Housing Agency

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/15/2004 2nd Week: 3/29/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	45.00	1,170.00	NO	5.00	0	0
Total: 1	45.00	1,170.00	0	5.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Business Transportation and Housing Agency

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Business Transportation and Housing Agency (BTH) submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The BTH submitted a copy of its Bilingual Services Policy (Policy). The BTH implemented a Policy that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), identifies that the Department of Motor Vehicles (DMV) is able to provide bilingual resources when necessary, lists its certified bilingual Spanish speaking employee that is available to respond to telephone calls, and the name and telephone number of the person responsible to provided assistance and information. The Policy is made available on BTH's letterhead and signed by its Principal Fiscal Officer. Since the Policy is not directed to its employees, it is not known if it was attached to a cover letter. The BTH should ensure a copy of the Policy is distributed to all of its employees.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the BTH did not meet the 5% threshold requirement of the Act, it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Business Transportation and Housing Agency

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The BTH reported that all of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
Since the BTH did not meet the 5% threshold requirement of the Act, it is not required to hire bilingua employees. However, it does have one certified bilingual Spanish speaking employee to provide assistance when the need arises.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
a. & b. The BTH reported that its public contact staff utilize the Language Identification Guide whenever ther is a contact with a non-English speaking person other than Spanish and it also can call upon the contract use by the DMV or the California Highway Patrol (CHP) when necessary to provide assistance its non-English and Limited English Proficient (LEP) contacts.							
c. The BTH reported that it does not have a contract for interpreter/translation services.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The BTH reported that it has a list of "Frequently Asked Questions" in Spanish available on its website, and the Language Identification Guide that is used to identify the language spoken by its LEP contacts.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Business Transportation and Housing Agency

Description	Excellent ☐	Good ☐	Average/Fair ☐	Other Acceptable Alternatives ☑	Poor/Needs Improvement ☐	Non-Responsive ☐	Not Applicable ☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☑	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The BTH reported that it does not currently conduct training for its public contact staff; however, it provides written procedures on the provisions of the Act that detail employees' responsibilities for providing appropriate services to LEP persons.							
b. Although the BTH reported that language access complaints are directed to its bilingual services coordinator, it did not identify the process used to resolve the complaints. The BTH should work with the departments such as the DMV and CHP in its agency to utilize their complaint process.							
ci. The BTH reported that it does not have any formal procedures for recruiting bilingual staff. If the need arises, the BTH will follow the referenced guide listed on the Implementation Plan (IP) that suggest departments recruit through the use of job announcements, bilingual certifications, publish on SPB's website, foreign language media, and at outreach events.							
cii. The BTH reported that its bilingual staff assists in determining its translation needs.							
d. & e. The BTH reported that it utilizes the services of the SPB and the CHP to certify its bilingual staff. Although the CHP has a written exam, the BTH needs to ensure that its staff are qualified to translate its documents and ensures all translations are proofread by a certified employee. For translation needs, the BTH should rely on the services available within the							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Business Transportation and Housing Agency

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
DMV's translation unit.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The BTH did not attend any of the Bilingual Services Program's (BSP) training classes where guidacne was provided on how to meet the requirement of the Act. The SPB recommends that the BTH visit the BSP's website, download the training material and contact th BSP for guidance on developing its bilingual program.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Business Transportation and Housing Agency

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Business Transportation and Housing Agency

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	3	3	6	1	0	6
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	7.1%	21.4%	21.4%	42.9%	7.1%	0.0%	

Overall Percentage of Acceptable Services: 92.9%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
California Bay-Delta Authority

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/29/2004 2nd Week: 4/12/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	26.00	676.00	NO	9.00	0	0
Total: 1	26.00	676.00	0	9.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
California Bay-Delta Authority

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation Although the California Bay-Delta Authority (CBDA) submitted all of the required documentation, it did not have its Chief of Administration sign the Department Totals by Language report that summarizes the department's total public contacts and public contact staff.	☐	☐	☑	☐	☐	☐	☐
2. Bilingual Services Policy Although the CBDA submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act), it is in draft form. The CBDA should finalize its Policy, have it signed by the director and disseminated it to its public contact staff to ensure they understand their responsibility to provide adequate services to its Limited English Proficient (LEP) contacts.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check ☐ Spanish The CBDA is not required to translate documents into any non-English language, since it only received publi contacts in English. The CBDA is commended for translating two of its documents into Spanish.	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
California Bay-Delta Authority

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CBDA reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CBDA is not required to hire bilingual employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The CBDA had a variety of bilingual resources availabl that include: a language identification chart, list of non-certified bilingual staff, and translated documents. The CBDA does not have a contract with an interpreter services vendor.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
In the event the CBDA receives LEP contacts, it has an Identification Chart, list of non-certified bilingual staff, and translated documents.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
California Bay-Delta Authority

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The CBDA did not report whether it has processes and procedures developed for training its public contact staff on the provisions of the Act nor on the language access complaint process. cii. The CBDA selects those forms and publications related to the services offered and determines which ones it will translate based on need.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CBDA attended 3 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
California Bay-Delta Authority

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
California Bay-Delta Authority

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	5	2	1	0	1	2	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	45.5%	18.2%	9.1%	0.0%	9.1%	18.2%	

Overall Percentage of Acceptable Services: 72.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Child Support Services, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/8/2004 2nd Week: 3/22/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	666.00	17,316.00	NO	5.50	0	0
SPANISH	36.00	936.00	YES	1.00	0.05	0
ARABIC	5.00	130.00	NO	0.00	0	0
GERMAN	4.00	104.00	NO	0.00	0	0
VIETNAMESE	1.00	26.00	NO	0.00	0	0
MANDARIN	1.00	26.00	NO	0.00	0	0
LEBONESE	1.00	26.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Child Support Services, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
GREEK	1.00	26.00	NO	0.00	0	0
Total: 8	715.00	18,590.00	1	6.50	0.05	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Child Support Services (DCSS) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DCSS reported that a Bilingual Services Policy (Policy) was previously submitted with its 2001-2002 Language Survey. This document was submitted to the SPB as a "Draft" Administrative Policy and Procedures document. The SPB recommends that a Policy be issued to all employees that communicates the Director's commitment to ensuring language access is provided to all of its customers in compliance with the Dymally-Alatorre Bilingual Services Act (Act). The DCSS should take immediate action to update and finalize its Policy and ensure that it informs employees of their responsibility to provide language access, as well as identifies the specific bilingual resources available to employees in assisting the Limited English Proficient (LEP) public.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Child Support Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
All languages that met the 5% threshold are identified with a check							
☐ Cambodian/Khmer	☐	☑	☐	☐	☐	☐	☐
☐ Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
☐ Hmong	☐	☑	☐	☐	☐	☐	☐
☐ Mandarin	☐	☑	☐	☐	☐	☐	☐
☐ Russian	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☐ Vietnamese	☐	☑	☐	☐	☐	☐	☐
The DCSS reported that it has translated documents into seven non-English languages. Approximately 20 documents are translated into Spanish, which is the only non-English language that met the 5% threshold. The DCSS also reported that it has translated three of its core documents into the six other non-English languages identified above. The DCSS reported that it is currently working with a vendor to translate additional forms and documents.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☑	☐	☐	☐	☐	☐
Although the DCSS reported that 100% of its public contact staff participated in the survey, it is unclear if it conducted a full survey. This issue was also raised in the DCSS' 2001-02 Language Survey. Overall, DCSS reported very few public contact employees (6.5), given its size (443 employees) and mission. Although Local Child Support Agencies (counties) may serve as the public's primary contact, it appears that DCSS should have more than seven employees that interact with the public requesting assistance in locating local agencies and/or resolving child support problems/issues.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Child Support Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The DCSS reported that it anticipates only one vacant public contact position, and that it would be filled with a Spanish-speaking person.	☐	☑	☐	☐	☐	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The DCSS reported that it has Spanish dictionaries, a list of certified and non-certified bilingual employees, and a list of translated documents available to its public contact staff. According to its update in March 2005, it also has a contract with Network Omni that provides interpreting services in a multitude of languages. The DCSS reported that all public contact employees are made aware receive identification of available bilingual resources as a part of the written procedures provided to them.							
7. Bilingual Resources Available for LEP Public The DCSS has the following resources available to its LEP public: a Bilingual Services Policy statement translated into Spanish and published on the DCSS we site, one certified bilingual public contact employee fluent in the Spanish language, contracts for interpreter services, translated documents, and a Spanish toll-free message phone line. The DCSS appears to have mucl of its information available in Spanish and some of its core documents are translated into six other non-English languages as well. The DCSS is currently working on expanding translation of its documents. Copies of translated DCSS forms are also available on the SPB Bilingual Services website. The SPB recommends that the DCSS makes its translated forms more easily accessible on its website. The DCSS has a "Bilingual Services (en Español)" link on its home page, which takes visitors to a page that contains the Act and the DCSS language policy, both o which can be viewed in Spanish when the "en Español" link is selected. The translated documents are difficult	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Child Support Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
to locate, as users have to navigate through several layers of English text to locate them. The SPB recommends that DCSS place a link on its home page that takes visitors directly to its translated forms and brochures. The SPB recommends that DCSS consider making its telephone and website information available in other non-English languages. This would ensure that a greater segment of California's diverse populations would have access to information that would assist them in understanding the child support system and ho to locate the responsible agency and/or complaint information (Ombudsman Program).							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☑	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☑	☐	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DCSS reported that its public contact staff is provided with written procedures detailing their responsibilities for providing language access. The DCSS reported its process for ensuring training is provided to new staff, is reliant on its Bilingual Services Coordinator knowing when public contact staff changes occur and providing them with one-on-one training. DCSS also reported it provides updated training on an as-needed basis and that it has had no new public contact employees in the past two years. b. The DCSS provided language from its draft policy that states it has a procedure to quickly resolve							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Child Support Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
complaints from LEP customers, but did not provide any detail on these procedures. It also stated that it had translated complaint materials and forms on its website, and a published toll-free number to receive language access complaints. The SPB was unable to locate any complaint information, including a toll-free number on the DCSS website. The only information relative to complaints was regarding the Ombudsman Program, which is handled by the local agencies. The DCSS is required to have a process in place for receiving and resolving language access complaints, and for ensuring that complaint information is translated into those languages that would best serve California's diverse populations. Given its responsibility to oversee that agencies appropriately administer child support payments and collections, DCSS should ensure that it, and the local agencies (Ombudsman Program), have complaint procedures with translated information available that adequately serves the LEP public's need within each local area. ci. The DCSS reported it recruits bilingual staff by including bilingual fluency requirements on its job announcements, advertising vacancies on the SPB website, identifying current bilingual employees to certify, and utilizing bilingual certification lists. cii. The DCSS reported that its Forms and Outreach Division is responsible for determining the department's core documents, which are then translated into those languages that meet the 5% threshold. DCSS reported that it also utilizes statistica information from Department of Social Services programs such as CalWORKs, Cash Assistance Programs and Medi-cal to identify potential language needs. DCSS reported that it passes this information onto the local agencies to provide a consistent source of information for determining language needs. The DCSS should also consider having these local agencies participate in a language survey to identify the languages spoken by the public they serve. d. The DCSS reported that it utilizes the SPB and the Department of Social Services to certify the oral language fluency of its employees. e. The DCSS did not report that it utilizes its employees to translate documents, though it did repor that it uses the SPB and Franchise Tax Board (FTB) to certify the translation skills of its employees. Since							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Child Support Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
neither the SPB nor FTB conduct bilingual exams for assessing translation skills, it is unclear why the CDSS reported this information. f. The DCSS reported that it has a Civil Rights Officer who ensures the department complies with Title VI of the Civil Rights Act and Executive Order 13166; however, it did not provide specific information on how this is accomplished. g. The DCSS reported that it does not contract out any of its public services. It is unclear whether the DCSS has oversight responsibility for the local agencies that administer their child support programs, or if it is merely responsible for maintaining the automated system by which all counties process child support collections and payments. If its responsibilities encompass more than utilization of the automated system, then it is the responsibility of DCSS to ensure that counties comply with state and federal language access laws.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DCSS attended 2 of the BSP's training sessions.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.05 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The DCSS identified a 0.05 Spanish-language position deficiency in its Human Svcs/Bus Svcs/Info Security unit and proposed to utilize one of its non-public contact staff							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Child Support Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
members, certified bilingual in Spanish, to meet its Spanish-language needs.							
ii. Plans for Delivery of Services: 0.05 Spanish Comments: The DCSS reported that it has already implemented its proposed action.	☐	☑	☐	☐	☐	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 0.05 Spanish Comments: The DCSS reported it has corrected its deficiency through the use of other available Spanish-language resources.	☐	☑	☐	☐	☐	☐	☐
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Child Support Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	13	2	0	5	0	3
Part IV: Bilingual Staffing	0	3	0	0	0	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	11.5%	61.5%	7.7%	0.0%	19.2%	0.0%	

Overall Percentage of Acceptable Services: 80.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Children and Families First Commission, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/15/2004 2nd Week: 3/22/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The California Children and Families Commission (CCFC) was exempted from participation in the 2003-2004 Implementation Plan since it demonstrated that it receive limited or no public contact. The Dymally-Alatorre Bilingual Services Act (Act) enables the SPB to exempt a department from participation in only one language survey. As such, the CCFC will be required to participate in the 2005-2006 Implementation Plan.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	28.00	728.00	NO	1.00	0	0
SPANISH	1.00	26.00	YES	1.00	0	0
Total: 2	29.00	754.00	1	2.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Children and Families First Commission, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The CCFC submitted all of the required documentatior	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CCFC submitted a Bilingual Services Policy that demonstrates its commitment to comply with the Act, outlines the bilingual services available to its staff to ensure that public contacts are provided an equal leve of service, and lists the bilingual services coordinator. The policy was signed by the director and distributed to all CCFC employees.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Spanish The CCFC met the 5% threshold in the Spanish language and has several documents translated into Spanish.	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The CCFC reported conflicting information regarding the level of survey participation. On the "Department Total By Language Summary," the CCFC identified having two public contact employees that participated in the survey, whereas on the "Compliance Report" it identified one public contact employee, but that two employees participated. The CCFC should ensure the accuracy of both its survey data and the reports, since these discrepancies affect the deficiencies identified.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CCFC has sufficient bilingual staff to provide an equal level of service to its Spanish-speaking LEP contacts.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☐	☑	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☑	☐
The CCFC reported conflicting information about the bilingual resources available to its staff. On the "Compliance Report," the CCFC did not identify having bilingual services available to its public contact staff, whereas on its policy, it reported that it has Spanish speaking staff, translated documents, and a bilingual services coordinator to provide guidance to staff. It also mentioned that it has a contract with a company that provides interpreter services. The CCFC should review its bilingual services and ensure it makes them available to all staff so that they can provide an equal level of service to LEP contacts.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The CCFC reported that it has translated documents, a toll-free line for calls in Spanish, and interpreter							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Children and Families First Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
services. As reported above, the CCFC reported conflicting information regarding the level of bilingual services it has available.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☑	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. Although the CCFC was exempted from submitting an Implementation Plan, its revised policy mentions that its employees receive training on the provisions of the Act, and that it has a process to resolve language access issues. Once the CCFC revises its policy, it can rely on it to serve as a mechanism for ensuring its employees are aware of their responsibilities under the Act. e. The CCFC reported that the translation skills of its certified Spanish-speaking staff members were assessed by the SPB. While the SPB administers the bilingual exam, it only tests oral fluency levels. If the CCFC is utilizing its bilingual staff members to translate documents, it must ensure that their skill leve in doing so is adequate. The CCFC should have its bilingual staff members take the written exam administered by Human Resources Cooperative Personnel Services to assess their translation skill lev							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Children and Families First Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The CCFC attended 1 BSP training class.							
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Children and Families First Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	0	3	0	4	3	8
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	16.7%	0.0%	25.0%	0.0%	33.3%	25.0%	

Overall Percentage of Acceptable Services: 41.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Chiropractic Examiners, Board of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	603.00	15,678.00	NO	8.70	0	0
Total: 1	603.00	15,678.00	0	8.70	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Chiropractic Examiners, Board of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The State Board of Chiropractic Examiners (Board) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Board submitted a copy of its Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act). The Policy contains the Board's standards in providing services to LEP individuals, its language access complaint process, and the name and telephone number of the person responsible for responding to questions. The Policy is signed by the director and was disseminated to all employees.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the Board did not meet the 5% threshold in any non-English language, it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Chiropractic Examiners, Board of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☑	☐	☐	☐	☐	☐
The Board reported that 100% of its public contact staff participated in the survey; however, on two of its documents, it reported six employees (Compliance Report) and 8.70 employees (Language Survey Data Summary). While it is only a difference of 2.70 employees and the Board did not have any contacts in non-English languages, it still needs to ensure that it is reporting accurate data.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the Board did not meet the 5% threshold in any non-English language, it is not required to hire bilingua employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a. & b. The Board reported that it has two Spanish translation dictionaries that are available to all its staff. It has also enlisted the services of the Interpreters Unlimited to assist with Spanish as well as with a variet of other non-English languages.							
c. The Board has a contract with Network Omni Multilingual Communications to translate its documents. Although the Board reported that it will utilized the services of " Interpreters Unlimited", it can also use the interpreter services through Network Omni							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Board reported that it has enlisted the services of the Interpreters Unlimited to assist with Spanish as well as with a variety of other non-English languages. As mentioned above, it can also use the Network Omni							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Chiropractic Examiners, Board of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Multilingual Communications for its interpreting needs.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☑	☐	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Board reported that Customer Service Training is provided to all public contact employees that communicate with Limited English Proficient (LEP), English speakers, and disabled customers requesting access to services rendered by the Board. Public contact staff are provided with training handouts on providing appropriate services to LEP. The training manual also contain information on the Board's compliance with the Act, guidelines for providing services to people with foreign accent, guidelines for providing services to LEP, Disability Etiquette, and Voice tone techniques that build rapport with the publi							
b. The Board reported that it has contracted with Network Omni Multilingual Communications and has translated several of the Board's complaint forms and instruction documents into Spanish.							
d. & e. The Board reported that it will utilize the services of the SPB to certify its bilingual employees.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Chiropractic Examiners, Board of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The Board did not attend any of the training classes where guidance was provided on meeting the requirements of the Act and bilingual services were made available. The SPB recommends that the Board visit the BSP's website and download training material that will assist it in developing its bilingual program.							
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments:							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Chiropractic Examiners, Board of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Chiropractic Examiners, Board of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	5	4	0	2	1	0	8
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	41.7%	33.3%	0.0%	16.7%	8.3%	0.0%	

Overall Percentage of Acceptable Services: 91.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coachella Valley Mountains Conservancy

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 2/9/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The Coachella Valley Mountains Conservancy (Conservancy) was exempted from participating in the 2003-2004 Implementation Plan, since it demonstrated that it received limited or no contact with the public. The Dymally-Alatorre Bilingual Services Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one Implementation Plan; therefore, the conservancy will be requir to participate in the 2005-2006 Implementation Plan.

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

☑ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	29.00	754.00	NO	2.00	0	0
Total: 1	29.00	754.00	0	2.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coachella Valley Mountains Conservancy

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Conservancy submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Conservancy's Bilingual Services Policy (Policy) demonstrates its commitment to comply with the Act, outlines the bilingual services available to its staff to ensure its public contacts are provided an equal level of service, lists a bilingual services coordinator, is dated and signed by the director and disseminated to all its employees. A copy should also be sent to the SPB.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coachella Valley Mountains Conservancy

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Conservancy reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Conservancy is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☑	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The Conservancy reported that it does not have any bilingual resources available for its public contact staff internally; however, it can rely on identified state departments to assist its public contact staff when necessary. The Conservancy should develop a list of state departments it has identified to provide assistance and make it available to its public contact staff.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☑	☐	☐	☐
The Conservancy reported that it would contact identified state departments to assist in meeting the needs of any of its LEP public contacts. As stated above, the conservancy should develop a list of identified state departments that are available to assist when necessary.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coachella Valley Mountains Conservancy

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. Since the Conservancy was exempted from participating in the Implementation Plan, it did not provide information to assess this area. The Conservancy should contact the Bilingual Services Program (BSP) for alternatives for providing an avenue for the LEP public to complain about language access issues.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The Conservancy did not attend any of the BSP training classes where guidance was provided to meet the requirements of the Act and resources where made available. The SPB recommends that the conservancy visit the BSP's website, download the training materials, and contact the BSP for guidance on developing its bilingual services program.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coachella Valley Mountains Conservancy

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coachella Valley Mountains Conservancy

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	1	0	2	3	0	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	33.3%	11.1%	0.0%	22.2%	33.3%	0.0%	

Overall Percentage of Acceptable Services: 66.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Commission, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2nd Week:

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The California Coastal Commisison (Commission) particiapted in the 2003-2004 Language Survey; however, it did not identify its two-week survey period.

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

☑ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

The Commission was exempted from participation in the 2003-2004 Implementation Plan, since it demonstrated that it received limited or no contact with the Limited Englisl Proficient (LEP) public. The Dymally-Alatorre Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one Implementation Plar therefore, the Commission will be required to participate in the 2005-2006 Language Survey.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,562.00	66,612.00	NO	102.70	0	0
SPANISH	10.00	260.00	NO	1.75	0	0
CANTONESE	0.00	0.00	NO	1.00	0	0
Total: 3	2,572.00	66,872.00	0	105.45	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Commission, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Commission submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Commission did not submit a Bilingual Services Policy (Policy). The Commission should submit a Policy that demonstrates its commitment to comply with the Act, ensures it identifies standards for providing service to LEP persons, informs public contact employees of their responsibilities, identifies available bilingual resources, and provides the name and telephone number of a contact person for obtaining information/assistance. The Policy should be printed on letterhead, signed and dated by the director and distributed to all public contact staff. A copy should be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☑	☐	☐	☐	☐
The Commission reported conflicting information regarding the level of survey participation. In the "Department Totals By Language" report, the Commission reported that 105.45 public contact employees participated in the survey, whereas on the "Compliance Report" it identified that 107 employees participated. The Commission should ensure the accuracy of both its survey data and reports, since these discrepancies affect its bilingual program.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Commission is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The Commission reported that its Human Resources Unit maintains a list of bilnigual employees that are called upon as needed to assist its LEP contacts. The SPB recommends that its bilingual employees take the fluency exam to assess their skill level.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Commission reported that it has bilingual Spanish speaking staff who can translate its documents, if the need arises. As mentioned above, the Commission should have its bilingual staff's oral and written bilingua skills assessed to ensure they are providing adequate services.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☐	☑
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☐	☑
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. Since the Commission received an exemption from submitting an Implementation Plan, it should make sure that it has processes and procedures developed for training its public contact staff on the provisions of the Act and a complaint process to resolve language access issues. The Commission should contact the Bilingual Services Program (BSP) for alternatives on providing training regarding the provision of the Act and an avenue for the LEP public to complain about language access issues.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The Commission did not attend any of the BSP training classes where guidance was provided to meet the requirements of the Act and resources where made available. The SPB recommends that the Commission visit the BSP's website, download the training material and contact the SPB for guidance on developing this part of their bilingual services program.							
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	1	3	0	2	0	13
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	14.3%	14.3%	42.9%	0.0%	28.6%	0.0%	

Overall Percentage of Acceptable Services: 71.4%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Conservancy, State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☐ Yes 1st Week: 2nd Week:

☑ No - Reason for non-participation:

☑ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The State Coastal Conservancy (Conservancy) was exempted from participation in the 2003-2004 Language Survey, since it demonstrated that it received limited or no conta with the Limited English Proficient (LEP) public. The Dymally-Alatorre Act (Act) enable the State Personnel Board (SPB) to exempt a department from participation in only one language survey; therefore, the Conservancy will be required to participate in the 2005 2006 Language Survey.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Conservancy, State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Conservancy was exempted from the 2003-2004 Language Survey.	☐	☐	☐	☐	☐	☐	☑
2. Bilingual Services Policy The Conservancy submitted a copy of its bilingual services policy (policy), that demonstrates its commitment to comply with the Act, identifies standards for providing service to LEP persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information/assistance. The director should sign the policy before it is distributed to its staff and a copy is sent to the SPB.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check The Conservancy reported on its Implementation Plan that it does not have any translated documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Conservancy, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☐	☐	☑
Since the Conservancy was exempted from participation in the Language Survey, it did not provide a response to this question.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the Conservancy was exempted from participation in the Language Survey, it did not provide a response to this question.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
a. & b. The Conservancy reported that it has a list of biingual employees, bilingual dictionaries, glossary of commonly used terms, and a language identification guide to assist its public contact staff communicate with its LEP contacts. The Calfornia Relay Service that provides services through a Telecommunications Device for the Deaf (TDD) is used to communicate with the hearing impaired.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Conservancy has a list of bilingual employees that can provide assistance. The SPB recommends that the Conservancy have its employees' bilingual skills assessed to ensure they are providing adequate services.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Conservancy, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Conservancy reported that new hires receive training on the provisions of the Act, conducting the language survey, and how to access the California Relay Service and its non-English dictionaries. Information on bilingual services is also made availabl at its new employee orientation. b. The Conservancy reported that it has an informal and formal language-access complaint process that involves an investigation by the bilingual services coordinator or the Equal Employment Opportunity officer. It also attempts to resolve the complaints withir five business days.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources. The Conservancy did not attend any of the Bilingual Services Program's (BSP) training classes where guidance was provided on how to meet the requirements of the Act. The SPB recommends that the Conservancy visit the BSP's website, download the traning material and contact the BSP for guidance on developing its bilingual program.	☐	☐	☐	☐	☑	☐	☐

Part IV: Bilingual Staffing

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Conservancy, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: The Conservancy was exempted from participation in the Language Survey.							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Coastal Conservancy, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	4	0	0	1	0	13
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	28.6%	57.1%	0.0%	0.0%	14.3%	0.0%	

Overall Percentage of Acceptable Services: 85.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Colorado River Board of CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/12/2004 2nd Week: 3/22/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Colorado River Board (CRB) was exempted from participation in the 2003-2004 Implementation Plan, since it demonstrated that it received limited or no contact with the public. The Dynmally-Alatorre Bilingual Services Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one Implementation Plan therefore, the CRB will be required to submit an Implementation Plan for the 2005-2006 Language Survey.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	18.00	468.00	NO	6.25	0	0
MANDARIN	1.00	26.00	YES	0.00	1.5	0
SPANISH	0.00	0.00	NO	1.00	0	0
Total: 3	19.00	494.00	1	7.25	1.5	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Colorado River Board of CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The CRB submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CRB submitted a copy in draft form of its policy, which resembled the model document provided by the SPB for policy development. The SPB recommends that the CRB develop a bilingual services policy (policy) that demonstrates its commitment to comply with the Act, sets standards for providing service to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources, and provides the name and telephone number of a contact person for obtaining information and assistance. The policy should be signed by the director and distributed to all CRB employees. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Mandarin The CRB met the 5% threshold in the Mandarin language and reported that it has not translated any of its documents. The CRB has one staff person that speaks Mandarin and he/she will be utilized to explain documents to ensure that an equal level of service is	☐	☐	☐	☑	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Colorado River Board of CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
provided to its LEP contacts.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CRB reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
The CRB reported that it made one hire to fill a vacancy. It did not hire a bilingual person, as there is already bilingual staff in place to assist with Mandarin-speaking LEP contacts.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☐	☐	☑
b. Accessibility to Staff	☐	☐	☐	☐	☐	☐	☑
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The CRB reported that it does not have any bilingual resources available for its LEP public contact staff. The CRB reported having staff that speak four languages (Spanish, Farsi, Taiwanese, and Mandarin). Those staff members should take the oral fluency exam, to assess their bilingual skills, from which a list o bilingual-certified staff will be developed and made available to public contact staff in order to ensure proper service for LEP contacts.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☐	☐	☑
The CRB did not identify any bilingual resources available for its LEP public. The SPB recommends tha the CRB certify its bilingual staff and utilize their services when necessary.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Colorado River Board of CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The CRB reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act; nor does it have a language access complaint process. The CRB should contact the SPB to determine how it can meet these requirements. d. The CRB reported that the Departments of Rehabilitation and Motor Vehicles conduct its oral fluency exams.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CRB did not attend any of the Bilingual Services Program (BSP) training classes where guidance was provided and resources were made available to assist in meeting the requirements of the Act. The SPB recommends that the CRB visit the BSP's website and download the training and language access materials to learn how they can improve their bilingual services program.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Colorado River Board of CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
1.5 Mandarin	☐	☑	☐	☐	☐	☐	☐
Comments: The CRB reported conflicting information regarding the number of bilingual staff available to assist its LEP contacts. While the Unit Staff Summary (Form D) identified bilingual staff that speak Spanish, Farsi, and Taiwanese, the language survey report data generated b the on-line system only identified one Spanish-speaking full-time staff person. The CRB reported that its Taiwanese-speaking staff person also speaks Mandarin, and that he/she can provide services to the unit that reported the position deficiency.							
ii. Plans for Delivery of Services:							
1.5 Mandarin	☐	☑	☐	☐	☐	☐	☐
Comments: The CRB reported that it will continue to use its Taiwanese/Mandarin speaking staff person to provide services to its LEP contacts.							
b. Implementation Plan:							
i. Progress since Language Survey:							
1.5 Mandarin	☐	☐	☐	☑	☐	☐	☐
Comments: The CRB did not report any progress in correcting this deficiency. The Taiwanese/Mandarin-speaking staff person should take the oral fluency exam in Mandarin in order to assess their bilingual skills. Once they are certified, one position deficiency will be corrected. The other .50 position deficiency should be corrected once the CRB is able to either hire more bilingual staff, or							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Colorado River Board of CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
develop its Mandarin bilingual resources.							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Colorado River Board of CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	1	0	2	4	0	11
Part IV: Bilingual Staffing	0	2	0	1	0	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	16.7%	25.0%	0.0%	25.0%	33.3%	0.0%	

Overall Percentage of Acceptable Services: 66.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Conservation Corps, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/1/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	4,622.00	120,172.00	NO	91.95	0	0
SPANISH	99.00	2,574.00	YES	1.00	0.88	0
Total: 2	4,721.00	122,746.00	1	92.95	0.88	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Conservation Corps, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Conservation Corps (CCC) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CCC reported that it is developing a new Bilingual Services Policy (Policy). The CCC should develop a Policy that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Service Act (Act), sets service standards for providing services to Limited English Proficient (LEP) persons, informs its public contact employees of their responsibilities, identifies available bilingual resources, and provides the name and telephone number of a contact person for obtaining information and assistance. The Policy should be printed on department letterhead, signed by the director and distributed to its public contact staff. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Spanish The CCC reported that it has 19% or fewer documents that fell within the scope of the Act translated into the Spanish language. Four CCC units identified from .15 to .27 position deficiencies. The CCC has made	☐	☑	☐	☐	☐	☐	☐

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Conservation Corps, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
efforts to translate department documents into Spanish, including recruitment information comprised of brochures and informational one-page handouts.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
In order to comply with the survey, the CCC was responsible for the participation of all public contact staff in the survey. The CCC reported that only 93 of its 188 full-time public contact staff participated in the language survey, but did not provide any explanation for the lack of participation. By excluding public contact staff from the survey, the CCC provided erroneous information that does not allow the SPB to assess if the level of public contact staff is sufficient to provide an equal level of service to LEP contacts. Also, according to the State Controller's Report titled "Number of Employees By Department," the CCC has a total of 1,500 employees, which means that it could have more than 188 public contact staff members. The CCC should review its data and make sure all of its public contact staff are participating in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
The CCC reported that it filled one intermittent/temporary bilingual public contact position.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The CCC reported that it uses a software program to translate its documents into Spanish. However, the Spanish-speaking employee that used the software to translate CCC documents is no longer employed by the department due to budget cuts. This person was also responsible for answering Spanish language calls that came into the toll-free telephone line. Since it does not have sufficient Spanish speaking staff to respond to its							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
calls, the CCC needs to identify other bilingual Spanish speaking staff that can answer the calls, and should als contract with an interpreter service to assist with its Spanish LEP contacts. If the CCC intends to continue using the translation software, it must have qualified bilingual staff to edit the translations and ensure they are correct.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The CCC reported that it has translated informational handouts and brochures that are made available to LEP contacts in CCC field offices. A Spanish website that gives access to translated documents, and a toll-free telephone number are also made available. As stated above, since the CCC lost funding to support the position that monitored the toll-free telephone number, needs to identify another Spanish speaking person to provide service as required by the Act.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The CCC reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act, nor does it have a complaint process to resolve language access issues even though it reported having translated information regarding its complaint process on its website. The CCC should contact the Bilingual Services Program (BSP) for guidance regarding staff							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
training on the provisions of the Act, and the development of an avenue for the LEP public to complain about language access issues. ci. The CCC reported that it recruits qualified bilingual staff by certifying existing bilingual staff when necessary, recruiting at outreach events, advertising in Spanish language newspapers, translating employment flyers and distributing to identified areas, as well as other media sources when applicable. cii. The CCC reported that it uses the language survey results to determine translation needs and ensure that translated documents are available in its field offices. d. The CCC utilizes the SPB to certify its bilingual staff. e. The CCC did not provide information on how it certifies the translation skills of its bilingual employees. Since the CCC was previously using bilingual staff to correct documents translated by the aforementioned software, it should identify a new person to proofread the translated documents for accuracy. g. The CCC reported that it does not contract any of its public services. However, on the "Compliance Report", it states that the CCC contracts field recruiters that provide information about its program to the public. The CCC needs to ensure that its contracted staff is aware of the provisions of the Act, and that they comply in providing services to LEP contacts in a timely manner.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CCC attended 2 of the BSP's training classes provided by the SPB. The SPB recommends that the CCC visit the BSP's website and download information that will assist in developing a bilingual services program.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							

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Analysis and Summary Report
Conservation Corps, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.88 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The CCC reported position deficiencies in four of its units. The proposed action to correct these deficiencies is to certify its non-certified bilingual staff in three of the units that identified deficiencies. The North Bay Operation Unit in Napa County was the only unit that did not have available non-certified staff, and as such will us the services of recruiters to assist in correcting position deficiencies.							
ii. Plans for Delivery of Services:							
0.88 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The CCC will utilize existing bilingual staff as needed.							
b. Implementation Plan:							
i. Progress since Language Survey:							
0.88 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The CCC reported that it would certify recruiters that are assigned to the units that identified deficiencies. Again, since the recruiters are not state employees, they cannot correct the deficiency by taking the oral fluency exam. However, they should take the oral fluency exam to assess their Spanish skills and ensure that they are providing adequate services. The CCC can immediately correct the position deficiencies in the Fresno Satellite, Monterey Bay Center and the Los Angeles Center Units by certifying its identified non-certified bilingual staff. The North Bay Operation Unit in the Central Service District is							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the only unit that did not identify any non-certified bilingua staff, and as such should have its recruiters assist in responding to its Spanish speaking contact in the interim of hiring or redirecting staff. If the Spanish speaking contacts are being made via telephone calls, it is acceptable to have another unit assist with the calls by transferring the calls to them. However, if the contacts are "walk-in" contacts in field offices, the CCC needs to hire bilingual staff when able.							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	2	1	0	11	0	3
Part IV: Bilingual Staffing	0	2	0	0	1	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	15.0%	20.0%	5.0%	0.0%	60.0%	0.0%	

Overall Percentage of Acceptable Services: 40.0%

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Conservation, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/22/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☑ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Department of Conservation (DOC) did not comply with the Dymally-Alatorre Bilingual Services Act (Act) that requires state agencies to submit an Implementation Plan. Therefore, the DOC's language survey assessment rating will reflect its non-compliance.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	6,657.00	173,082.00	NO	86.00	0	0
SPANISH	416.00	10,816.00	YES	12.00	1.07	0
RUSSIAN	3.00	78.00	NO	0.00	0	0
MANDARIN	3.00	78.00	NO	0.00	0	0
NOT IDENTIFIED	2.00	52.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
VIETNAMESE	1.00	26.00	NO	0.00	0	0
Total: 6	7,082.00	184,132.00	1	98.00	1.07	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation Although the DOC did submit the language survey documentation, it did not comply with the Act insofar as submitting an Implementation Plan that provides detailed information about the department's bilingual services program to ensure its Limited English Proficient (LEP) contacts are provided with an equal level of service.	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy The DOC did not submit a Bilingual Services Policy (Policy). The State Personnel Board (SPB) recommends that the DOC implement a bilingual services policy that demonstrates its commitment to comply with the Act, sets service standards for providing services to LEP persons, informs public contact employees of their responsibilities, identifies available bilingual resources, and provides the name and telephone number of a contact person for obtaining information and assistance. The Policy should be printed on department letterhead, signed by the director, and distributed to its public contact staff. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
The DOC met the 5% threshold in the Spanish language which resulted in 1.07 position deficiencies and has translated five documents that discuss its recycle program.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
Although the DOC reported that it received a 100% level of participation, it reported different information on its forms. On the "Department Totals By Language" form, the DOC reported that 98 public contact staff participated in the survey, whereas on the "Compliance Report," it reported that 96 public contact employees participated. A two-person discrepancy can significantly change the level of staff deficiency, particularly if the discrepancy involves bilingual staff members. The DOC should also ensure that all of its public contact staff participated in the survey, since it employs over 600 people and only identified having between 96 and 98 public contact employees.							

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Conservation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The DOC made 18 full-time hires after its last languag survey. However, it did not hire any bilingual employees. Although the Spanish deficiencies reported in San Francisco (.20) and Sacramento (.87) were not significant, the DOC could have hired a Spanish-speaking person in the Sacramento office since the deficiency almost constitutes one full-time position.	☐	☐	☐	☐	☑	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☑	☐	☐	☐	☐
The DOC reported that its bilingual resources include Spanish dictionaries for staff that work in the Recycling Unit. The DOC should also consider developing a list of bilingual staff and making it available for all public contact staff to utilize if and when the need arises. Although the DOC reported that it has a contract with Tele-Interpreter's "On-Call" that provides interpreting services, it should verify the availability of services for other languages besides Spanish, and make the numb available to all public contact staff. Tele-Interpreter's "On-Call" service was only used for Spanish calls between July of 2002 and June of 2003.							
7. Bilingual Resources Available for LEP Public The DOC reported that it has a toll-free telephone number available for public use. However, it was not identified whether this number gives access to non-English-speaking clients to obtain information or leave messages in their respective languages. Since the DO received five contacts in non-English languages, one o which was not identified, it should ensure its Tele-Interpreters service can provide assistance in languages other than Spanish.	☐	☐	☐	☐	☑	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐

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Analysis and Summary Report
Conservation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☑	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☑	☐
Since the DOC was non-compliant in submitting an Implementation Plan, no information was provided to assess its bilingual program, particularly regarding the training of public contact staff on the provisions of the Act and its language access complaint process. While the DOC reported that it had its internal staff translate its documents, it did not identify how the skill level of this staff was assessed. The DOC should have its bilingual staff take the written exam given by the Los Angeles School District (LAUSD) or the CPS Human Resource Services (CPS) to assess their written skill level and ensure they are providing adequate services							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The DOC attended only 2 Bilingual Service Program's (BSP) training classes. The SPB recommends that the DOC visit the BSP website and download the training material that will assist it in developing its bilingual services program.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐

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Conservation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
1.07 Spanish	☐	☐	☐	☐	☐	☑	☐
Comments: The DOC did not provide a response to this question.							
ii. Plans for Delivery of Services:							
1.07 Spanish	☐	☐	☐	☐	☐	☑	☐
Comments: The DOC did not provide a response to this question.							
b. Implementation Plan:							
i. Progress since Language Survey:							
1.07 Spanish	☐	☐	☐	☐	☐	☑	☐
Comments: Since the DOC did not submit an Implementation Plan, the SPB was not able to determine if the deficiency was corrected. As such, the DOC needs to identify which resources it will use in the interim of hiring bilingual staff t ensure its Spanish-speaking contacts receive an equal level of service.							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	0	1	0	8	10	1
Part IV: Bilingual Staffing	0	0	0	0	0	3	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	0.0%	4.5%	0.0%	36.4%	59.1%	

Overall Percentage of Acceptable Services: 4.5%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	140,338.00	3,648,788.00	NO	1,437.53	0	0
SPANISH	6,485.00	168,610.00	YES	83.44	8.16	4.02
VIETNAMESE	638.00	16,588.00	YES	4.00	1.61	0.87
KOREAN	238.00	6,188.00	NO	0.00	0	1.58
MANDARIN	184.00	4,784.00	YES	1.00	0.5	0.1
ARABIC	131.00	3,406.00	NO	0.00	0	0.59
TAGALOG	115.00	2,990.00	YES	0.00	0.33	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
CANTONESE	111.00	2,886.00	YES	0.00	0.23	0
JAPANESE	87.00	2,262.00	NO	0.00	0	0
FARSI	72.00	1,872.00	YES	2.00	0	0
ARMENIAN	61.00	1,586.00	YES	0.00	0.5	0
RUSSIAN	35.00	910.00	NO	0.00	0	0
HINDI	25.00	650.00	NO	0.00	0	0
ILOCANO	20.00	520.00	NO	0.00	0	0
CAMBODIAN	17.00	442.00	NO	0.00	0	0
KANNADA	16.00	416.00	NO	0.00	0	0
GERMAN	15.00	390.00	NO	0.00	0	0
FRENCH	15.00	390.00	NO	0.00	0	0
AFRIKAANS	14.00	364.00	NO	0.00	0	0
HMONG	11.00	286.00	NO	0.00	0	0
LAOTIAN	11.00	286.00	NO	0.00	0	0
PUNJABI	10.00	260.00	NO	0.00	0	0
KASHIMIRI	6.00	156.00	NO	0.00	0	0
INDONESIAN	6.00	156.00	NO	0.00	0	0
HEBREW	5.00	130.00	NO	0.00	0	0
ITALIAN	5.00	130.00	NO	0.00	0	0
PAKISTAN	4.00	104.00	NO	0.00	0	0
PORTUGUESE	4.00	104.00	NO	0.00	0	0
CZECH	1.00	26.00	NO	0.00	0	0
ADA/KUTURMI	1.00	26.00	NO	0.00	0	0
SWAHILI	1.00	26.00	NO	0.00	0	0
HUNGARIAN	1.00	26.00	NO	0.00	0	0
KURDI	1.00	26.00	NO	0.00	0	0
GUJARATI, INDIA	1.00	26.00	NO	0.00	0	0
Total: 34	148,685.00	3,865,810.00	7	1,527.97	11.33	7.16

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Analysis and Summary Report
Consumer Affairs, Department of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Large	**3,500 to 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Consumer Affairs (DCA) submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DCA submitted a Bilingual Services Policy (Policy) which mandates that all its divisions, bureaus, boards, and other constituent agencies provide equal access to available information and services of the DCA, and deliver services that promote effective communication with its non-English speaking or Limited English Proficient (LEP) clients. The Policy has provisions on DCA participation in the biennial language survey, bilingual resources that are available to its public contact staff and LEP contacts, training for public contact staff on providing appropriate services to LEP contacts, and a process for language access complaints. The Policy was signed by the DCA director and disseminated to all employees.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Armenian	☐	☐	☑	☐	☐	☐	☐
☑ Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
☑ Farsi/Persian	☐	☐	☑	☐	☐	☐	☐
☐ Hmong	☐	☑	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ Japanese	☐	☐	☑	☐	☐	☐	☐
☐ Korean	☐	☑	☐	☐	☐	☐	☐
☑ Mandarin	☐	☑	☐	☐	☐	☐	☐
☐ Russian	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☑ Tagalog	☐	☐	☑	☐	☐	☐	☐
☐ Thai [Thailand]	☐	☑	☐	☐	☐	☐	☐
☑ Vietnamese	☐	☑	☐	☐	☐	☐	☐
The DCA reported translating 60% to 70% of its documents to the following languages that met the 5% threshold with the corresponding number of document translated: Spanish (21), Chinese (7), Vietnamese (5), Tagalog (2), Farsi (1), and Armenian (1). The State Personnel Board (SPB) commends the DCA for translating some of its documents to languages that did not meet the 5% threshold such as Korean, Hmong, Russian, Thai, Japanese, and Cambodian. The DCA submitted a list of its 14 entities with their translated documents, and the corresponding number of documents translated per language: Acupuncture Board: Chinese (1), Pinyin (1) Arbitration Certification Program: Chinese (1), Spanish (1) Bureau of Automotive Repair: Spanish (8) Board of Behavioral Science: Spanish (1) Consumer Relations & Outreach: Spanish (2) Contractors State License Board: Spanish (5), Chinese (2), Korean (2), Tagalog (2), Vietnamese (2) Dental Board: Spanish (1) Bureau of Electronic & Appliance Repair: Spanish (3) Medical Board of California: Spanish (5), Russian (3), Korean (3), Chinese (3), Armenian (2), Vietnamese (2), Hmong (2), Thai (1)							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Pharmacy Board: Spanish (12), Chinese (3), Vietnamese (3), Russian (2), Korean (2), Japanese (1), Cambodian (1), Farsi(1), Hmong(1), Tagalog(1) Board of Podiatric Medicine: Spanish (1) Psychology Board: Spanish (2) Security & Investigative Services: Spanish (1), Korean (1), Vietnamese (1) Speech-Language Pathology & Audiology Board: Spanish (1)							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DCA reported that 99.5% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
The DCA reported that it has no anticipated public contact position vacancies for the year following the 2003-2004 Language Survey, and has no critical need to hire bilingual staff based on the department's availability of bilingual resources. It also reported hiring one Spanish-speaking bilingual staff member ou of its 97 new hires. The DCA should evaluate the staffing needs within its divisions, boards, and bureaus to address the areas of concern discussed in Section IV of this report.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☑	☐	☐	☐	☐
a. The DCA reported that each entity (i.e., board, bureau, committee, commission) is responsible for conveying the mission and purpose of its respective							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
program by employing a sufficient number of staff in public contact positions, as well as providing to its staff a list of translated documents and publications by the DCA Communication and Education Division. The DCA Policy reports the provision of foreign language dictionaries to its public contact staff, a list of its 14 entities that have translated documents in various non-English languages, and a list of bilingual employees available to assist public contact staff. b. The DCA reported that translated documents are made available to its public contact staff by keeping them stocked in local offices and available at the DCA internet/intranet website. c. The DCA reported that it has a contract with Language Line Services to assist its Consumer Information Center (CIC) Unit answer calls in up to 148 different non-English languages. The DCA also reported that its Equal Employment Opportunity (EEO) Office has a contract with a vendor that provides interpreters for the hearing impaired.							
7. Bilingual Resources Available for LEP Public The DCA reported that it offers assistance to its Spanish-speaking public via its web site. In addition, calls from LEP contacts are answered by its bilingual staff or directed to its CIC Unit. In the case of contacts in languages for which DCA bilingual staff is unavailable, contacts are assisted by Language Line Services. Its Policy has provisions for posters displayed in all of its offices that inform LEP contacts in their native languages of the availability of interpreters and translated materials.	☐	☑	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐

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Description	Excellent ☐	Good ☐	Average/Fair ☐	Other Acceptable Alternatives ☑	Poor/Needs Improvement ☐	Non-Responsive ☐	Not Applicable ☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☑	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☑	☐	☐	☐	☐	☐
a. The DCA reported that it does not currently provide training to its public contact staff on the appropriate provision of services to LEP contacts. Public contact employees are provided with written procedures that detail their responsibilities for providing an appropriate level of services to LEP customers. Newly hired public contact employees are provided with internal bilingual resources such as translated publications and brochures for their specific programs, and notified of the availability of Language Line Services through its CIC Unit. The SPB recommends that the DCA standardize its training program to ensure that all employees of its various entities receive the same information on providing the LEP with equal access to its services and information.							
b. The DCA reported that it does not have a complain process to receive language access complaints. Each DCA entity handles its own complaints utilizing resources such as bilingual staff, Language Line Services through its CIC Unit, and a list of Spanish-speaking employees to assist with complaints and comments. The DCA also reported that it is developing a formalized written complaint process that will ensure compliance with the Dymally-Alatorre Bilingual Services Act (Act).							
ci. The DCA reported that it recruits qualified bilingual staff using the SPB web site, bilingual certification lists and advertisements at community outreach events.							
cii. The DCA reported that a standard procedure to determine which documents should be translated has not been developed, due to the diverse population that it serves. It reported that the language survey is an important tool in identifying the specific language needs for the DCA. Its "Departmental Procedures Memorandum-Bilingual Services Program" identifies which written materials require translation under the A by referencing the Test Validation and Construction Unit at SPB. It also reported two publications on the subject, titled "Research Guidelines for the Translation							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
of Written Documents" and "Recommendations and Resources for Translation of Written Documents." d. & e. The DCA reported that it has delegated testing authority to conduct bilingual oral fluency exams (as developed by the SPB) in the Spanish language. It also reported that 13 of its staff members are certified by the Los Angeles Unified School District (LAUSD) to administer oral and written translations in the Vietnamese, Spanish, Cantonese, and Korean languages. f. The DCA reported that it complies with the Government Code Section 11435.15, which specifically addresses four DCA professional entities (State Athletic Commission, State Board of Barbering and Cosmetology, California Board of Podiatric Medicine, and Board of Psychology) by mandating the provision of language assistance to parties or witnesses who cannot speak or understand, or have difficulty speaking or understanding, English. This typ of provision is specific to administrative matters, where the entities use the Office of Administrative Hearings for language assistance. The DCA also reported that the Bureau of Private Pos Secondary and Vocational Education receives federal funding and is compliant with the Executive Order 13166 of the Title VI of the Civil Rights Act. However, the DCA did not provide information on how it complies with the requirements of Title VI. The DCA should describe the actions the department is taking to comply with the language access requirements of Title VI. g. The DCA reported that it contracts with vendors who are registered with the Department of General Services (DGS), California Multiple Awards Schedule (CMAS) to comply with the government "Code of Ethics, Professional Conduct and Confidentiality Statement," and has assured the SPB that all DCA vendors comply with state language access requirements. The DCA should develop its own procedure that is applicable to its various entities to ensure that its contractors comply with the language access requirements of the state. h. The DCA reported that it conducts a separate survey of its employees to identify their language fluency. These identified bilingual employees are give the opportunity to take certification exams to test their							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual skills. Upon passing the test, their names are added to the directory of certified staff.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☑	☐	☐	☐	☐
The DCA attended 5 Bilingual Services Program's (BSP) training sessions.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
8.16 Spanish	☐	☑	☐	☐	☐	☐	☐
1.61 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.5 Mandarin	☐	☑	☐	☐	☐	☐	☐
0.5 Armenian	☐	☑	☐	☐	☐	☐	☐
0.33 Tagalog	☐	☑	☐	☐	☐	☐	☐
0.23 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
Comments:							
Spanish:							
The DCA reported a bilingual position deficiency of 8.16 positions in the Spanish language in 7 of its offices. The DCA planned to correct its deficiencies by: certifying three non-certified staff members to correct the identified 2.98 deficiency at its Culver City Field Office in Los Angeles County, certifying one non-certified staff member for the 1.93 deficiency at its Sacramento Licensing office, recruiting bilingual employees for its							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Director's (1.41) and Complaint Mediation/Riverside (1.31) offices, and utilizing existing bilingual staff from other offices for its Enf/Do-San Jose (.47), Enforcement (.04), and Enf/HQ/Quality of Care Complaints (.02) offices. The DCA listed erroneous information on its Compliance Report by identifying a deficiency of 1.14 positions, instead of 1.31 positions in the Spanish language at its Complaint Mediation/Riverside office. As such, the DCA reported an erroneous 11.16 instead of 11.33 total deficiencies for all the languages on its Deficiency Repor & Corrective Action Plan. The DCA should use caution i transferring its data. Armenian: The DCA reported a 0.5 bilingual position deficiency in the Armenian language at its Valencia Field Office. It plans to certify available non-certified bilingual staff in the same office to correct the deficiency. Cantonese/Yue: The DCA reported a .23 bilingual position deficiency at its Richmond Field Office, and proposed to utilize existing bilingual staff from other offices to correct the deficiency. The DCA survey results demonstrate that it does not have certified bilingual staff in any of its offices to correct the deficiency in the Cantonese language. The SPB recommends that the DCA certify one of its non-certified staff members at its Reception/Cashiering Unit to correct the .23 position deficiency. Mandarin: The DCA reported a 0.5 bilingual position deficiency at its Richmond Field Office in the Mandarin language, and planned on utilizing certified staff from another office to correct the deficiency. Tagalog: The DCA reported a .33 bilingual position deficiency in the Tagalog language at its Richmond and San Jose Field Offices (.27 and .06 positions, respectively), and planned to certify non-certified staff members in the same offices to correct the deficiency. Vietnamese:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DCA reported 1.61 bilingual position deficiencies at the following 3 offices: Reception/Cashiering Unit (.5 positions), Placentia FO (.79 positions), and Richmond FO (.32 positions). It plans to recruit bilingual staff in the Vietnamese language to correct the deficiencies. The DCA has 2 certified staff members at the Examination Unit-LA that can be utilized to correct these deficiencies.							
ii. Plans for Delivery of Services:							
8.16 Spanish	☐	☐	☑	☐	☐	☐	☐
1.61 Vietnamese	☐	☐	☑	☐	☐	☐	☐
0.5 Mandarin	☐	☐	☑	☐	☐	☐	☐
0.5 Armenian	☐	☐	☑	☐	☐	☐	☐
0.33 Tagalog	☐	☐	☑	☐	☐	☐	☐
0.23 Cantonese/Yue	☐	☐	☑	☐	☐	☐	☐
Comments: The DCA reported a blanket plan of utilizing existing bilingual staff at other program locations and offices and/or using its contract with Language Line Services to ensure delivery of services in the abovementioned languages in which deficiencies exist. The DCA should reevaluate its deficiencies and available bilingual resources to fulfill the specific needs of each unit. The DCA has certified staff in other units that can be utilized to ensure delivery of services in units with deficiencies in the Spanish, Mandarin, and Vietnamese languages. However, for the Armenian, Cantonese, and Tagalog languages in which the DCA does not have certified staff available to ensure delivery of services, the DCA can and should use its contract with telephone interpreter service							
b. Implementation Plan: **i. Progress since Language Survey:**							
8.16 Spanish	☐	☐	☐	☐	☑	☐	☐
1.61 Vietnamese	☐	☐	☐	☐	☑	☐	☐
0.5 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.5 Armenian	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
0.33 Tagalog	☐	☐	☐	☐	☑	☐	☐
0.23 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
Comments: Spanish: The DCA reported on its Implementation Plan that it was not able to correct any position deficiencies in the Spanish language. The DCA survey results demonstrate that the total number of certified employees (83.44) in the Spanish language may be sufficient to fulfill the identified certified staffing need of 38.81 positions. The SPB recommends that the DCA identify all bilingual staff within each county, and utilize them to assist offices with deficiencies in the same county. As an example, the DCA can use the certified staff at its CIC Unit and Sacramento Field Office to assist in correcting the deficiencies at the Sacramento Licensing Office (1.93 positions), Director's Office (1.41 positions), Enforcement Office (.04 positions), and Enf/HQ/Quality of Care Complaints Office (.02 positions). The certified staff at the Complaint Mediation/SO El Monte office can assist with the 2.98-position deficiency at the Culver City Field Office, and the certified staff at its Complaint & Mediation/Hayward can assist to correct the.47-position deficiency at Enf/DO-San Jose. Armenian: The DCA reported that it has not corrected the 0.5 bilingual position deficiency in the Armenian language at its Valencia Field Office. The non-certified staff in the same unit can be certified to correct the deficiency. Cantonese/Yue: The DCA reported that it was not able to correct the .23 bilingual position deficiency in the Cantonese language at its Richmond Field Office. The non-certified staff at the Reception Cashiering Unit can be certified to correct the deficiency. Mandarin: The DCA reported that it was not able to correct the deficiency for this language. The certified staff at its Examination Unit-FF can be used to correct the deficiency.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Tagalog: The DCA reported that it was not able to correct the .33 bilingual position deficiency for the Tagalog language at its Richmond and San Jose Field Offices (.27 and .06 positions, respectively). The deficiencies can be corrected by certifying existing non-certified staff in those offices with deficiencies. Vietnamese: The DCA reported that it was not able to correct the 1.61 position deficiency in the Vietnamese language at its Reception/Cashiering Unit (.5), Placentia FO (.79), and Richmond FO (.32) offices. The DCA has 2 certified staff members at the Examination Unit-LA that can be utilized to correct these deficiencies.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
4.02 Spanish	☐	☑	☐	☐	☐	☐	☐
1.58 Korean	☐	☑	☐	☐	☐	☐	☐
0.87 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.59 Arabic	☐	☐	☐	☐	☑	☐	☐
0.1 Mandarin	☐	☑	☐	☐	☐	☐	☐
Comments: The DCA reported a total of 7.16 unmet recommended staffing needs in the Arabic (.59), Korean (1.58), Mandarin (0.1), Spanish (4.02), and Vietnamese (.87) languages. The DCA proposed the following action plans for all those languages with unmet recommended staffing needs: test and certify existing non-certified staff, refer LEP contacts to offices with certified staff, utilize Language Line Services, and recruit bilingual staff when appropriate. The DCA should reevaluate its Recommended Staffing Summary & Plan for Delivery of Services and check the recommended staffing needs of each unit to ensure that these needs are addressed accordingly as some action plans may not be applicable							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
to all units. Arabic: The DCA reported that it was not able to correct the recommended staffing need of 0.59 positions in the Arabic language. The DCA planned to certify existing no certified bilingual staff and in the interim use its contract with Language Line Services to ensure delivery of services. However, the DCA does not have any certified nor non-certified bilingual staff in the Arabic language. The DCA should consider hiring bilingual staff in the Arabic language to correct the recommended staffing needs and use its contract with interpreters to ensure delivery of services in the interim. Korean: The DCA reported that it was not able to correct the 1.58 recommended staffing needs at its Culver City Field Office (1.07), Licensing (.27), and Physician & Surgeon Licensing (.24) offices. The DCA planned to certify existing non-certified bilingual staff to ensure delivery of services for the recommended staffing needs in the Korean language. The DCA can certify non-certified staff members at its Culver City Field Office for the recommended staffing needs in the same office. In addition, it can certify non-certified staff at the Enforcement Program Office to assist in correcting the recommended staffing needs of its Licensing and Physician & Surgeon Licensing Offices in Sacramento County. Mandarin: The DCA reported a 0.1 recommended staffing needs in the Mandarin language at its CIC office. The DCA planned to certify the non-certified bilingual staff at the Bureau of Home Furnishing and Therm Unit to correct the needs, and use its contract with interpreter services in the interim to ensure delivery of services. Spanish: The DCA has identified a total of 4.02 recommended staffing needs for the following 6 offices; Contractors State License Board/Enforcement-Los Angeles (1.8), Sacramento-CAP (.9), Contractors State License/Public Information (.36), Dental Board/Licensing (.21), Contractors State License/Enforcement (.6), and Dental							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Board/Examination (.15). It planned to refer bilingual contacts to those offices with existing bilingual staff. Vietnamese: The DCA reported a total .87 recommended staffing needs at its CIC (.39), Examination Unit FF (.2), and Sacramento Licensing (.28) offices and planned to certify existing non-certified staff to correct the identified needs. The DCA have certified staff members at its Examination Unit-LA and non-certified staff at its Enf/DO-Glendale and Inspection Unit that can be certified and used to correct its recommended staffing needs.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	16	8	1	3	0	1
Part IV: Bilingual Staffing	0	5	6	0	7	0	0
Part V: Recommended Staffing	0	4	0	0	1	0	0
Total Percentages %	3.8%	47.2%	26.4%	1.9%	20.8%	0.0%	

Overall Percentage of Acceptable Services: 79.2%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 12/8/2003 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	10,915.00	283,790.00	NO	138.32	0	0
SPANISH	174.00	4,524.00	YES	6.50	0	0
TAGALOG	10.00	260.00	NO	0.00	0	0
MANDARIN	7.00	182.00	YES	2.00	0.33	0
VIETNAMESE	2.00	52.00	NO	0.00	0	0
ARMENIAN	2.00	52.00	NO	0.00	0	0
KOREAN	1.00	26.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ARABIC	1.00	26.00	NO	0.00	0	0
Total: 8	11,112.00	288,912.00	2	146.82	0.33	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Corporations (DOC) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DOC submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), outlines the bilingual services available to its staff to ensure its public contacts are provided an equal level of service, and lists the bilingual services coordinator. The DOC should ensure it is signed by the director when it disseminates it to its staff.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
☐ Hmong	☐	☑	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ Japanese	☐	☑	☐	☐	☐	☐	☐
☐ Korean	☐	☑	☐	☐	☐	☐	☐
☑ Mandarin	☐	☐	☑	☐	☐	☐	☐
☐ Russian	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☐	☐	☑	☐	☐	☐	☐
The DOC met the 5% threshold in the Spanish and Chinese (Mandarin) languages and translated two of its documents into said languages. It is also in the process of developing additional translated documents, guides, aids and other materials. The DOC also translated informational flyers into Cantonese, Hmong, Japanese, Korean, and Russian and recommended for translating some of its informational flyers into the other 5 non-English languages as stated above.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☑	☐	☐	☐	☐
The DOC reported 100% level of participation in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
The DOC did not respond to this question; however it does have two Mandarin speaking employees that car assist in meeting the language needs of its Mandarin speaking contacts.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a. & b. The DOC reported that it has a variety of bilingual resources available for its public contact staff that include a list of certified bilingual employees, a notice of interpreter services posted in the reception							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
area of each office, and a list translated documents. c. The DOC has a contract with an interpreter service provider.							
7. Bilingual Resources Available for LEP Public The DOC reported that it has translated documents, a notice of interpreter services posted in the reception area of each office, and an option to communicate in Spanish when calling the main number of each office.	☐	☑	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DOC reported that instead of training, it provides handouts to employees that include a copy o its Policy, a list of its certified bilingual staff, and instructions on how to access Language Line Services. The DOC should contact the SPB to determine how it will meet the requirements of the Act in this area. b. The DOC reported that it has a Language/Communication Assistance Resolution Process that informs its LEP public of their rights to request interpreter services and address issues to its Bilingual Services Coordinator when they feel they are not getting appropriate language assistance. The DOC should contact the SPB to determine how it will meet the requirements of the Act in this area.							

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ci. The DOC reported that since it has such limited contact with the LEP public, it would utilize the service of its bilingual employees to meet its staffing needs. The DOC needs to become aware of recruitment options in the event it needs to hire bilingual employees and should consider adding bilingual needs to its future job announcements and using bilingual certification lists. cii. The DOC plans to survey its public contact employees to identify the documents/forms that need to be translated. The DOC should also consider utilizing its survey data to determine its needs. d. The DOC reported that it utilizes the California Unemployment Insurance Appeals Board (CUIAB) and the Board of Equalization (BOE) to certify employees' oral language fluency. e. The DOC confused the oral fluency exam with the written translation exam when it reported that it certifies the translation skills of its staff through the CUIAB and BOE. The DOC needs to ensure that employees are not required to translate any of its documents; however, if employees believe they are capable of translating documents, they should take the written exam given by the Los Angeles Unified School District to assess their skill level. f. The DOC reported that it complies with the federal laws by enforcing its Policy. g. Although the DOC reported that it will inform its contractors of the availability of interpreter services whenever the need arises to communicate with the LEP public, it should develop a process/procedure to ensure its contractors are complying with the language access requirements.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DOC attended five of the Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.33 Mandarin	☐	☑	☐	☐	☐	☐	☐
Comments: The DOC reported that 1 of the 9 public contacts received in its OMB-Human Resources Office Unit during the survey period was from a Mandarin-speaking individual. However, it later explained that the contact was from a person with an accent in Mandarin who can communicate in English. The DOC proposed to utilize its contract interpreter services to meet its Mandarin-language needs.							
ii. Plans for Delivery of Services:							
0.33 Mandarin	☐	☐	☐	☑	☐	☐	☐
Comments: The DOC's plan to utilize contract interpreters is sufficient to meet its Mandarin-language needs.							
b. Implementation Plan:							
i. Progress since Language Survey:							
0.33 Mandarin	☐	☐	☐	☑	☐	☐	☐
Comments: The DOC reported that it has corrected its deficiency through the use of contract interpreters and certified bilingual staff.							
2. Survey Recommended Staffing Needs Identified:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	12	4	3	2	0	2
Part IV: Bilingual Staffing	0	1	0	2	0	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	11.1%	48.1%	14.8%	18.5%	7.4%	0.0%	

Overall Percentage of Acceptable Services: 92.6%

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Corrections, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The State Personnel Board (SPB) received a memorandum from the California Department of Corrections (CDC) that refutes the 2001-2002 Language Survey and challenged the manner in which the SPB collects the language survey data. The CDC also strongly asserts that it does not provide public service and claims that it should no be held to the same standards as those departments that provide information on education, employment, taxes and health care. As reported to the CDC, each State department provides a certain level of public service, including CDC and is assessed o its level of service. The SPB reviews the level of public contacts received by the department and level of service it provides the public. If the language survey data find that CDC meets the criteria established in the Dymally-Alatorre Bilingual Services Act (Act) to provide bilingual services, the SPB assesses the level of service provided by the department. While most of the CDC's clients are inmates, it renders services to th public that includes, but is not limited to inmate's families, visitors, parolees and their families, and crime victims. The CDC did participate in the 2003-2004 Language Survey and based on the information submitted by the CDC, the SPB will assess its language survey results and evaluate the progress it has made since the last survey.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING

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						STAFFING
ENGLISH	253,226.00	6,583,876.00	NO	6,571.60	0	0
SPANISH	15,260.00	396,760.00	YES	572.00	104.08	16.82
TAGALOG	202.00	5,252.00	NO	0.00	0	4.54
VIETNAMESE	183.00	4,758.00	YES	2.00	0	0
AMERICAN SIGN	74.00	1,924.00	NO	4.00	0	0
KOREAN	64.00	1,664.00	NO	0.00	0	0
MANDARIN	53.00	1,378.00	NO	0.00	0	0
CANTONESE	42.00	1,092.00	NO	2.00	0	0
ARABIC	39.00	1,014.00	NO	0.00	0	0
ARMENIAN	36.00	936.00	NO	0.00	0	0
JAPANESE	29.00	754.00	NO	0.00	0	0
SAMOAN	28.00	728.00	NO	0.00	0	0.1
HINDI	27.00	702.00	NO	0.00	0	0
PUNJABI	25.00	650.00	NO	0.00	0	0
URDU	20.00	520.00	NO	0.00	0	0
CAMBODIAN	18.00	468.00	NO	0.00	0	0
RUSSIAN	15.00	390.00	NO	0.00	0	0
LAOTIAN	11.00	286.00	NO	1.00	0	0
PORTUGUESE	10.00	260.00	NO	0.00	0	0
FRENCH	5.00	130.00	NO	0.00	0	0
ITALIAN	4.00	104.00	NO	0.00	0	0
GERMAN	4.00	104.00	NO	0.00	0	0
INDONESIAN	3.00	78.00	NO	0.00	0	0
FARSI	3.00	78.00	NO	0.00	0	0
HMONG	3.00	78.00	NO	0.00	0	0
HEBREW	2.00	52.00	NO	0.00	0	0
CHINESE	1.00	26.00	NO	0.00	0	0
PAMPANGAN	1.00	26.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
SOMALI	1.00	26.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ILOCANO	1.00	26.00	NO	0.00	0	0
Total: 31	269,391.00	7,004,166.00	2	7,152.60	104.08	21.46

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The CDC submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy Although the CDC submitted a copy of its Bilingual Services Policy (Policy), it did not include the recommendations made on the 2001-2002 Language Survey Assessment to improve the Policy. The CDC made little or no changes to its Policy with the exception of adding its department name and the nam and telephone number of a contact person that would be available to respond to questions. The CDC did add some performance standards to the Policy; however, it added that the "standards of a formal assessment to determine a person's primary language employing certified employees, contracting with interpreter services, and utilizing a complaint process for language access issues will be used to the extent that local, state, federal, funds are available and permissible under federal law and the provisions of civil service law governing the state agencies". The CDC is mandated by law to comply with the Act and to have services available if a certain group of people meet the 5% threshold according to the Act. The CDC	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
needs to revise its Policy to ensure it communicates its commitment to comply with the Act, set service standards for providing services to its LEP persons, inform public contact employees of their responsibilities, identify available bilingual resources and provide the name and telephone number of a contact person for obtaining information or assistance. The Policy should be printed on department letterhead, signed by the director and distributed to all public contact employees. A copy of the Policy should also be sent to the SPB. Since the CDC is such a large department (over 49,000) employees, it would benefit by creating an "intranet" website that contains its Policy and bilingual resources available to all of its public contact employees. While not all of CDC's employees have internet access, it can strategically place personal computers in areas frequented by the public contact staff where they can have access to the latest information about its bilingual serves program.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
☑ Vietnamese	☐	☐	☐	☐	☑	☐	☐
The language survey findings concluded that the CDC reported public contacts in 30 non-English languages and met the 5% threshold in Spanish and Vietnamese. The CDC reported that it does not offer services in the way of translated documents even though it is mandated by the Act to provide translated documents in those languages that meet the 5% threshold (Spanish 15,260 contacts and Vietnamese 183 contacts). Instead, the CDC uses certified bilingual staff or its interpreter service to provide assistance to its LEP contacts requesting access to its information and services. While the Act does allow for state agencies to offer its vital information in alternative methods, the CDC should develop a plan to translate its documents and inform its public contact staff of their availability. The CDC should evaluate the number of public servic							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
documents it has available and develop a plan to have them translated into Spanish and Vietnamese. While the CDC is currently using alternative methods to ensure its public contacts learn of their services through bilingual staff and its interpreter service, it should make an effort to have some of these documents translated.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☑	☐	☐	☐	☐
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
INTERNAL POPULATION: The CDC is one of five departments that not only reports language survey data on public contacts received, but also on the native language(s) of its internal populations. A.PRISONS: The CDC reported that the range of internal population ratios for its prisons and other facilities varies, depending on the level of inmates and the availability of bilingual employees at each facility. The ratios of the Spanish speaking internal population (first number) to the bilingual staff (second number) of each prison facility are listed below. High Desert, Mule Creek State Prisons (1:1); Centinela, Folsom, Pelican Bay, Deuel Vocational Institution, Women's Facility (3:1); Pleasant Valley (5:1); Corcoran (6:1); Correctional Training Facility (7:1); Avenal, Calipatria, Chuckawalla Prisons (8:1); California Medical Facility (9:1); San Quentin (10:1); California Rehabilitation Center (12:1); Sacramento, North Kern, Lancaster Prisons (13:1); California Correctional Institution (14:1); Salinas Valley, Ironwood (15:1); Valley State Prison for Women (18:1); California Institution for Men, Solano (19:1); California Men's Colony (22:1); California Correctional Center (25:1); Richard J. Donovan (42:1); California Institution for Women (73:1). The following two Prisons have other non-English internal population with bilingual staff to provide services in their corresponding languages: Avenal (1:1 in American Sign Language, Salinas Valley (3:1) in							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Vietnamese language. Seventeen Prisons reported having other non-English internal population without bilingual staff to provide services. As identified the inmate/ratio is different at each institution and the CDC needs to develop a method by which all of the inmates will be afforded the ability to speak to someone in their language to ensure an equa level of service, especially for health and safety reasons. The CDC should develop a plan to keep the non-English speaking population ratio with the certified staff within the reasonable range, and provide alternative resources for languages without certified staff. B. CAMPS: The Sierra Conservation Center reported an internal population ratio of its Spanish-speaking internal population to its bilingual staff, as 26:1. It also reported Armenian (1), Russian (1), and Vietnamese (1) internal population, with one bilingual staff in the Russian language. However, none of its 20 camps reported having any non-English speaking internal population, with four of the camps having one Spanish bilingual staff each. C. PAROLE UNITS: The CDC reported that 23 of the 45 parole units in Region I have Spanish-speaking internal population with a ratio to its bilingual staff from 1:4 bilingual staff at Fresno #3, to the ratio of 66:1 at the P&CSD/ Hanford Unit. For its Region II parole units, the CDC reported that 24 of the units reported a Spanish-speaking internal population with a ratio to its bilingual staff ranging from 1:1 at its Hayward Parole Unit, to 55:1 in Oxnard Parole Unit. The CDC reported that 40 of the 60 parole units in Region III have a Spanish-speaking internal population with the ratio to its bilingual staff ranging from 1:1 in South Bay #1 Parole Unit, to 208:1 ratio in San Fernando Valley #1 Unit. For the Region IV, the CDC reported that 31 of the 35							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
parole units have Spanish-speaking internal populatio with a ratio of its bilingual staff ranging from 1:1 in San Bernardino 2 Parole Unit, to 278:0 at its Indio Parole Unit. D. Community Correctional Facilities: The CDC reported that 6 of the 12 Community Correctional Facilities have bilingual staff to assist the non-English speaking internal population of the 12 facilities. The ratio of the non-English speaking interna population to the bilingual staff ranges from 26:1 in Victor Valley Community Correctional Facility, to 93:1 in Shafter Community Correctional Facility. E. Re-entry Centers: The CDC did not report any data on its re-entry centers. The CDC reported conflicting information regarding the number of available staff at its California State Prison in Los Angeles. In one area, it reported having 100 certified Spanish bilingual staff and in another, it stated that it only has 41 public contact staff. Since all certified bilingual staff are considered "public contact staff", the CDC should verify this information and ensure it identifies accurate information regarding the level of resources available in this facility that can provide public contact services. Overall, the language survey data of CDC demonstrates a fluctuating trend in the internal population count and the number of certified staff assigned at the different institutions under the CDC. The internal non-English population count ratio to the certified bilingual staff of the languages that reached the 5% of the internal population, ranges from 5:1 at the Pleasant Valley State Prison, to 29:1 at the Sierra Conservation Center. There was also evidence of other non-English language internal population that did not reach the 5% of the population, without bilingual staff that can provide services. As an example, the California Institution for Men has a total of 6,355 internal population, with 717 (11%) Spanish speaking, and has 37 certified staff in the Spanish language. The ratio of its Spanish speaking population to its certified staff is 19:1. The facility also contains Arabic, Cambodian, Tagalog, Vietnamese, and the American Sign languages internal populations. This data on the							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ratio can be the departments guide in determining the language needs of its internal population in its various facilities. The CDC should develop a plan to keep the internal population ratio with the certified staff within a reasonable range, and provide alternative resources for languages without certified bilingual staff.							
5. Efforts to Refill Vacancies with Bilingual Staff The CDC reported that it made 19,756 new appointments and it was not able to determine how many of these hires were bilingual employees. Since the CDC reported 104.08 position deficiencies and reported having 572 certified bilingual staff in the Spanish language, identification of these employees' work location can help correct the deficiencies. The SPB recommends that the CDC work with its Personnel Unit at its Headquarter's Office to develop a strategy to identify the bilingual position needs of its units. Another area that needs to be addressed is the information regarding the number of staff that receive bilingual pay. The CDC reported that 582 public contact employees are certified and 878 public contact employees receive bilingual pay. Since a person must be certified to receive bilingual pay, the CDC must have combined its internal population that receive bilingual pay with its public contact employees totals. The CDC may want to consider having its internal population data kept separate from its public contact data to ensure accurate data is being reported.	☐	☐	☐	☐	☑	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☑	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a.& b. Although the CDC reported that it does not have the resources to research or establish findings in this area, the SPB was able to find data that supports some level of bilingual resources available within the department that mainly comes from its contracts with interpreter/translation vendors. Since the CDC is such a large department, it may not be adequately informing its public contact employees of the availability of							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
contract resources. Since the CDC has 572 certiifed bilngual employees, it should develop a list of certified bilngual employees that can assist other areas within the department. The list can be organized by geographical area and language. C. The CDC reported that it has eight contracts for interpreter services and it also utilized bilingual staff within its institutions and Parole Units to provide services. Telecommunication Devices for the Deaf (TDD) are also made available for the hearing and speech impaired contacts within its institutions and Parole Units. Cyracom Interpreter Service is used at its Board of Prison Term Hearings and interviews involving inmates. The SPB recommends that the CDC inventory these bilingual resources and make them known on an "intranet" website that is available for all o its public contact employees. For those employees tha work directly with the internal population and do not have access to its computers, the CDC should develop a listing of certified and non-certified employees, a list of its contract services, and its translated documents. The CDC reported that it has interpreter service contracts with eight vendors including Norcal Center of Deafness Inc., Deaf and Hard of Hearing Services Center, Interpreting and Consulting Services, New World Language Services, CYRACOM International, Lifesigns Inc., Language Line Services, and Andalex International Inc. Each contract ranged from $4,999 to $47,000 between June 2002 to June 2003. The highes contract was for services provided by the Deaf and Hard of Hearing Service Center. Since the CDC reported that it does not have a central list of its bilingual resources available to assist its LEP contact staff, it should ensure that staff are aware of these contract services and given access to them when necessary.							
7. Bilingual Resources Available for LEP Public The CDC reported that it is utilizing services of the Language Line Services and its other contracts for interpretation/translation needs for Spanish and other non-English languages. As mentinoed above, the CDC should develop a list of certified bilingual employees that can assist in providing bilingual services when needed.	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a.& b. The CDC did not provide this information on its Implementation Plan as required by the Act. The CDC is not in compliance with the Act, and needs to develo processes and procedures to ensure that equal acces to its services is provided to LEP people. The CDC should contact the SPB to determine how it will meet the requirements of the Act in this area. C. The CDC needs to ensure it focuses on recruiting qualifed bilingual staff through its job announcements, bilingual certification lists, exam planning, and foreign language media to ensure it is able to hire staff to mee its language needs within its department. d. The CDC reported that it has delegated testing authority to conduct bilingual fluency exams in the Spanish language and utilizes the SPB to test employees that work in the Parole Regions. The CDC needs to ensure that all employees' scores are in the SPB On-Line Certification System.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource	☐	☐	☐	☐	☑	☐	☐
The CDC attended two of the training sessions offered by Bilingual Services Program.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
104.08 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The CDC reported a total of 104.08 bilingual position deficiencies in the Spanish language in 79 of its units in the following counties: Los Angeles (38.31), Sacramento (8.31), Riverside (17.57), Kings (4.5), Kern (8.78), Imperial (3.87), San Diego (3.48), Santa Clara (4.92), Fresno (1.92), San Bernardino (3.59), Orange (2.15), Ventura (2.53), Contra Costa (.85), Madera (.84), Yuba (.82), Alameda (.54), San Francisco (.54), Tulare (.36), Mono (.13), and Yolo (.07). The CDC proposed to correct the deficiencies by certify its identified non-certified staff, and recruiting to refill vacancies with bilingual staff. However, the CDC did not submit an action plan to correct deficiencies for 17 units with deficiencies below 0.45. Parole Units were grouped into four regions, and each institution is a group by itself. Although the CDC did not provide an explanation to the grouping of these units, it can utilize the bilingual resources within each group to correct the bilingual position deficiencies of the units in the group with deficiencies. As an example, the 36 units with deficiencies in Los Angeles that fall in the Parole Region III group can use the certified staff at the Revocation, Pasadena #2, Inglewood #1, Headquarters, and other units within the group to correct their deficiencies. The same principle of utilizing certified staff of units within each group to assist in correcting units with deficiencies can be applied to Regions I, II, and IV.							
ii. Plans for Delivery of Services:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
104.08 Spanish Comments: The CDC reported that it will utilize existing certified staff at other locations, or use its contract with interpreter services to ensure delivery of services. The CDC has a total of 572 certified staff in the Spanish language and a total of 294.08 bilingual positions needed in the Spanish language. The CDC should identify the assignment location of its certified staff to be able to locate the resources that can be utilized to ensure delivery of services to LEP in the interim of hiring bilingual staff.	☐	☐	☐	☑	☐	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 104.08 Spanish Comments: As mentioned earlier, the CDC did not attempt to address the questions in the Implementation Plan; however, the SPB was able to glean information related to some of the questions by reviewing the entire survey packet. The overall rating given in this assessment reflects the information submitted by the CDC. The SPB understands the services provided by the CDC, its responsibility to identify services available to its LEP public contact staff and its services provided to its interna population are different from other departments, it still ha an obligation to comply with not only the Act, but to any other federal requirements that may apply. It's important to note that the SPB has been in contact with the CDC's newly appointed bilingual services coordinator who has been proactive in participating in all of the training made available for the 2005-2006 Language Survey. The CDC is making efforts to define its public contact employees, bilingual staff and the services rendered to afford an equal level of service. The SPB recommends the CDC review the recommendations made in this assessment and continue to improve its compliance with the Act by establishing procedures and procesess that wi allow its public contact employees to have access to its bilingual services that will assist them in providing an equal level of services to it LEP public contacts.	☐	☐	☐	☐	☐	☑	☐

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Corrections, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
11.82 Spanish	☐	☐	☐	☐	☑	☐	☐
4.54 Tagalog	☐	☑	☐	☐	☐	☐	☐
0.1 Samoan	☐	☐	☐	☐	☐	☑	☐
Comments: Spanish: The CDC identified and reported on its "Compliance Report" that 21 of its units have recommended staffing needs in the Spanish language. To meet these needs, th CDC planned to advertise and conduct exams to certify non-certified bilingual staff in offices where there are recommended staffing needs. However, the CDC survey demonstrates that it has 16.82 unmet bilingual recommended staffing needs in the Spanish language at 16 of its units. The CDC also failed to identify the unmet recommended staffing needs of the units in Regions II and IV. The CDC can use its certified staff in a unit to correct the recommended staffing needs in the same unit As an example, the 6.02 recommended staffing needs at the California Men's Colony can be corrected by the 11 certified staff in the same unit. Also, the 4.54 recommended staffing needs at the R.J. Donovan Correctional Facility is to be considered as unmet recommended staffing needs, because the unit mentione does not have any certified staff to correct the need. Additionally, of the 4.23 recommended staffing needs identified in the North Kern State Prison, only 1 staffing will be corrected, since it only has 1 certified staff available to provide services. Tagalog: The CDC reported an unmet recommended staffing needs of 4.54 in the Spanish language at its R. J. Donovan Correctional Facility, and planned to advertise and conduct exams to certify non-certified bilingual staff in the same facility. The R. J. Donovan Correctional Facility has 8 non-certified staff that can be certified to correct the unmet recommended staffing needs in this facility. Samoan: The CDC failed to identify the unmet recommended							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
staffing needs of 0.1 for the Samoan language at its Riverside 1 Unit. No plans were made to correct the unmet recommended staffing needs, or for the delivery of services for the said language.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	1	2	1	6	7	2
Part IV: Bilingual Staffing	0	0	0	1	1	1	0
Part V: Recommended Staffing	0	1	0	0	1	1	0
Total Percentages %	8.0%	8.0%	8.0%	8.0%	32.0%	36.0%	

Overall Percentage of Acceptable Services: 32.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt & Investment Advisory Commission, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	263.00	6,838.00	NO	9.00	0	0
Total: 1	263.00	6,838.00	0	9.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt & Investment Advisory Commission, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Debt & Investment Advisory Commission (Commission) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Commission is chaired by the State Treasurer's Office (STO). The STO issued a Bilingual Services Policy (Policy) to all employees, including its associated boards, commissions and authorities.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the Commission did not meet the 5% threshold requirements of the Dymally-Alatorre Bilingual Services Act (Act), it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt & Investment Advisory Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Commission reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Commission did not meet the 5% threshold in any non-English languages to require it to employ bilingual public contact staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The Commission has bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages. The Commission has a contract with Language Line Services to assist with its interpreter needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Commission has a contract with Language Line Services, a Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, where it would be easily accessible.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt & Investment Advisory Commission, CA

Description	Excellent ☐	Good ☐	Average/Fair ☐	Other Acceptable Alternatives ☐	Poor/Needs Improvement ☐	Non-Responsive ☐	Not Applicable ☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Commission reported that all new employees are required to attend a mandatory New Employee Orientation training which provides an overview of its commitment to fulfill the needs of the Limited English Proficient (LEP) customer and provides detailed information on accessing and using Language Line Services. Updates to bilingual services are also provided to public contact staff as they are made available.							
b. The Commission reported that it has posted a notice at each public contact counter informing its customers of their right to obtain interpreter services and the contact information to address complaints if they are not satisfied with the interpreter services provided. However, it did not identify the process or procedure it takes to ensure LEP contacts are provide equal access to its services.							
d. The Commission reported that it utilizes the SPB to certify its bilingual employees' oral language fluency skills.							
e. The Commission reported that it does not use internal staff to translate documents.							
f. The Commission reported that it is not subject to any other state or federal language access laws.							
g. The Commission reported that it currently does not address language access requirements in any of its contracts. However, it will have discussions with its Legal Office and the Department of General Services to determine the need to include this requirement in future contracts.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt & Investment Advisory Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The STO attended 2 of the Bilingual Services Program's training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments:							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt & Investment Advisory Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt & Investment Advisory Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	2	1	0	2	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	54.5%	18.2%	9.1%	0.0%	18.2%	0.0%	

Overall Percentage of Acceptable Services: 81.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt Limit Allocation Committee, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	134.00	3,484.00	NO	9.00	0	0
Total: 1	134.00	3,484.00	0	9.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt Limit Allocation Committee, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Debt Limit Allocation Committee (Committee) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Committee is chaired by the State Treasurer's Office (STO). The STO issued a Bilingual Services Policy (Policy) to all employees, including its associated boards, commissions and authorities.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the Committee did not meet the requirements of the Dymally-Alatorre Bilingual Services Act (Act), it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt Limit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Committee reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Committee did not meet the 5% threshold in any non-English languages to require it to employ bilingual public contact staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The Committee has access to the STO's bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages. The Committee has a contract with Language Line Services to assist with its interpreter needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Committee has a contract with Language Line services, a Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, where it is readily accessible.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt Limit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Committee reported that all new employees are required to attend a mandatory New Employee Orientation training that provides an overview of its commitment to fulfill the needs of the Limited English Proficient (LEP) customer and provides detailed information on accessing and using Language Line Services. Updates to bilingual services are also provided to public contact staff as they are made available. b. The Committee reported that it has posted a notice at each public contact counter informing its customers of their right to obtain interpreter services and the contact information to address complaints if they are not satisfied with the interpreter services provided. However, it did not identify the process or procedure it takes to ensure LEP contacts are provide equal access to its services. f. The Committee reported that it is not subject to any other state language access laws and that it does not receive any federal funding to require it to comply with Federal language access requirements. g. The Committee reported that it currently does not address the language access requirements in its contracts. However, it will review and discuss with legal staff and the Department of General Services the need to include this requirement in future contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt Limit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The STO attended 2 of the Bilingual Services Program's training classess.							
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Debt Limit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	3	0	0	2	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	54.5%	27.3%	0.0%	0.0%	18.2%	0.0%	

Overall Percentage of Acceptable Services: 81.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Delta Protection Commission

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/9/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

The Delta Commission (Commission) was exempted from participation in the 2003-200 Implementation Plan, since it demonstrated that it received limited or no contact with the public. The Dymally-Alatorre Bilingual Services Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one Implementation Plar therefore, the Commission will be required to participate in the 2005-2006 Implementati Plan.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	58.00	1,508.00	NO	1.00	0	0
Total: 1	58.00	1,508.00	0	1.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Delta Protection Commission

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Commission submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Commission submitted a one-paragraph policy statement, instead of an actual Bilingual Services Policy (policy). The policy should communicate the Commission's commitment to comply with the Act, set service standards for providing services to Limited English Proficient (LEP) persons, inform public contac employees of their responsibilities, identify available bilingual resources and provide the name and telephone number of a contact person for obtaining information and assistance. The policy should also be printed on department letterhead, signed by the director, and distributed to all public contact staff. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the Commission did not meet the 5% threshold in any non-English language, it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Delta Protection Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Commission reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Commission is not required to hire bilingual staff, as it did not meet the 5% threshold in any non-English language.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The Commission did not identify any bilingual resources. However, it mentioned that it is in the process of developing a memorandum that will be distributed to all staff explaining how to provide services to its LEP contacts, its commitment to comply with the Act, and a contact person. The Commission should finalize its policy, distribute to its staff and develop bilingual resources to ensure its public contact staff is able to communicate with LEP contacts.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☑	☐	☐	☐
The Commission reported that if necessary, it can contact the State Lands Commission and utilize their bilingual resources to assist its LEP contacts. The SPE recommends that the Commission develop a list of these resources and make them available to its public contact staff.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Delta Protection Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. Since the Commission received an exemption from submitting an Implementation Plan, it should make sure that it has processes and procedures developed for training its public contact staff on the provisions of the Act and a complaint process to resolve language access issues. The Commission should contact the Bilingual Services Program (BSP) for alternatives on providing training regarding the provision of the Act and an avenue for the LEP public to complain about language access issues.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The Commission did not attend any of the BSP training classes where guidance was provided to meet the requirements of the Act and resources where made available. The SPB recommends that the Commission visit the BSP's website, download the training material and contact the SPB for guidance on developing this part of their bilingual services program.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Delta Protection Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Survey Corrective Action Plan: **i. Proposed Actions:** Comments: N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Delta Protection Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	0	0	1	4	2	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	22.2%	0.0%	0.0%	11.1%	44.4%	22.2%	

Overall Percentage of Acceptable Services: 33.3%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	26,425.00	687,050.00	NO	2,189.36	0	0
SPANISH	618.00	16,068.00	YES	45.00	1.22	0.48
TAGALOG	82.00	2,132.00	YES	1.00	0.77	0.26
ARABIC	8.00	208.00	NO	0.00	0	0
GERMAN	7.00	182.00	NO	0.00	0	0
AMERICAN SIGN	6.00	156.00	NO	8.00	0	0
ILOCANO	5.00	130.00	YES	0.00	0.39	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
HINDI	4.00	104.00	NO	0.00	0	0
ARMENIAN	4.00	104.00	NO	0.00	0	0
MANDARIN	3.00	78.00	YES	0.00	0.05	0
LAOTIAN	3.00	78.00	NO	0.00	0	0
ITALIAN	3.00	78.00	NO	0.00	0	0
FRENCH	2.00	52.00	NO	0.00	0	0
VIETNAMESE	1.00	26.00	NO	3.00	0	0
HMONG	1.00	26.00	NO	0.00	0	0
SAMOAN	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
KOREAN	0.00	0.00	NO	1.00	0	0
Total: 18	27,174.00	706,524.00	4	2,247.36	2.43	0.74

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Developmental Services (DDS) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Bilingual Services Policy	☐	☑	☐	☐	☐	☐	☐
The DDS submitted a copy of its revised Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act). The Policy lists procedures for ensuring compliance with the Policy, its complaint process, translated document information, and the name and telephone number of the person responsible for responding to questions. The Policy is on DDS's letterhead, signed by the director and addressed to its employees; however, it should be revised to include performance standards and bilingua services resources. The DDS should revise its Policy, have it signed by its director and disseminated to its employees. A copy should also be sent to the State Personnel Board (SPB).							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Cambodian/Khmer	☐	☑	☐	☐	☐	☐	☐
☐ Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
☐ Hmong	☐	☑	☐	☐	☐	☐	☐
☑ Ilocano	☐	☐	☐	☐	☑	☐	☐
☐ Korean	☐	☑	☐	☐	☐	☐	☐
☑ Mandarin	☐	☐	☐	☐	☑	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☑ Tagalog	☐	☐	☐	☐	☑	☐	☐
☐ Thai [Thailand]	☐	☑	☐	☐	☐	☐	☐
☐ Vietnamese	☐	☑	☐	☐	☐	☐	☐
The DDS reported that it has translated 80% to 99% of its documents into the languages that met the 5% threshold that include Spanish, Mandarin, Tagalog an Ilocano languages; however, it reported a disparity of the number of translated documents it has available fc each language. While the Spanish language has 50 documents translated, it only translated 2 documents into Tagalog and Mandarin and none for Ilocano. The DDS should develop a plan to translate the remaining							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
documents that meet the requirements of the Act or determine in what alternative method it will make the information available. The DDS also reported that it translated documents into Cambodian, Cantonese, Hmong, Korean, Thai, and Vietnamese.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☑	☐	☐
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
a. INTERNAL POPULATION: The DDS is one of five state departments that report language survey data for internal population. The DDS reported the following internal population data of its five developmental centers and two state operated community facilities: Agnews Developmental Center: The DDS reported having identified the Spanish, Ilocano, Tagalog, and Vietnamese languages as its non-English languages spoken by the internal population in its Agnews Developmental Center. However, the DDS also reported 1 "unknown" language, 1 "other Asian language", and 22 "None languages" for the internal population. The ratio of its internal population with respect to its bilingual staff ranges from 1.53 Spanish-speaking patients to 1 bilingual staff to 1 Tagalog-speaking patient to 12 bilingual staff. This institution should ensure that it has available tools to assist its staff identify the patient's language. There are tools available such as the Language Identification Card that is easily accessible at SPB's website that should be shared with staff working with internal population. The DDS should develop a system where it can properly identify the languages of its internal population to ensure they are provided an equal level of service. Fairview Developmental Center The DDS reported having 1 Spanish-speaking patient to 1.6 bilingual staff in the Fairview Developmental Center. It also reported having 429 patients that use "gestures" as a form of communicating and has 912 staff available to provide this group of patients with							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
assistance. Since a significant number of its patients cannot speak, the DDS should assess each person's ability to communicate making "gestures" to determine their needs. While a group of persons may be able to communicate with a simple nod of the head, others may be in a situation where this is not possible and wil need further assessment to determine the best manne to communicate with them. Lanternman Developmental Center: The DDS reported that it has 1.3 Spanish-speaking patients to 1 bilingual staff, 1 Tagalog-speaking to 1 bilingual staff, and 4.5 ASL patients to 1 ASL bilingual staff. It also identified 123 patients where their language was identified as "none." The DDS should develop and provide guidelines for its staff to properly identify the languages of its internal population and as mentioned above, provide staff with the Language Identification Guide to determine what language each person speaks. Porterville Developmental Center: The DDS reported having the following ratio of the languages of its internal population to its bilingual staff 20 Spanish-speaking patients to 1 bilingual staff, 1 ASL patient to 1 bilingual staff, and 2 Ilocano-speaking patients with no bilingual staff. The DDS can certify its non-certified Ilocano speaking employee at its Program III unit to assist in the internal population needs in this center. Sonoma Developmental Center: The DDS reported having the following ratio of its internal population with its bilingual staff: 1 Spanish-speaking patient to 1 bilingual staff, 1.75 ASL patients to 1 bilingual staff, and 1 patient each for the Korean and Vietnamese language and no available bilingual employees to assist them. Canyon Springs Community Facility: The DDS reported having an internal population ratio of 2 Spanish speaking patients to 1 bilingual staff, and no bilingual employees available for the other none English languages. Sierra Vista Community Facility:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DDS reported having an internal population ratio of 1 Spanish-speaking patient to 2 bilingual staff, and none for other non-English languages. Overall, it is clear that the DSS needs to ensure that its institutional staff is made aware of the requirements of the Act and provided with the necessary tools to identify the languages spoken by their patients in order to provide adequate services. Since many of the languages spoken by the patients were "unidentified", the SPB recommends that during the intake process, efforts are improved to identify the patients' spoken language and this information be made available by identification on the patients' chart, and identification wrist band if possible. For those 429 patients at the Fairview Center, immediate action should be taken to assess the level of "gestures" needed to communicate with the patients and a chart should be developed to address the "high functioning patients" and the "low functioning patients" and which appropriate gestures that are understood by the different groups of patients. For those facilities (Sonoma, Canyon Springs and Sierra Vista) that did not have bilingual staff to assist its non-English speaking patients, DDS should contact the facilities immediately and offer interpreter services in the interim while instituting policies to ensure all of its patients are given the opportunity to communicate with its staff. b: The DDS reported conflicting information regarding the level of employee participation. While the "Compliance Report" identified 678 employees participated in the survey, the "Language Survey Data Summary," identified 2,247.36 employees participated. The DDS should develop a process to identify its public contact staff that needs to participate in the survey, and refer to its survey results in responding to its "Compliance Report," since inaccurate information affects its overall bilingual program.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The DDS reported that it anticipates having 6 vacancies and it will attempt to hire two Spanish speaking staff.	☐	☑	☐	☐	☐	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a. & b. The DDS has a multitude of bilingual resources that include Spanish translation software, sign language guide to assist with hearing impaired contacts, Spanish dictionaries, glossary of commonly used terms in Spanish and Vietnamese, a list of translated documents, and a list of certified bilingual employees. Since the DSS reported that its certified bilingual employees do not translate any of its documents, it is unclear how the Spanish translation sofware is utilized. However, in the event that the DSS does have its staff use the software to translate documents, it must ensure that staff are qualified to translate and proofread it documents. The DDS should ensure that all of its documents produced by the translation software are proofread by certified bilingual employees that have the skill level to translate documents. c. The DDS has interpreter service contracts with Carmazzi and Associates that provides interpreters for Spanish speaking contacts and several contracts with vendors that provide American sign language interpreters.							
7. Bilingual Resources Available for LEP Public The DDS reported that it has contracts for interpreter services, translated documents, a Spanish information line, signs/ posters displayed in its field offices, and the Telecommunications Device for the Deaf (TDD).	☑	☐	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☑	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☑	☐	☐	☐	☐	☐
a. The DDS reported that its newly hired public contac staff receive training on how to provide services to its public contacts during the new employee orientation. The training covers the review of the Act, the biingual services it has available, and two videos that discuss the Civil Rights Act and the SPB video entitled, "Language Assistance for LEP persons: Your Responsibilities under the Dymally-Alatorre Bilingual Services Act". Training is given annually to all public contact staff. The DDS must ensure staff working in its facilities also participate in this training and are provided with all of the bilingual resources necessary to identify and provide services to its patients. b. The DDS reported that it has posters displayed in its local offices informing LEP customers of their right to access services in their native language and its complaint process. Language access complaints are presented on "Citizens Comments Cards" and "Complaint Forms" that are handled by the bilingual services coordinator. ci. The DDS recruits bilingual staff by identifying current bilingual employees to certify when the need arises, utilizes the bilingual certification list, and advertises at community outreach events. cii. The DDS reported that its bilingual services coordinator and language survey reporting assistants identify which forms it will translate based on the requests made by the public and the results of the language survey.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d. The DDS has delegated testing authority to adminster the oral fluency exam in the Spanish language and utilizes the SPB and the Department of Mental Health for other language certification needs. f. The DDS reported that it is subject to the provisions of the American with Disabilities Act of 1990, Title IV and Title VI of the Civil Rights Act. The DDS has TDD machines available to the public. The DDS public contact staff should ensure its LEP customers receive equal access to its services by following the LEP guidelines posted in all local offices. The DDS provides interpreter services to its LEP clients through its interpreter/translations contracts and ensures that adequate translated documents are available by reviewing the volume of its LEP clients and the frequency of LEP contacts. g. The DDS reported that all of its 21 regional centers are required to conduct case finding activities that include reporting the availability of services in English and non-English languages. All of the centers are informed of the requirements of the Act. h. The DDS reported utilizing community outreach programs to provide bilingual services to the LEP customers.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DDS attended 3 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☐ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:**							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1.22 Spanish	☐	☐	☐	☐	☑	☐	☐
0.77 Tagalog	☐	☐	☐	☐	☐	☑	☐
0.39 Ilocano	☑	☐	☐	☐	☐	☐	☐
0.05 Mandarin	☐	☐	☐	☐	☐	☑	☐
Comments: Spanish: The DDS reported a total of 1.22 bilingual position deficiencies in the Spanish language in the following 5 Units: Client Financial Services (0.48), General Services (0.35), Main Switchboard (0.19), Volunteer Services Office (0.11), and Program I (0.09). Its proposed action plan to correct the deficiencies is to recruit to refill vacancies with Spanish-speaking employees at the Clien Financial Services, and to certify the non-certified staff in the other four units with deficiencies. However, of the five units with deficiencies, only the General Services Un reported non-certified staff. The SPB recommends that the DDS identify its bilingual resources within each count and utilize these resources to assist units with deficiencies. As an example, the General Services and the Program I Units that are in Tulare County can use the services of its certified staff in the Personnel and Program IX Units that are both in the same county. Ilocano: The DDS reported a 0.39 bilingual position deficiency in its Program III Unit, and proposed to certify one non-certified staff in the same unit to correct the deficiency. Tagalog & Mandarin: The DDS failed to identify the 0.05 Mandarin deficiency in its Foster Grandparent Program Unit, and the 0.77 Tagalog bilingual position deficiencies. The DDS should utilize the automated survey results to identify the bilingual position deficiencies of its units.							
ii. Plans for Delivery of Services:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1.22 Spanish	☐	☑	☐	☐	☐	☐	☐
0.77 Tagalog	☐	☐	☐	☐	☐	☑	☐
0.39 Ilocano	☑	☐	☐	☐	☐	☐	☐
0.05 Mandarin	☐	☐	☐	☐	☐	☑	☐
Comments: Spanish: The DDS reported that it will utilize its certified staff located in other units, and its interpreter contract with Carmazzi and Associates to ensure delivery of services in units with deficiencies. Ilocano: The DDS reported that it will utilize its contract with interpreter services to ensure delivery of services in the Ilocano language.							
b. Implementation Plan: **i. Progress since Language Survey:**							
1.22 Spanish	☐	☐	☐	☐	☑	☐	☐
0.77 Tagalog	☐	☐	☐	☐	☑	☐	☐
0.39 Ilocano	☐	☐	☐	☐	☑	☐	☐
0.05 Mandarin	☐	☐	☐	☐	☑	☐	☐
Comments: The DDS did not respond correctly to the question stated in the Implementation Plan regarding the progress made by the DDS to correct the deficiencies identified in the survey.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
0.48 Spanish	☑	☐	☐	☐	☐	☐	☐
0.26 Tagalog	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: Spanish: The DDS reported a 0.48 unmet recommended staffing need in the Spanish language in the General Services Unit, and planned to certify the non-certified staff in the same unit to meet this need. Tagalog: The DDS reported a 0.26 unmet recommended staffing need in the Program 5 Unit, and planned to certify a non-certified staff in the same Unit. However, the unit did not identify a non-certified staff member that can be certified. The SPB recommends that the DDS utilize its certified staff in its Office of Protective Services in the interim while certifying non-certified staff from other units within the same county.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Developmental Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	5	16	1	0	6	0	1
Part IV: Bilingual Staffing	2	1	0	0	5	4	0
Part V: Recommended Staffing	1	0	0	0	1	0	0
Total Percentages %	19.0%	40.5%	2.4%	0.0%	28.6%	9.5%	

Overall Percentage of Acceptable Services: 61.9%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Economic Development, Commission for

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/8/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Commission for Economic Development (Commission) was exempted from participation in the 2003-2004 Implementation Plan, since it demonstrated that it receive limited or no contact with the Limited English Proficient (LEP) public. The Dymally-Alatorre Bilingual Services Act (Act) enables the State Personnel Board (SPB) to exemp a department from participation in only one language survey; therefore, the Commissior will be required to participate in the 2005-2006 Implementation Plan.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	10.00	260.00	NO	1.00	0	0
Total: 1	10.00	260.00	0	1.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Economic Development, Commission for

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Commission submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Commission submitted a Bilingual Services Policy (Policy) that is based on the template provided by the SPB. The SPB provided the template as a guide to assist departments develop their Policy; however, the Commission's Policy contains information found on the original template. The Commission should revise its Policy to ensure it demonstrates its commitment to comply with the Act, sets service standards for providing services to LEP persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information and assistance. The Policy should also be printed on department letterhead, signed by the director, and distributed to all public contact staff. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the Commission did not meet the 5% threshold, it is not required to translate documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Economic Development, Commission for

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Commission reported that 100% of its employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Commission is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The Commission reported that it has a Spanish language dictionary available for its public contact staff.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The Commission should visit the SPB's Bilingual Services Program's (BSP) webpage to identify bilingual resources it can download and utilize in its office that are free of charge such as the Interpreter Notice and the Language Identification Card. Also, in the event tha the Commission receives a call from a non-English speaker, resources should be identified for such occasions. In the meantime, the Commission can contact the BSP for interpreter service if the need arises.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Economic Development, Commission for

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
Since the Commission was exempted from participation in the Implementation Plan, the SPB is no able to assess this area of its bilingual services program. The SPB recommends that the Commission contact its SPB's bilingual services coordinator to determine how it will comply with the Act in this area.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The Commission only attended 1 of the BSP's training sessions.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							
ii. Plans for Delivery of Services:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Economic Development, Commission for

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Economic Development, Commission for

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	2	1	0	3	2	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	11.1%	22.2%	11.1%	0.0%	33.3%	22.2%	

Overall Percentage of Acceptable Services: 44.4%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education Audit Appeals Panel

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2.00	52.00	NO	1.00	0	0
Total: 1	2.00	52.00	0	1.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education Audit Appeals Panel

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Education Audit Appeals Panel (Panel) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Panel reported that it submitted a copy of its bilingual services policy (policy) with the 2001-2002 Language Survey; however, it did not participate in tha survey. The Panel should develop a policy that reflect its commitment to comply with the Dymally-Allatorre Act (Act) and ensure it provides employees with all of the relevant information necessary to ensure an appropriate level of language access is provided. The policy should also be signed by the director to demonstrate the Panel's commitment to comply with the Act and disseminated to all staff. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education Audit Appeals Panel

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Panel reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Panel is not required to hire bilingual staff, as it di not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☑	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☑	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The Panel reported that it does not have any bilingual resources available for its public contact staff and that i needed it will call upon the SPB to assist with its Limite English Proficient (LEP) contacts. Although the Panel has SPB's authorization to call when necessary, to assist with its LEP contacts, it should consider contracting with an interpreter vendor if the volume of LEP calls increases.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Panel reported that it would prominently display SPB's "Notice of Interpreter Services" when it has its public meetings and call upon the SPB if the need arises. The Panel needs to ensure that its public meeting notices include language regarding reasonable accommodations and interpreter services, that also include providing sign language interpreters for its hearing impaired public contacts.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education Audit Appeals Panel

Description	Excellent ☐	Good ☐	Average/Fair ☐	Other Acceptable Alternatives ☐	Poor/Needs Improvement ☑	Non-Responsive ☐	Not Applicable ☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The Panel reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act nor does it have a complaint process to resolve language access issues. The Panel should contact the Bilingual Services Program (BSP) for alternatives on providing training regarding the provisions of the Act and an avenue for the LEP public to complain about language access issues.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☐	☑	☐
The Panel did not attend any of the BSP training classes where guidance was provided, to meet the requirements of the Act, and resources were made available. The SPB recommends that the Panel visit the BSP's website, download the training material and contact the BSP for guidance on developing its bilingual services program.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education Audit Appeals Panel

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Survey Corrective Action Plan: **i. Proposed Actions:** Comments: N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education Audit Appeals Panel

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	1	0	2	3	1	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	22.2%	11.1%	0.0%	22.2%	33.3%	11.1%	

Overall Percentage of Acceptable Services: 55.6%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	36,372.00	945,672.00	NO	995.67	0	0
AMERICAN SIGN	33,811.00	879,086.00	YES	451.00	3.41	0
SPANISH	1,684.00	43,784.00	YES	44.20	17.54	2.68
TAGALOG	35.00	910.00	YES	0.00	0.86	0
KOREAN	29.00	754.00	YES	1.00	0	0
MANDARIN	27.00	702.00	NO	0.00	0	0
HEBREW	17.00	442.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
RUSSIAN	17.00	442.00	NO	0.00	0	0
JAPANESE	17.00	442.00	NO	0.00	0	0
ARABIC	16.00	416.00	NO	0.00	0	0
CANTONESE	10.00	260.00	NO	1.00	0	0
VIETNAMESE	9.00	234.00	NO	0.00	0	0
HINDI	7.00	182.00	NO	0.00	0	0
PORTUGUESE	6.00	156.00	NO	1.00	0	0
URDU	6.00	156.00	NO	0.00	0	0
PUNJABI	6.00	156.00	NO	0.00	0	0
FRENCH	6.00	156.00	NO	0.00	0	0
GREEK	5.00	130.00	NO	0.00	0	0
TELUGU [INDIA]	5.00	130.00	NO	0.00	0	0
GERMAN	4.00	104.00	NO	0.00	0	0
CAMBODIAN	4.00	104.00	NO	0.00	0	0
GUJARATI [INDIA]	3.00	78.00	NO	0.00	0	0
FARSI	2.00	52.00	NO	0.00	0	0
HMONG	2.00	52.00	NO	0.30	0	0
ITALIAN	2.00	52.00	NO	1.00	0	0
ARMENIAN	2.00	52.00	NO	0.00	0	0
SAMOAN	2.00	52.00	NO	0.00	0	0
UKRANIAN	2.00	52.00	NO	0.00	0	0
LAOTIAN	1.00	26.00	NO	0.00	0	0
THAI	1.00	26.00	YES	0.00	1.11	0
INDONESIAN	1.00	26.00	NO	0.00	0	0
Total: 31	72,111.00	1,874,886.00	5	1,495.17	22.92	2.68

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium	**2,000 to 3,499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Department of Education (CDE) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CDE submitted a draft of its Bilingual Services Policy (policy), which is pending approval. The draft policy demonstrates its commitment to comply with the Act, sets standards for providing service to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources, its responsibility for complying with Federal language requirements, its language access complaint process, and provides the name and telephone number of a contact person for obtaining information/assistance. Once the policy is signed by the director and distributed to all employees a copy should be sent to the SPB.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ American Sign Language	☐	☑	☐	☐	☐	☐	☐
☐ Braille	☐	☑	☐	☐	☐	☐	☐
☐ Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
☐ Korean	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ Mandarin	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☐	☐	☑	☐	☐	☐	☐
☑ Tagalog	☐	☐	☐	☐	☑	☐	☐
☑ Thai [Thailand]	☐	☐	☐	☐	☑	☐	☐
The CDE reported that it does not have a standard procedure to identify documents that require translation, but has translated information regarding early childhood development into Spanish (50) and Korean (1) closed caption videos (2). Chinese (15) and Braille (16). Since the CDE also met the 5% threshold in Tagalog, and Thai, it needs to establish standard procedures to determine which of its documents will be translated, since it needs to ensure that its LEP contacts have access to their documents in either their language or in alternative methods to ensure an equal level of service. The CDE provided a list of its documents/videos that are available for the public that include a cost per unit that ranged from $18.00 to $269.00. The CDE provided a second list of 10 documents translated into Spanish. The CDE should create a list that identifies all of its free of charge translated forms and make the list available to its public contacts through Internet, schools, and outreach events.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☑	☐	☐	☐
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
a. The CED reported internal population and staffing ratios for its Schools in Riverside and Fremont. However, there were some issues identified with the staffing ratios reported, which are discussed in Sectior IV. b. The CDE reported conflicting information regarding the level of survey participation. The "Department Summary Report" identified having 1,495.17 public contact employees that participated in the survey, whereas the "Compliance Report", identified 1497.46 employees participated. While this is only a small discrepancy, the CDE should ensure the accuracy of both its survey data and reports, since these discrepancies may affect the number of deficiencies identified.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The CDE reported that it will have 12 full-time vacancies in public contact positions; however, does not know how many of those vacancies will be filled with bilingual employees. The CDE should attempt to correct its position deficiencies (22.92) when filling these positions.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The CDE reported that it has a multitude of bilingual resources available for its public contact staff, including a list of certified bilingual employees, a list of translated documents, interpreter service contracts, a handout entitled "Providing Bilingual Services to Non-English Speakers and Persons with Limited English Proficiency," and resources for the hearing and sight							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
impaired that include a Telecommunication Device for the Deaf (TDD), sign language interpreters, and documents in Braille							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The CDE reported that it has bilingual resources available for its LEP public that include certified bilingua employees, interpreter contracts and translated documents. The CDE is also in the process of enhancing its web site. The SPB recommends that the CDE create a link on its homepage to its translated documents to ensure easy access. The SPB recommends that if the CDE has toll-free informational telephone numbers developed to promote temporary programs, it should monitor the telephone numbers to ensure they are in operation, and remove or disconnect the telephone lines when the programs are no longer in place.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☑	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☑	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☑	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a.& b. The CDE reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act nor does it have a language access complaint process. The CDE should contact the SPB to determine how it can meet these requirements.							
c-i. The CDE reported that it includes bilingual fluency							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
as a requirement/desired qualification in its job announcements, and uses the SPB bilingual certification lists to recruit qualified bilingual staff. c-ii. The CDE reported that a few of its programs have their own translation procedures, however it is developing standard procedures for its entire department to identify its translation needs. The CDE should finalize its procedure to identify its translation needs as soon as possible and distribute the procedure to all of its programs. d. The CDE reported that it utilizes the SPB to certify its bilingual staff. e. The CDE confused the oral fluency exam with the written translation exam when it reported that it certifie the translation skills of 479 CDE staff members through the SPB, and various departments including the Employment Development Department and the Department of Motor Vehicles. f. Although the CDE reported that some of its programs have developed internal processes to provide interpretation or translation services in response to federal language access requirements, it is in the process of developing standard procedures to ensure compliance with relevant laws throughout the department. g. The CDE reported that its divisions have developed internal processes for providing interpreter/translation services in response to federal funding/program requirements. Once the processes are developed, they will be centralized to ensure effective, departmen wide compliance with the relevant laws.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The CDE staff attended 4 of the BSP training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
17.54 Spanish	☐	☐	☑	☐	☐	☐	☐
3.41 American Sign Language	☐	☐	☐	☐	☑	☐	☐
1.11 Thai [Thailand]	☐	☑	☐	☐	☐	☐	☐
0.86 Tagalog	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish The CDE reported that its proposed action is to certify staff in the units that had deficiencies. This is not adequate, since 14 of the 21 units located statewide did not identify having bilingual staff. The 17.54 positions deficiencies ranged from 0.1 to 3.06 per unit. American Sign Language (ASL) The CDE identified 3.41 position deficiencies in the Operational Services Unit at the California School for the Deaf - Riverside (CSDR). The CDE reported that it would certify 4 of its non-certified employees. Tagalog and Thai The CSMT Unit 1 reported a .86 position deficiency in the Tagalog language, while the Editorial & Design Services Unit reported a 1.11 position deficiency in the Thai language. Both of these units are under the CFIR Division in Sacramento County. The CDE proposes to correct the deficiencies by certifying bilingual staff in the same division that speaks these languages.							
ii. Plans for Delivery of Services:							
17.54 Spanish	☐	☑	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
3.41 American Sign Language	☐	☐	☑	☐	☐	☐	☐
1.11 Thai [Thailand]	☐	☑	☐	☐	☐	☐	☐
0.86 Tagalog	☐	☑	☐	☐	☐	☐	☐
Comments: The CDE reported that it will utilize the contract interpreter service or certified bilingual staff in other units as needed in the interim of certifying staff to provide an equal level of services to its LEP contacts. Internal Populations: The CDE is one of the five departments that must report separate language survey data for its public contacts and internal populations. The CDE is required to report a count of the population within its facilities and to identify the staff that provide direct services to these individuals, by language. This is known as the staff:student ratio. The school must ensure that the ratios provide for an equal level of services to its LEP populations. The CDE reported that its School for the Deaf in Fremont population only required staff fluent in ASL. This resulted in a ratio of 5 students to 3 staff. However, its other two schools (Riverside School for the Deaf and CSB in Fremont) reported population counts in additional languages. Both schools reported several students with native language as Spanish, Cantonese, Hmong, Korean, Punjabi, Vietnamese, Russian, and Mandarin, but only reported they have bilingual staff certified in ASL, Mandarin and Spanish. Since there is appears to be a lack of bilingual resources for some of its students and families, the CDE must identify alternative methods to ensure an equal level of service is being provided.							
b. Implementation Plan: **i. Progress since Language Survey:**							
17.54 Spanish	☐	☐	☐	☐	☑	☐	☐
3.41 American Sign Language	☐	☐	☐	☐	☑	☐	☐
1.11 Thai [Thailand]	☐	☐	☐	☐	☑	☐	☐
0.86 Tagalog	☐	☐	☐	☐	☑	☐	☐
Comments: The CDE reported that it has not corrected any of its							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
position deficiencies. While the CDE did identify bilingua staff in some of its units, most of the units did not identify a sufficient number of staff to correct the deficiencies. The CDE identified interpreter services that should be used in the interim of hiring bilingual staff.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
2.68 Spanish	☐	☐	☑	☐	☐	☐	☐
Comments: The CDE's survey data reflected a total of 2.68 recommended staffing needs for Spanish in 5 CDE units, ranging from 0.07 to 1.28 positions per unit. The CDE proposed to test existing non-certified bilingual employees or recruit additional bilingual staff to better serve its LEP contacts.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Education, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	7	4	3	8	0	1
Part IV: Bilingual Staffing	0	5	2	0	5	0	0
Part V: Recommended Staffing	0	0	1	0	0	0	0
Total Percentages %	10.3%	30.8%	17.9%	7.7%	33.3%	0.0%	

Overall Percentage of Acceptable Services: 66.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Educational Facilities Authority, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	107.00	2,782.00	NO	5.80	0	0
Total: 1	107.00	2,782.00	0	5.80	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Educational Facilities Authority, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Educational Facililities Authority (EFA) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The EFA is chaired by the State Treasurer's Office (STO). The STO issued a Bilingual Services Policy (Policy) to all employees, including its associated boards, commissions and authorities.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the EFA did not meet the 5% threshold requirements of the Dymally-Alatorre Bilingual Services Act (Act), it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Educational Facilities Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The EFA reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The EFA did not meet the 5% threshold in any non-English language to require it to employ bilingual publi contact staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The EFA has access to the STO's bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages The EFA has a contract with Language Line Services t assist with its interpreter needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The EFA has a contract with Language Line services, a Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, where it is readily accessible.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Educational Facilities Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The EFA reported that all new employees are required to attend a mandatory New Employee Orientation training which provides an overview of its commitment to fulfill the needs of the Limited English Proficient (LEP) customer and provides detailed information on accessing and using Language Line Services. Updates to bilingual services are also provided to public contact staff as they are made available. b. The EFA reported that it has posted a notice at each public contact counter informing its customers of their right to obtain interpreter services and the contac information to address complaints if they are not satisfied with the interpreter services provided. However, it did not identify the process or procedure it takes to ensure LEP contacts are provide equal access to its services. f. The EFA reported that it is not subject to any other state language access laws and that it does not receive any federal funding to require it to comply with Federal language access requirements. g. The EFA reported that it currently does not address the language access requirements in its contracts. However, it will review and discuss with legal staff and the Department of General Services the need to include this requirement in future contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The STO attended 2 of the Bilingual Services Program's training classes.	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Educational Facilities Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Educational Facilities Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	3	0	0	2	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	54.5%	27.3%	0.0%	0.0%	18.2%	0.0%	

Overall Percentage of Acceptable Services: 81.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Electricity Oversight Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/1/2004 2nd Week: 3/8/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The Electricity Oversight Board (EOB) participated in the survey; however, it did not survey two non-consecutive weeks as required. Surveying two non-consecutive weeks is required to allow departments to measure their public contacts during different period of time to capture different levels of public contacts.

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

☑ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	132.00	3,432.00	NO	1.00	0	0
Total: 1	132.00	3,432.00	0	1.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Electricity Oversight Board

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The EOB submitted all required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The EOB submitted a Bilingual Services Policy (Policy) that is in draft form, which does not reflect its commitment to comply with the Dymally-Alatorre Act (Act). The EOB should revise the Policy to ensure it provides employees with all of the relevant information necessary to ensure an appropriate level of language access is provided. The policy should be signed by the director to demonstrate the EOB's commitment to comply with the Act and disseminated to all staff.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the EOB did not meet the 5% threshold in any non-English language, it is not required to translate an of its documents.							☑

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Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The EOB reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The EOB is not required to hire bilingual staff, as it did not meet the 5% threshold in any non-English languag							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☑	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☑	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The EOB reported that it does not have any bilingual resources available for its public contacts and that it ha access to a list of departments that provide resources in over 40 languages. However, the EOB did not identify any of the departments by name. The EOB should compose a list of resources by departments anc make it available to its public contact staff to ensure they are providing resources to its non-English speakin contacts.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The EOB did not identify any resources available for its Limited English Proficient (LEP) public. The EOB should download some of the developed bilingual resources on State Personnel Board's (SPB) Bilingual Services Program (BSP) website, which include a language identification guide and make them available to its staff to identify the language spoken by its public contacts.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐

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Electricity Oversight Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The EOB reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act nor does it have a language access complaint process. The EOB should contact the SPB to determine how it can meet these requirements; even though, it was exempt from participating in the language survey.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The EOB attended 2 of the BSP's training sessions.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments:							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	0	0	2	5	0	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	22.2%	0.0%	0.0%	22.2%	55.6%	0.0%	

Overall Percentage of Acceptable Services: 44.4%

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Emergency Services, Office of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/18/2004 2nd Week: 3/25/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The Office of Emergency Services (OES) participated in the 2003-2004 Language Survey, but did not survey two non-consecutive weeks as required. Surveying two non consecutive weeks is required to allow departments to measure the varying levels of public contacts that occur over different periods of time.

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

☐ Exemption approved by the SPB

☑ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

The OES did not comply with the Dymally-Alatorre Bilingual Services Act (Act), which requires state agencies to submit an Implementation Plan. Therefore, the language survey assessment rating of the OES will reflect its non-compliance.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	1,551.00	40,326.00	NO	11.00	0	0
Total: 1	1,551.00	40,326.00	0	11.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Emergency Services, Office of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation Although the OES reported that it submitted all of the documents identified in the "Language Survey Checklist," it did not submit the organizational charts that would allow the State Personnel Board (SPB) to view where the department's public contacts are assigned. While the OES reported that its organizational charts do not reflect its public contact positions, its Personnel Office should develop organizational charts that will allow the OES to keep track of all of its positions and their locations. Based on the State Controller's Report that outlines the number of positions within each state agency, the OES has 428 employees, and only 11 of those were identified as being in public contact positions. This will be discussed in detail later in the assessment.	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy A Bilingual Services Policy (Policy) was not submitted by the OES. In the 2001-2002 Language Survey assessment, the SPB recommended that the OES develop and implement a Policy that communicates its commitment to comply with the requirements of the Act. Although the OES reported that it is currently developing a Policy, it did not provide further information. The SPB once again recommends the OES develop a Policy that communicates its commitment to comply with the Act, sets service standards for providing services to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
information and assistance. The Policy should be printed on department letterhead, signed by the director, and distributed to all public contact staff. A copy should also be sent to the SPB.							
3. Translation of Documents							
☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
The OES did not meet the 5% threshold in any non-English language. However, it has translated 14 documents regarding earthquake preparedness into Spanish and has them available from the "Earthquake Program" link on its webpage. The SPB recommends that OES develop and identify a link on its homepage entitled "En Español," and make Spanish documents readily available through this avenue.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The OES did not provide copies of its organizational charts that describe in detail how its 428 employees are distributed throughout its division and programs. Although the OES reported that 100% of its public contact employees participated in the survey, only 11 public contact employees participated. None of the 11 public contact employees were identified as bilingual, even though the "Compliance Report" identified two certified bilingual employees. While the OES reported that it underwent major reorganization with the merging of Office of Criminal Justice Planning, it should have reviewed the organizational charts and used them as a tool to identify public contact positions and ensure that all relevant employees participate in the survey, and are aware of their requirements to provide language access to its LEP contacts.							

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Emergency Services, Office of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The OES is not required to hire bilingual staff, as it did not meet the 5% threshold in any language.	☐	☐	☐	☐	☐	☐	☑
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The OES reported that its bilingual resources available to public contact staff include documents regarding earthquake preparedness translated into Spanish, and two certified Spanish-speaking employees. Since the OES did not identify whether or not these two employees were in public contact positions, it is unsure if they are readily available to provide service to LEP contacts. The OES also reported that it contracts with outside interpreter services, but it did not respond to the questions regarding available contract service.							
7. Bilingual Resources Available for LEP Public The OES reported that it has it translated documents available to Spanish-speaking LEP contacts on its website. As mentioned above, the OES should create a link on its homepage that takes its LEP contacts directly to the translated documents.	☐	☐	☑	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☑	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐

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Analysis and Summary Report
Emergency Services, Office of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☑	☐	☐	☐	☐
a.& b. Since the OES did not comply with submitting an Implementation Plan, the SPB was not able to assess whether or not the training of OES staff on the provisions of the Act and the complaint process to resolve language access issues were satisfactory. The OES should contact the Bilingual Services Program (BSP) for alternate methods of providing training regarding the provisions of the Act and establishing an avenue for the LEP public to complain about language access issues. cii. Since the OES translates information as the need arises, it should have established interpreter/translatio contacts available to ensure it is able to act quickly in providing LEP contacts with the information in question. Also, since the OES works with other departments when a disaster occurs, it should identify by geographical area those languages spoken by the residents of the disaster area to ensure it can address specific language needs and provide assistance in a timely manner. f. Since the OES receives funding from Federal Emergency M A, it should comply with its responsibilities to ensure that local government and other contract agencies comply with applicable laws related access to service for LEP persons in their native language according to Title VI and Executive Order 13166. h. The OES reported that it obtains resources from the state departments and local government of the areas affected by disasters. The OES should ensure i refers to the Census Bureau data and the language survey data of those departments to ensure that the needs of the affected LEP population will be met.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The OES did not attend any of the BSP training classes where guidance was provided to meet the requirements of the Act and resources were made	☐	☐	☐	☐	☑	☐	☐

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
available. The SPB recommends that the OES visit the BSP website, download the training materials and contact the SPB for guidance on developing this part of their bilingual services program.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							
ii. Plans for Delivery of Services:							
Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:**							
Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	2	2	0	5	9	3
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	11.1%	11.1%	0.0%	27.8%	50.0%	

Overall Percentage of Acceptable Services: 22.2%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Employment Development Department

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 11/17/2003 2nd Week: 1/5/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	981,415.00	25,516,790.00	NO	4,635.41	0	0
SPANISH	185,652.00	4,826,952.00	YES	1,630.60	36.98	21.82
VIETNAMESE	8,963.00	233,038.00	YES	115.00	0.7	29.66
CANTONESE	7,166.00	186,316.00	YES	107.70	0.28	29.24
MANDARIN	2,916.00	75,816.00	YES	59.70	0.37	12.31
TAGALOG	1,727.00	44,902.00	YES	71.90	0.05	5.27
PUNJABI	954.00	24,804.00	NO	21.10	0	3.42

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ARMENIAN	860.00	22,360.00	YES	27.00	0	1.26
KOREAN	741.00	19,266.00	YES	13.00	0.18	2.2
AMERICAN SIGN	570.00	14,820.00	YES	3.00	0.29	0.7
RUSSIAN	420.00	10,920.00	YES	4.00	0.19	1.06
JAPANESE	159.00	4,134.00	YES	0.00	0.05	0.33
HINDI	135.00	3,510.00	NO	4.00	0	0
FARSI	130.00	3,380.00	NO	0.00	0	0
CAMBODIAN	125.00	3,250.00	YES	5.60	0.26	0.14
HMONG	83.00	2,158.00	NO	1.00	0	0.18
ARABIC	76.00	1,976.00	NO	3.00	0	0
ILOCANO	68.00	1,768.00	NO	5.00	0	0.11
LAOTIAN	49.00	1,274.00	NO	1.00	0	0
PORTUGUESE	48.00	1,248.00	YES	1.00	0.05	0
CROATIAN	34.00	884.00	NO	0.00	0	0.15
GERMAN	32.00	832.00	NO	0.00	0	0
FRENCH	26.00	676.00	NO	3.00	0	0
THAI	21.00	546.00	NO	0.00	0	0
ITALIAN	17.00	442.00	NO	0.00	0	0
INDONESIAN	16.00	416.00	NO	0.00	0	0
HEBREW	14.00	364.00	NO	0.00	0	0
SAMOAN	10.00	260.00	NO	1.00	0	0
URDU	7.00	182.00	NO	0.00	0	0
MEIN	7.00	182.00	NO	0.00	0	0
POLISH	7.00	182.00	NO	0.00	0	0
SOMALI	5.00	130.00	NO	0.00	0	0
NOT IDENTIFIED	4.00	104.00	NO	0.00	0	0
MONGOLIAN	1.00	26.00	NO	0.00	0	0
SERBIAN	1.00	26.00	NO	0.00	0	0
GREEK	1.00	26.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
Total: 36	1,192,460.00	31,003,960.00	12	6,713.01	39.4	107.85

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Employment Development Department (EDD) submitted all the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy Since the 2001-2002 Language Survey, EDD has stated that its Bilingual Services Policy (Policy) is in draft form pending approval from management. To date, EDD has not provided the State Personnel Board (SPB) with a final copy of its Policy.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ American Sign Language	☐	☐	☑	☐	☐	☐	☐
☑ Cambodian/Khmer	☐	☐	☐	☑	☐	☐	☐
☑ Cantonese/Yue	☐	☐	☑	☐	☐	☐	☐
☑ Japanese	☐	☐	☐	☐	☑	☐	☐
☑ Korean	☐	☐	☐	☑	☐	☐	☐

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Employment Development Department

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ Portuguese	☐	☐	☐	☑	☐	☐	☐
☑ Russian	☐	☐	☐	☑	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☑ Tagalog	☐	☐	☐	☑	☐	☐	☐
☑ Vietnamese	☐	☐	☑	☐	☐	☐	☐
The EDD reported that it has 344 translated documents in Spanish, Chinese and Vietnamese. EDD did not report translated documents for the other non-English languages (Tagalog, Armenian, Korean, Russian, Japanese or Portuguese) that met the 5% threshold. However, EDD reported it has certified bilingual employees that can interpret the English documents for these Limited English Proficient (LEP) clients, with the exception of the Japanese language. Therefore, the SPB recommends that EDD review its translation needs, and evaluate whether it would bette serve its LEP customers by translating its most commonly utilized documents into these other languages.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The EDD reported that 100% of its pubic contact staff participated in the survey.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Employment Development Department

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The EDD reported that it anticipates 217 full-time, 8 part-time, and 30 intermittent/temporary position vacancies. The EDD will attempt to fill 77 of these positions with bilingual staff.	☐	☑	☐	☐	☐	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The EDD has a multitude of bilingual resources available for its public contact staff. However, EDD should consider contracting with an interpreter vendor t ensure that all of its customers have access to bilingua resources when seeking its services.							
7. Bilingual Resources Available for LEP Public The EDD should consider contracting with an interprete service to ensure it has adequate language resources available for those non-English languages in which it does not have translated documents or internal bilingua staffing.	☐	☑	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☑	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☑	☐	☐	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Employment Development Department

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
h. Other Information and/or Bilingual Resources Reported a. The EDD allows each program to establish its own LEP training. However, it should ensure that each program's training includes standardized information and conducted at regular intervals. b. The EDD should expand its language access complaint process to make it more accessible to all of its programs. c ii. The EDD identified that it uses the latest language survey results to identify translation needs. Therefore, based on EDD's survey results, it should consider translating some of its most commonly requested documents into the other languages that met the 5% threshold. d. & e. The EDD has delegated oral fluency testing authority and certifies its employees translation skills using an exam administered by California State University, Sacramento (CSUS). The EDD should ensure the exam provided by CSUS has been validated and that SPB approves its continued use to certify its employees. f. The EDD stated that it complies with Chapter 20 of the Codes of Federal Regulations that requires migrant and seasonal farm workers receive assistance and information in Spanish. The EDD also stated it complies with Executive Order 13166 and Government Code Section 11435.15. However, it did not provide any specific information on how it complies with these laws. g. The EDD did not comment on how it ensures its contractors comply. The SPB recommends EDD include standards for providing an appropriate level of language access to its contractors. An example of this would be ensuring contractors for disability insurance medical exams provide qualified interpreters for LEP clients.	☐	☑	☐	☐	☐	☐	☐
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The EDD staff attended 3 of the Bilingual Services Program (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Employment Development Department

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
36.98 Spanish	☐	☐	☐	☐	☑	☐	☐
0.7 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.37 Mandarin	☐	☐	☐	☐	☐	☑	☐
0.29 American Sign Language	☐	☐	☐	☐	☐	☑	☐
0.28 Cantonese/Yue	☐	☐	☐	☐	☐	☑	☐
0.26 Cambodian/Khmer	☐	☐	☐	☐	☐	☑	☐
0.19 Russian	☐	☐	☐	☐	☐	☑	☐
0.18 Korean	☐	☐	☐	☐	☐	☑	☐
0.05 Japanese	☐	☐	☐	☐	☐	☑	☐
0.05 Portuguese	☐	☐	☐	☐	☐	☑	☐
0.05 Tagalog	☐	☐	☐	☐	☐	☑	☐
Comments: Spanish: Of the 36.98 deficiencies reported for EDD, 5.48 were located in 26 units throughout the state. These deficiencies ranged from .03 to .45 positions and EDD's plan to utilize existing staff to respond to these needs seem appropriate. The remaining deficiencies were: 0.7-San Pablo JS, 1.79-Central Collections & 29.64-UI Insurance Accounting. EDD reported it would certify existing bilingual employees to correct three of the deficiencies. In addition, EDD reported that though the U Unit grew, it had to fill all of its vacancies with State							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Employment Development Department

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Restrictions of Appointment (SROA) employees facing layoff. However, it did not state what efforts it made to canvas the SROA list or other EDD bilingual employees to correct the UI bilingual staff deficiency. While layoff certainly restricted EDD's ability to hire bilingual staff, it should actively pursue all viable alternatives for correctin the significant number of deficiencies in this unit. Vietnamese: The EDD reported that it would certify one of its Vietnamese-speaking employees in its Santa Ana JS Un to address its deficiencies. Other Languages: The EDD reported having less than one position deficiency in the Korean, Cambodian, Tagalog, Russian, Portuguese, Japanese, Mandarin, and Cantonese languages. EDD did not address how it would respond t these LEP contacts. The EDD did not respond how it would address its American Sign Language (ASL) contacts. It is unclear if these were actual ASL contacts or via Telecommunication Device for the Deaf (TDD) contacts.							
ii. Plans for Delivery of Services:							
36.98 Spanish	☐	☐	☐	☑	☐	☐	☐
0.7 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.37 Mandarin	☐	☐	☐	☐	☐	☑	☐
0.29 American Sign Language	☐	☐	☐	☐	☐	☑	☐
0.28 Cantonese/Yue	☐	☐	☐	☐	☐	☑	☐
0.26 Cambodian/Khmer	☐	☐	☐	☐	☐	☑	☐
0.19 Russian	☐	☐	☐	☐	☐	☑	☐
0.18 Korean	☐	☐	☐	☐	☐	☑	☐
0.05 Japanese	☐	☐	☐	☐	☐	☑	☐
0.05 Portuguese	☐	☐	☐	☐	☐	☑	☐
0.05 Tagalog	☐	☐	☐	☐	☐	☑	☐
Comments:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Employment Development Department

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The EDD stated it would use existing bilingual staff to meet the Spanish language needs until it corrects all of it deficiencies. The EDD did not provide a plan for delivery of services for the Korean, Cambodian, Tagalog, Russian, Portuguese, Japanese, Mandarin, and Cantonese languages. The EDD should contract for interpreter services to ensure it has bilingual resources available for those languages where it is unable to certify its staff. This will ensure it can meet all of its LEP customers' language needs, until it corrects its deficiencies.							
b. Implementation Plan: **i. Progress since Language Survey:**							
36.98 Spanish	☐	☐	☐	☐	☑	☐	☐
0.7 Vietnamese	☐	☐	☐	☐	☑	☐	☐
0.37 Mandarin	☑	☐	☐	☐	☐	☐	☐
0.29 American Sign Language	☐	☐	☐	☐	☐	☑	☐
0.28 Cantonese/Yue	☐	☐	☑	☐	☐	☐	☐
0.26 Cambodian/Khmer	☐	☐	☐	☐	☐	☑	☐
0.19 Russian	☐	☐	☐	☐	☐	☑	☐
0.18 Korean	☑	☐	☐	☐	☐	☐	☐
0.05 Japanese	☐	☐	☐	☐	☐	☑	☐
0.05 Portuguese	☐	☐	☐	☐	☐	☑	☐
0.05 Tagalog	☐	☐	☐	☑	☐	☐	☐
Comments: The EDD reported that it has made very little progress towards correcting its Spanish language deficiencies, primarily due to the hiring freeze. The EDD took action, certified existing Korean and Mandarin-speaking employees to correct two of its deficiencies, and plans to utilized existing staff to assist other LEP contacts. The EDD stated it could not correct its Vietnamese deficiency as planned, because of the hiring freeze. For the Tagalog language, EDD reported that it would continue to utilize existing certified employees until bilingual hires could be made. EDD did not report any							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Employment Development Department

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
progress or plans to meet its Russian, ASL, Portuguese, Japanese, Cantonese, and Cambodian language needs. Since most of these languages had minimal deficiencies, it could use existing bilingual staff to address most of these deficiencies. As stated, EDD has other options available to meet its needs until it can hire bilingual staff and should have developed a plan to ensure an adequate level of service is provided for all of its LEP clients, such as contracting with an interpreter service.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
2.99 Cantonese/Yue	☑	☐	☐	☐	☐	☐	☐
1.92 Spanish	☐	☐	☐	☐	☐	☑	☐
1.67 Mandarin	☑	☐	☐	☐	☐	☐	☐
1.33 Korean	☑	☐	☐	☐	☐	☐	☐
1.17 Vietnamese	☐	☐	☐	☑	☐	☐	☐
0.7 American Sign Language	☐	☐	☐	☐	☐	☑	☐
0.46 Russian	☐	☐	☐	☐	☐	☑	☐
0.39 Tagalog	☐	☐	☐	☑	☐	☐	☐
0.39 Punjabi/Panjabi	☐	☐	☐	☐	☐	☑	☐
0.33 Japanese	☐	☐	☐	☐	☐	☑	☐
0.18 Hmong	☐	☐	☐	☐	☐	☑	☐
0.15 Croatian	☐	☐	☐	☐	☐	☑	☐
0.11 Armenian	☐	☐	☐	☐	☐	☑	☐
Comments: The EDD reported having 102 units that were identified with 107.82 recommended staffing needs. Of these, 37 units reported not employing sufficient numbers of bilingual staff for the 13 languages identified above. The EDD reported certifying employees to meet the Cantonese, Korean and Mandarin language needs; utilizing staff for the Tagalog and Vietnamese languages;							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Employment Development Department

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
and did not provide a plan for the Armenian, Hmong, Punjabi, Russian and Spanish languages. SPB strongly recommends EDD consider contracting with a language vendor to ensure it has sufficient bilingual resources to serve all of its LEP customers.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Employment Development Department

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	5	7	5	5	3	2	2
Part IV: Bilingual Staffing	2	2	1	2	3	23	0
Part V: Recommended Staffing	3	0	0	2	0	8	0
Total Percentages %	13.7%	12.3%	8.2%	12.3%	8.2%	45.2%	

Overall Percentage of Acceptable Services: 46.6%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Energy Resource Conservation & Development Commission, State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant $\geq$ 5% d. ☑ NonSignificant $\leq$ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Energy Resource Conservation & Development Commission, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Energy Resource Conservation & Development Commission (Energy Commission) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Energy Commission reported that since it did not meet the 5% threshold, it is not required to develop a Bilingual Services Policy (Policy). The State Personnel Board (SPB) recommends that the Energy Commission implement a Policy that communicates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), sets standards for providing services to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information and assistance. The Policy should be printed on department letterhead, signed by the director, and distributed to its public contact staff. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the Energy Commission did not meet the 5% threshold in any language, it is not required to translat any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Energy Resource Conservation & Development Commission, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The Energy Commission reported conflicting information regarding the level of survey participation. The "Department Totals by Language" identified 51 public contact employees, while the "Compliance Report" identified only 34 public contact employees that participated in the survey. The Energy Commission should ensure the accuracy of both its survey data and reports, since these discrepancies affect the SPB's assessment of the Energy Commission's bilingual services program.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Energy Commission is not required to hire bilingual employees, as it did not meet the 5% threshold in any language.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☐	☑	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The Energy Commission did not provide a response to this question. Since it received contact with LEP clients, it may consider contracting with an interpreter service to assist its public contact staff with these contacts.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☐	☑	☐
The Energy Commission did not provide a response to this question. As mentioned above, it should contract with an interpreter service to assist in providing service to its LEP contacts.							
8. Departmental Processes and Procedures							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Energy Resource Conservation & Development Commission, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☑	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☑	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Energy Commission reported that it is not required to provide training to its public contact staff or the provisions of the Act, since it did not meet the 5% threshold in any language. The Energy Commission should contact the Bilingual Services Program (BSP) for alternatives for providing an avenue for the LEP public to complain about language access issues. b. The Energy Commission reported that it would attempt to resolve language access complaints throug its Public Advisor before escalating them to its EEO Officer. f. The Energy Commission reported that it displays posters regarding Titles VI and IX within its building. Federally funded contracts and grants are required to offer a level of language access that meets federal requirements. g. The Energy Commission reported that it contracts with an interpreter service for on-site hearings or workshops when a need has been identified. The ERCDC did not report how it ensures that these contractors comply with language access requirement							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource	☐	☐	☐	☐	☑	☐	☐
The Energy Commission attended one of the BSP							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
training classes.							
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Energy Resource Conservation & Development Commission, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	0	0	2	4	4	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	9.1%	0.0%	0.0%	18.2%	36.4%	36.4%	

Overall Percentage of Acceptable Services: 27.3%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Environmental Health Hazard Assessment, Office of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/15/2004 2nd Week: 3/29/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	444.00	11,544.00	NO	12.00	0	0
Total: 1	444.00	11,544.00	0	12.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Environmental Health Hazard Assessment, Office of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Office of Environmental Health Hazard Assessment (OEHHA) submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The OEHHA submitted a Bilingual Services Policy (Policy) that is in draft form. The draft Policy states OEHHA's commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), sets standards for providing service to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources, and provides the name and telephone number of a contact person for obtaining information/assistance. Although the Policy mentions it has a contract for interpreter services through Network Omni Services, the OEHHA reported on its "Compliance Report," that it did not have a contract. The availability of bilingual resources should be confirmed before adding them to the Policy. The Policy should be placed on department letterhead and signed by the director before it is disseminated to employees. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

2003-04 Language Survey and Implementation Plan
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Environmental Health Hazard Assessment, Office of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ Cambodian/Khmer	☑	☐	☐	☐	☐	☐	☐
☐ Korean	☑	☐	☐	☐	☐	☐	☐
☐ Lao/Laotian	☑	☐	☐	☐	☐	☐	☐
☐ Mandarin	☑	☐	☐	☐	☐	☐	☐
☐ Spanish	☑	☐	☐	☐	☐	☐	☐
☐ Vietnamese	☑	☐	☐	☐	☐	☐	☐
Although the OEHHA did not meet the 5% threshold in any non-English language, it reported that it has translated the Fish Consumption Advisory brochures into Spanish, Chinese, Korean, Vietnamese, Cambodian and Laotian. Although the OEHHA reported that these documents are available on its website, they are not easily accessible. The SPB recommends that a link be added to its website homepage to allow the public access to its translated documents.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The OEHHA reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The OEHHA did not meet the 5% threshold in any non English languages to require it to employ bilingual public contact staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
a. & b. The OEHHA reported that it has certified bilingual staff available to assist its public contact staff; however, none of these employees participated in the survey. The OEHHA should verify whether or not it has							

2003-04 Language Survey and Implementation Plan
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Environmental Health Hazard Assessment, Office of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual public contact employees and if it does, have them take the oral fluency exam to assess their language skill level. c. Since the OEHHA did not receive contacts in non-English languages, it is not required to have a contract with an interpreter vendor. However, since the OEHHA reported that it does have a contract in its Policy, it needs to verify whether or not a contract exists and report accordingly.							
7. Bilingual Resources Available for LEP Public The OEHHA reported that it has certified and non-certified bilingual staff, foreign language dictionaries, and its website to assist its LEP public. However, its website is only available in English and translated materials were not easily accessible. As previously mentioned, the SPB recommends that the OEHHA add a link on its homepage that will take the LEP public to it translated documents. In addition, the OEHHA should also have its non-certified bilingual employees take the oral fluency exam.	☐	☐	☑	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☑	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The OEHHA reported that it does not have any processes and procedures developed for training its public contact staff on the provisions of the Act. However, it is in the process of developing a							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
complaint process. The OEHHA should contact the SPB to learn of alternatives for providing training to its public contact staff and an avenue for the LEP public to complain about language access issues. d. The OEHHA utilizes the SPB to certify bilingual employees' oral language fluency skills. f. The OEHHA reported that it receives federal funding for its Pesticide and Environmental Toxicology Program and that it has translated some documents into various languages. As mentioned, the SPB recommends that all translated documents be easily accessible on the OEHHA's website and copies of the documents be made available to its public contact staf for distribution when necessary.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource: The OEHHA attended 1 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							

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Environmental Health Hazard Assessment, Office of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Environmental Health Hazard Assessment, Office of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	7	2	2	0	6	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	41.2%	11.8%	11.8%	0.0%	35.3%	0.0%	

Overall Percentage of Acceptable Services: 64.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Equalization, Board of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 4/5/2004 2nd Week: 4/19/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	105,620.00	2,746,120.00	NO	2,216.90	0	0
SPANISH	7,817.00	203,242.00	YES	148.10	9.21	3.79
MANDARIN	388.00	10,088.00	NO	9.75	0	0.98
KOREAN	364.00	9,464.00	NO	1.00	0	2.52
VIETNAMESE	268.00	6,968.00	NO	1.00	0	2.71
CANTONESE	222.00	5,772.00	NO	5.80	0	1.58
TAGALOG	137.00	3,562.00	NO	0.00	0	0.8

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
JAPANESE	119.00	3,094.00	NO	0.00	0	0
ARABIC	108.00	2,808.00	NO	0.00	0	0
PUNJABI	107.00	2,782.00	NO	0.00	0	0
HINDI	96.00	2,496.00	NO	0.00	0	0
ARMENIAN	72.00	1,872.00	NO	0.00	0	0
RUSSIAN	59.00	1,534.00	NO	0.00	0	0
FARSI	54.00	1,404.00	NO	0.00	0	0
HMONG	27.00	702.00	NO	0.00	0	0
PORTUGUESE	16.00	416.00	NO	0.00	0	0
FRENCH	16.00	416.00	NO	0.00	0	0
URDU	16.00	416.00	NO	0.00	0	0
GERMAN	15.00	390.00	NO	0.00	0	0
ITALIAN	14.00	364.00	NO	0.00	0	0
CAMBODIAN	13.00	338.00	NO	0.00	0	0
LAOTIAN	12.00	312.00	NO	0.00	0	0
CROATIAN	7.00	182.00	NO	0.00	0	0
AMERICAN SIGN	7.00	182.00	NO	0.00	0	0
GREEK	5.00	130.00	NO	0.00	0	0
ARMENIAN (ARM)	4.00	104.00	NO	0.00	0	0
POLISH	4.00	104.00	NO	0.00	0	0
THAI	3.00	78.00	NO	0.00	0	0
THAI (NOD)	3.00	78.00	NO	0.00	0	0
ILOCANO	2.00	52.00	NO	0.00	0	0
PERSIAN	2.00	52.00	NO	0.00	0	0
HEBREW	2.00	52.00	NO	0.00	0	0
DANISH (DAN)	1.00	26.00	NO	0.00	0	0
DEAF/MUTE	1.00	26.00	NO	0.00	0	0
EAST INDIAN	1.00	26.00	NO	0.00	0	0
HUNGARIAN (HNG)	1.00	26.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
INDONESIAN	1.00	26.00	NO	0.00	0	0
KASHMIRI (KSH)	1.00	26.00	NO	0.00	0	0
Pampangan (PAM)	1.00	26.00	NO	0.00	0	0
Pilipino (Tagalog)	1.00	26.00	NO	0.00	0	0
SAMOAN	1.00	26.00	NO	0.00	0	0
SERBO-CROATIAN (	1.00	26.00	NO	0.00	0	0
Igbo (IBO)	1.00	26.00	NO	0.00	0	0
Total: 43	115,610.00	3,005,860.00	1	2,382.55	9.21	12.38

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Large	**3,500 to 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥5% d. ☐ NonSignificant ≤5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Board of Equalization (BOE) submitted all of the required documention.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The BOE submitted a section of its procedures manua entitled "Language Policy Bilingual Services Section 7820," which does not meet the requirements of a Bilingual Services Policy (Policy) as outlined by the Dymally-Alatorre Bilingual Services Act (Act). The State Personnel Board (SPB) recommends that the BOE revise its Policy to demonstrate its commitment	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
to comply with the Act, outline available bilingual resources and provide the name and telephone numbe of the person responsible for providing guidance to staff. The Policy should be signed by the executive officer, printed on letterhead and distributed to its employees. Once the BOE revises its Policy, it should submit a copy to the SPB.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Arabic	☑	☐	☐	☐	☐	☐	☐
☐ Armenian	☑	☐	☐	☐	☐	☐	☐
☐ Cambodian/Khmer	☑	☐	☐	☐	☐	☐	☐
☐ Cantonese/Yue	☑	☐	☐	☐	☐	☐	☐
☐ Farsi/Persian	☑	☐	☐	☐	☐	☐	☐
☐ French	☑	☐	☐	☐	☐	☐	☐
☐ German	☑	☐	☐	☐	☐	☐	☐
☐ Hebrew	☑	☐	☐	☐	☐	☐	☐
☐ Hindi	☑	☐	☐	☐	☐	☐	☐
☐ Hmong	☑	☐	☐	☐	☐	☐	☐
☐ Japanese	☑	☐	☐	☐	☐	☐	☐
☐ Korean	☑	☐	☐	☐	☐	☐	☐
☐ Lao/Laotian	☑	☐	☐	☐	☐	☐	☐
☐ Mandarin	☑	☐	☐	☐	☐	☐	☐
☐ Portuguese	☑	☐	☐	☐	☐	☐	☐
☐ Punjabi/Panjabi	☑	☐	☐	☐	☐	☐	☐
☐ Russian	☑	☐	☐	☐	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☐ Tagalog	☑	☐	☐	☐	☐	☐	☐
☐ Thai [Thailand]	☑	☐	☐	☐	☐	☐	☐
☐ Urdu	☑	☐	☐	☐	☐	☐	☐
☐ Vietnamese	☑	☐	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Spanish: The BOE reported that it has translated 20% to 39% of its documents into Spanish, the only language that met the 5% threshold. Since the BOE has developed a comprehensive work plan that identifies translation needs on a yearly basis, it should ensure that it translates documents in a timely manner or utilizes alternative means to distribute pertinent information in accordance with the requirements of the Act. The BOE is commended for translating some of its documents into over 20 non-English languages, in which it received a significant amount of contacts.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☑	☐	☐	☐	☐	☐
The BOE reported that 100% of its staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Although the BOE reported that it appointed 116 full-time employees since April 2002; none of the hires were made to correct bilingual position deficiencies. The BOE reported deficiencies in five of its units and it was found that each unit has sufficient non-certified staff to correct the position deficiencies upon their certification.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☑	☐	☐	☐	☐
The BOE reported that it has a list available to all staff of bilingual employees who have volunteered to serve as interpreters, and a contract with an interpreter vendc to provide American Sign Language (ASL) interpreters. The BOE reported that it uses bilingual employees who are at the Business Taxes Specialist I level or above to interpret at its board proceedings. The BOE should							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ensure these employees possess the level of language skill necessary to be interpreters. Board proceedings use specialized terminology and require simultaneous or consecutive interpreting, which necessitates a higher caliber of skills than tested by the bilingual oral fluency examination. The BOE should have all staff members used as interpreters during administrative hearings assessed through CPS Human Resource Services (CPS). These bilingual employees should also consider developing a glossary of terms that will serve as a bilingual resource for staff. While the BOE is not required to comply with Government Code Section 11435 that requires the use of certified or provisionally certified interpreters for administrative hearings, it should have its employees take the CPS interpreter exam to ensure they are providing adequate services at its hearings. Since the BOE has contacts in over 20 non-English languages, it should consider contracting with an interpreter vendor to provide interpreters in those identified languages that do request services from the department.							
7. Bilingual Resources Available for LEP Public The BOE reported that it has bilingual resources available for its Limited English Proficient (LEP) public including translated materials in its local offices, an "En Español" website, a toll-free telephone number, and translations made available to the public at outreach events and by mail upon request.	☑	☐	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☑	☐	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The BOE reported that all of its public contact staff members attend a mandatory eight-hour training in customer service delivery, which includes the procedures for delivery of services to its LEP customers. b. The BOE reported that language access complaints are escalated to the Equal Employment Opportunity (EEO) manager for "prompt resolution," and that it displays signs and posters at its local offices that explain its complaint process. However, the BOE did not explain the process for resolving the complaints. ci. The BOE reported that it recruits bilingual employees via job announcements, bilingual certification lists, community outreach events, and that it plans exams around identified bilingual staffing need cii. The BOE reported that it determines translation needs based on client needs, usage rates of English language documents, and recommendations made by public contact employees. d. The BOE has delegated testing authority to conduc Spanish, Cantonese and Mandarin bilingual oral fluency exams. It utilizes the Los Angeles Unified School District (LAUSD) to certify its bilingual staff in other languages. e. The BOE reported that it utilizes the services of the LAUSD to certify the translation skills of its bilingual staff. Although the LAUSD does offer the oral fluency exam and translation exam, the translation exam does not cover terminology that would assess a person's capacity to serve as an interpreter during an administrative hearing. As stated above, if the BOE is having its bilingual staff interpret at its board proceedings, it should have them take the CPSs administrative hearing interpreter exam.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The BOE attended 1 of the Bilingual Services Program's (BSP) training classes.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
9.21 Spanish	☐	☐	☑	☐	☐	☐	☐
Comments: The BOE reported 9.21 Spanish-speaking bilingual position deficiencies in five of its units located in Alameda, Sacramento, Kings, San Joaquin, and Riverside counties. Its proposed action to correct the identified deficiencies is to certify existing staff within these units. The BOE has sufficient non-certified bilingua staff in these units that, if certified, can correct the deficiencies.							
ii. Plans for Delivery of Services:							
9.21 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The BOE reported that in the interim of certifying its bilingual employees, it will utilize existing certified staff in the same location.							
b. Implementation Plan:							
i. Progress since Language Survey:							
9.21 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The BOE reported that it corrected the bilingual position deficiencies identified in the Oakland District Unit and							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Sacramento District Unit by certifying its bilingual employees. The deficiencies reported in the Fresno Branch Office Unit, the Fuel Taxes Riverside Fuels Unit, and the Stockton Branch Office Unit have not been corrected, since the bilingual employees have not taken the bilingua oral fluency exam. The BOE should focus on certifying these individuals as soon as possible to correct the remaining deficiencies.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
3.79 Spanish	☑	☐	☐	☐	☐	☐	☐
2.71 Vietnamese	☑	☐	☐	☐	☐	☐	☐
2.52 Korean	☑	☐	☐	☐	☐	☐	☐
1.58 Cantonese/Yue	☑	☐	☐	☐	☐	☐	☐
0.98 Mandarin	☑	☐	☐	☐	☐	☐	☐
0.8 Tagalog	☑	☐	☐	☐	☐	☐	☐
Comments: All Languages: The BOE reported having sufficient non-certified employees that will, once certified, address the recommended staffing needs identified in 9 units located in Sacramento, Los Angeles, San Francisco, Alameda and Santa Clara counties.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	26	4	3	0	3	0	5
Part IV: Bilingual Staffing	0	1	1	0	1	0	0
Part V: Recommended Staffing	6	0	0	0	0	0	0
Total Percentages %	71.1%	11.1%	8.9%	0.0%	8.9%	0.0%	

Overall Percentage of Acceptable Services: 91.1%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/8/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The California Exposition and State Fair (Cal Expo) has continued to conduct its survey during non-peak periods (November 2001, January 2002, February 2004 and March 2004). The State Personnel Board (SPB) has recommended for the past two surveys that the Cal Expo conduct at least one of its survey weeks during a peak period (July-September) to ensure it is accurately identifying its Limited English Proficient (LEP) public in order effectively measure its language needs.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	676.00	17,576.00	NO	9.00	0	0
SPANISH	43.00	1,118.00	YES	1.00	0.29	0
JAPANESE	6.00	156.00	NO	0.00	0	0
KOREAN	5.00	130.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
VIETNAMESE	3.00	78.00	NO	0.00	0	0
RUSSIAN	3.00	78.00	NO	0.00	0	0
INDONESIAN	2.00	52.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
HINDI	1.00	26.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
ARABIC	1.00	26.00	NO	0.00	0	0
Total: 12	743.00	19,318.00	1	10.00	0.29	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small to Medium	**500 to 1,999**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation Cal Expo submitted all of the required documentation, with the exception of its Forms D (Unit Staff Summary)	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Cal Expo submitted an unsigned Bilingual Service Policy (Policy) issued by its Personnel Office, which was patterned after the SPB sample template. The Policy contained information related to its commitment to provide services to LEP clients. It also identified	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
contact employees and telephone numbers, should interpreter or translator services be needed. The SPB recommends that Cal Expo review its Policy and ensure it is disseminated to all employees, including those hired seasonally during its peak periods. Additionally, the Policy should be signed by the Executive Officer/General Manager to convey the commitment on the part of Cal Expo to provide language access.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
The Cal Expo met the 5% threshold in the Spanish language, and reported translating its Job Description Booklet and its Application Form for Temporary Employment into the Spanish language. The SPB recommends that Cal Expo further evaluate its need to translate documents. Cal Expo has a State Fair Web site that has a wealth of information on the Fair, a scholarship program, kids club, etc., all of which is only available in English. Cal Expo should evaluate how it can better serve California's diverse population through the expansion of its translated documents.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The Cal Expo reported that it only has 10 public contact positions. In reviewing a report on the number of employees for Cal Expo, it showed 92 full-time and almost 600 part-time and temporary employees. It appears that Cal Expo did not include any of its part-time and temporary employees in its language survey. As previously discussed, the Cal Expo is not including any peak periods in its survey. Based on its survey data, it appears Cal Expo reported fewer public contacts than it should have. This is likely due to Cal Expo conducting its language survey during winter months, which is likely its least busy time of year. The Cal Expo should review all of its programs and events, and identify all employees that have direct contact with the public in the performance of their duties. It should include the Cal Expo Sports & Wagering staff, staff involved in exhibits & fairs, police officers and office staff that provide information and services to the public. Additionally, Cal Expo should ensure it conducts at least one of its survey weeks during a peak workload period and include all public contact employees.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The Cal Expo reported that it anticipated no vacancies in public contact positions despite the fact that it hires hundreds of employees each year during the state fair and other peak workload periods. The Cal Expo should identify its LEP public and ensure that it hires sufficient numbers of employees with bilingual fluency in languages reflective of California's diverse populations.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c. Interpreter Services Contract for other Language Needs The Cal Expo reported that it posts a list of its certified bilingual staff, has a handbook of commonly used phrases in Spanish, and uses the SPB Language Assistance video as its available bilingual resources. Cal Expo also reported that it posts a memo to all employees on its bulletin boards throughout the ground stating who is certified as bilingual. The Cal Expo survey data identified that it only employs one individual certified as fluent in the Spanish language. Since Cal Expo reported contacts in a variety of non-English languages and likely has other LEP contacts during its peak periods, it should contract with an interpreter service to ensure it can provide an appropriate level of language access to all of its LEP public.	☐	☐	☐	☐	☑	☐	☐
7. Bilingual Resources Available for LEP Public Cal Expo reported that it has its application form for seasonal employees and a job description booklet translated into the Spanish language, and two webpages that contain state fair dates and hours in Spanish. The SPB was unable to locate any translated information on the Cal Expo or State Fair Web pages, except its seasonal employment application in Spanish As discussed, the Cal Expo should evaluate its LEP public, not just based on the language survey it conducted during winter months, but on data that is better reflective of its public contacts during its busy season. Cal Expo should consider utilizing its cultural advisory committee as a liaison with LEP communities in order to determine how it can best serve its LEP customers by providing adequate bilingual resources.	☐	☐	☐	☐	☑	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☑	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Cal Expo reported that it does not currently provide training for its public contact staff on the provisions of the Dymally-Alatorre Bilingual Services Act (Act). Public contact staff members are provided with written procedures that detail their responsibilities in providing appropriate services to LEP customers. Cal Expo also reported that it does not provide updated training or resource information. It also reported that if any employees have a question about bilingual services, they could come to the office for an answer.							
b. Cal Expo reported that it would resolve language access complaints the same way it resolves Equal Employment Opportunity complaints. However, it did not provide any information on what this process involves. Cal Expo met the 5% threshold for Spanish, but reported it only has its complaint information available in English and did not identify how it makes c intends to make the LEP public aware of its complaint process. Cal Expo should contact the SPB regarding use of its translated complaint poster until such time a: it can develop its own process that includes translated forms.							
ci. The Cal Expo reported that it does not recruit bilingual staff because its needs are satisfied through employment of one certified employee fluent in the Spanish language. Cal Expo met the 5% threshold anc reported a .29-position deficiency for the Spanish language. Cal Expo should develop a process for ensuring that it can recruit and hire bilingual employee according to identified LEP customer needs. Cal Expc only utilized a limited number of employees (10) to identify its language needs during a non-peak period. Therefore, it should not only rely on this data to identif its need to employ additional bilingual staff.							
cii. The Cal Expo reported that it has no set of							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
procedures to identify which of its written materials require translation under the Act. As discussed, Cal Expo should use other sources to identify its LEP public, such as its cultural advisory committee and liaison with diverse community based organizations. Based on this additional data/input, Cal Expo should determine which documents it should translate and int which non-English languages. Cal Expo can then develop a translation plan that ensures it provides an equal level of access to information and services for its LEP public. d. The Cal Expo reported it utilizes the services of SPB to certify the oral language fluency skills of its staff. g. Cal Expo reported that it complies with Department of General Services contract procedures and uses small and minority-owned businesses, when possible. Cal Expo did not identify how it ensures that these contractors provide language access. The SPB recommends that Cal Expo identify those contracts that are subject to language access requirements, and provide information regarding the contractors' responsibilities under the Act. It might consider a contract for interpreter services that its contractors car utilize to provide language access when needed.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The Cal Expo attended one of the Bilingual Services Program (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.29 Spanish	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Exposition And State Fair, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: The Cal Expo reported a total of 0.29 bilingual position deficiencies at its Expo Events (0.21), and Events Services (0.08) units. It planned on utilizing its one certified employee to correct this deficiency. Cal Expo also stated it would certify other non-certified employees.							
ii. Plans for Delivery of Services: 0.29 Spanish Comments: The Cal Expo provided no response in its action plans to ensure delivery of services to the languages on its Deficiency Report and Corrective Action Plan.	☐	☐	☐	☐	☐	☑	☐
b. Implementation Plan: **i. Progress since Language Survey:** 0.29 Spanish Comments: The Cal Expo reported on its Implementation Plan (IP) that it did not have any deficiencies/unmet language needs. However, Cal Expo did have a .29-position deficiency and did not report on whether or not it tested additional employees for Spanish language fluency as reported in its "Compliance Report."	☐	☐	☐	☐	☐	☑	☐
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Exposition And State Fair, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	1	4	1	10	0	4
Part IV: Bilingual Staffing	0	0	1	0	0	2	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	5.3%	26.3%	5.3%	52.6%	10.5%	

Overall Percentage of Acceptable Services: 36.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment and Housing Commission

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Fair Employment and Housing Commission (FEHC) was exempted from participation in the 2003-2004 Implementation Plan, since it demonstrated that it receive limited or no contact with the public. The Dymally-Alatorre Bilingual Services Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one Implementation Plan. As such, the FEHC will be required to participate in the 2005-2006 Implementation Plan.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	131.00	3,406.00	NO	7.00	0	0
SPANISH	2.00	52.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
Total: 3	134.00	3,484.00	0	7.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment and Housing Commission

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The FEHC submitted all of the required documentatior	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The FEHC submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Act, outlines the bilingual services available to its staff to ensure its public contacts are provided an equal level of service, and lists the bilingual services coordinator. The Policy was signed by the director and distributed to its employees.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment and Housing Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The FEHC reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The FEHC is not required to hire bilingual staff, as it did not meet the 5% threshold in any language.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☑	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The FEHC reported conflicting information regarding the number of bilingual public contact staff that it has available. On the survey reports, it did not identify any of its staff as bilingual, whereas on the Compliance Report, it stated that 5 of its 7 public contact employees have different levels of bilingual skill to assist its Limited English Proficient (LEP) contacts. The SPB recommends that the FEHC determine which of its staff members have bilingual skills, and have those employees take the oral fluency exam. Those employees that pass the exam should be placed on a resources list and utilized by FEHC public contact staff should the need arise. Court interpreters certified through the CPS Human Resource Services (CPS) are contracted for FEHC administrative hearing proceedings.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The FEHC has bilingual staff available to assist with its Spanish-speaking contacts and contracts with certified court interpreters for its administrative hearings.							
8. Departmental Processes and Procedures							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment and Housing Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☑	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. Since the FEHC was exempted from participation i the Implementation Plan, it did not provide information. However, as the FEHC is a small agency it can rely on its Policy to serve as a mechanism for ensuring that employees are aware of their responsibilities under the Act.							
b. The FEHC Policy identifies that the Administrative Services Manager is responsible for investigating language access complaints. Findings are then reported to the Executive Officer for expeditious resolution of the original complaint.							
d. The FEHC should have its Spanish-speaking employees take the oral fluency exam given by the SPB to assess their skill level and ensure they are providing adequate services to LEP contacts.							
g. The FEHC needs to ensure that the certified court interpreters contracted for its administrative hearings comply with language access requirements, and shoul also receive a copy of the FEHC policy.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource	☐	☐	☐	☐	☑	☐	☐
The FEHC attended 2 of the Bilingual Services Program's (BSP) training classes.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment and Housing Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment and Housing Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	3	0	2	1	1	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	36.4%	27.3%	0.0%	18.2%	9.1%	9.1%	

Overall Percentage of Acceptable Services: 81.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment And Housing, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/8/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	16,748.00	435,448.00	NO	147.00	0	0
SPANISH	3,309.00	86,034.00	YES	36.00	0.94	1.23
TAGALOG	52.00	1,352.00	NO	0.00	0	0
CANTONESE	19.00	494.00	NO	0.00	0	0
ARABIC	14.00	364.00	NO	0.00	0	0
JAPANESE	13.00	338.00	NO	0.00	0	0
MANDARIN	13.00	338.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment And Housing, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ARMENIAN	12.00	312.00	NO	0.00	0	0
PUNJABI	11.00	286.00	NO	0.00	0	0
VIETNAMESE	11.00	286.00	NO	0.00	0	0
CROATIAN	11.00	286.00	NO	0.00	0	0
KOREAN	11.00	286.00	NO	0.00	0	0
DUTCH	10.00	260.00	NO	0.00	0	0
HINDI	9.00	234.00	NO	0.00	0	0
RUSSIAN	8.00	208.00	NO	0.00	0	0
AMERICAN SIGN	7.00	182.00	NO	0.00	0	0
GERMAN	5.00	130.00	NO	0.00	0	0
ITALIAN	4.00	104.00	NO	0.00	0	0
LAOTIAN	4.00	104.00	NO	0.00	0	0
FRENCH	2.00	52.00	NO	0.00	0	0
HMONG	2.00	52.00	NO	0.00	0	0
FARSI	1.00	26.00	NO	0.00	0	0
ILOCANO	1.00	26.00	NO	0.00	0	0
URDU	1.00	26.00	NO	0.00	0	0
Total: 24	20,278.00	527,228.00	1	183.00	0.94	1.23

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment And Housing, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Fair Employment and Housing (DFEH) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DFEH revised its Bilingual Services Policy (Policy) and made it a component of its Enforcement Division Directives Manual. Directive Number 108 discusses "Non- English Translations," and Directive Number 109 discusses "Accommodations for Hearing, Speech, and Vision Impaired Complainants and Other Needing Reasonable Accommodations to Obtain Access To Department Services." Both of these documents contain information about services for Limited English Proficient (LEP) and hearing-impaired public contacts. The DFEH should review these documents to ensure that they communicate accurate information. For example, Directive Number 108 states that a "certified" person is one that receives bilingual pay and should be utilized to provide translation services." According to the State Personne Board (SPB), a "certified" person is one that has taken the oral fluency exam and can converse with the non-English speaking public to provide information about department services. Certified bilingual employees ar neither recommended nor required to translate documents, unless their written skill level in the target language has been assessed by an entity such as the Los Angeles Unified School District (LAUSD) or CPS Human Resource Services (CPS). The DFEH should review its directives and revise its Policy accordingly. The Policy should communicate commitment on the part of the DFEH to comply with the Dymally-Alatorre Bilingual Service Act (Act), set service standards for providing services to LEP persons, inform public contact employee of their responsibilities, identify available bilingual resources and provide the name and telephone number of a contact person for obtaining information and assistance. The Policy should be printed on department letterhead, signed by the director and	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment And Housing, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
distributed to all DFEH public contact staff. A copy should also be sent to the SPB.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Arabic	☐	☑	☐	☐	☐	☐	☐
☐ Armenian	☐	☑	☐	☐	☐	☐	☐
☐ Bengali	☐	☑	☐	☐	☐	☐	☐
☐ Cambodian/Khmer	☐	☑	☐	☐	☐	☐	☐
☐ Farsi/Persian	☐	☑	☐	☐	☐	☐	☐
☐ Gujarati	☐	☑	☐	☐	☐	☐	☐
☐ Hindi	☐	☑	☐	☐	☐	☐	☐
☐ Hmong	☐	☑	☐	☐	☐	☐	☐
☐ Korean	☐	☑	☐	☐	☐	☐	☐
☐ Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
☐ Russian	☐	☑	☐	☐	☐	☐	☐
☐ Sinhala [Sri Lanka]	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☐ Tagalog	☑	☐	☐	☐	☐	☐	☐
☐ Urdu	☐	☑	☐	☐	☐	☐	☐
☐ Vietnamese	☐	☑	☐	☐	☐	☐	☐
The DFEH reported that it has translated 80% to 99% of its documents into the Spanish language, which me the five percent threshold. It has translated document that deal with general housing information, employme discrimination, housing discrimination and the Ralph Unruh Civil Rights Act. The DFEH has also demonstrated its commitment to provide language access by translating its "Hate Violence" flyers into Arabic, Cambodian, Armenian, Farsi, Vietnamese, Tagalog, Hmong, Russian, Korean, Hindi, Punjabi, Urdu, Bengali, Gujarati, and Sinhala.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment And Housing, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DFEH reported 100% level of participation in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
The DFEH reported that it did not have any vacancies. However, it reported that it does have the bilingual resources necessary to correct the .94 position deficiency that will be discussed in Part VI of this assessment.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The DFEH reported a variety of bilingual resources available to its public contact staff including a master listing of certified bilingual employees, language dictionaries, and a list of translated documents availabl online. In addition, each district office networks with local Community Based Organizations (CBO) that provide translation services. However, the DFEH should ensure that its CBO resources have the translation skills of their bilingual staff members are properly assessed to ensure they are providing accurate services. The DFEH also reported having six contracts with language service providers that are mad available to its entire public contact staff. The DFEH should consider certifying the 19 identified bilingual sta members that speak Tagalog, Portuguese, Nigerian, Cebuano and Spanish to ensure they are providing adequate services.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment And Housing, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DFEH reported that it has informational recordings in Spanish, a toll-free telephone line, and information in Spanish on its web page.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☑	☐	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☑	☐	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☑	☐	☐	☐	☐	☐	☐
a. & b. Although the DFEH reported that it offers customer service training to all public contact staff, including training on how to provide services to LEP contacts and handle language access complaints, it di not clearly identify any processes or procedures. The DFEH should contact the SPB for assistance in determining how it will meet these requirements of the Act.							
ci. The DFEH utilizes job announcements, the SPB vacancy position website, and the bilingual certificatior list to recruit qualified bilingual staff for its public contact positions.							
cii. The DFEH reported that it uses the language survey to identify translation needs, and translates documents on an "as needed" basis.							
d. The DFEH utilizes the services of the SPB to certify the oral fluency skills of its bilingual employees.							
e. While the DFEH reported that it utilizes its bilingual							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
employees to translate its documents, it did not identify how it their translation skills are assessed for adequacy. The SPB recommends that the DFEH have the translation skills of its bilingual staff members assessed through an entity such as the LAUSD or the CPS to ensure they are providing adequate services. Additionally, all translated documents should be edited to ensure accuracy. f. The DFEH reported that it has developed policies and procedures that adhere to the Fair Employment Act, the Unruh Civil Rights Act and other state statutes that provide protections equal to or greater than Federal law. h. The DFEH recognized the public contacts it receives in other languages that did not meet the 5% threshold by translating necessary documents into those languages.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DFEH attended one Bilingual Services Program (BSP) training class.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.94 Spanish	☑	☐	☐	☐	☐	☐	☐
Comments: The DFEH reported .94 total position deficiencies in the Spanish language ranging from .10 to .44 position deficiencies in five of its units located in Alameda, Los							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment And Housing, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Angeles, Orange, and Sacramento counties. The proposed action to correct these deficiencies is to utilize existing certified DFEH staff from other locations and contract interpreters as needed. Since each deficiency is insignificant and the DFEH has certified bilingual staff an an interpreter service to meet the needs of its LEP contacts, this is acceptable.							
ii. Plans for Delivery of Services: 0.94 Spanish Comments: The DFEH reported that it will use existing certified staff and its interpreter service to meet the needs of its LEP contact in units with deficiencies.	☑	☐	☐	☐	☐	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 0.94 Spanish Comments: Although the DFEH reported how it would correct its deficiencies on the "Compliance Report," it did not recognize the deficiencies in the "Implementation Plan." The DFEH should continue utilizing certified bilingual employees from other units and its contracted interpreter service until it is able to hire bilingual employees to correct the deficiencies.	☐	☐	☐	☐	☐	☑	☐
2. Survey Recommended Staffing Needs Identified: ☐ The Department's language survey did not identify any recommended staffing.							☐
1.23 Spanish Comments: The DFEH reported having two units in Northern California that identified recommended staffing in the	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment And Housing, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Spanish language. The DFEH plans on utilizing the bilingual skills of certified Spanish-speaking employees and its contracted interpreter service to provide an equal level of service. For the recommended staffing of .48 positions at its Northern Region-Oakland unit and .36 positions at the Northern Region-San Jose unit, the DFEH can utilize the existing certified bilingual staff at the Housing-Oakland I unit to provide an equal level of service.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fair Employment And Housing, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	12	15	0	1	5	0	2
Part IV: Bilingual Staffing	2	0	0	0	0	1	0
Part V: Recommended Staffing	1	0	0	0	0	0	0
Total Percentages %	40.5%	40.5%	0.0%	2.7%	13.5%	2.7%	

Overall Percentage of Acceptable Services: 83.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Finance, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☐ Yes 1st Week: 2nd Week:

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments: The Department of Finance (DOF) was exempted from participation in the 2003-2004 Language Survey, since it demonstrated that it received limited or no contact with the Limited English Proficient (LEP) public. The Dymally-Alatorre Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one language survey; therefore, the DOF will be required to participate in the 2005-2006 Language Survey.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Finance, Department of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The DOF was exempted from the 2003-2004 Language Survey.	☐	☐	☐	☐	☐	☐	☑
2. Bilingual Services Policy The DOF submitted a copy of its Bilingual Services Policy (Policy), which is in draft form and part of its administrative manual. The DOF should revise its policy to demonstrate its commitment to comply with the Act, ensure it identifies standards for providing service to LEP persons, informs public contact employees of their responsibilities, identifies available bilingual resources, and provides the name and telephone number of a contact person for obtaining information/assistance. The director should also sign the policy before it is distributed to its staff and a copy is sent to the SPB.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check The DOF was exempted from participation in the 2003 2004 Language Survey; however, it reported in its Implementation Plan that all translation requests are evaluated before any of its documents are translated.							☐

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Finance, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☐	☐	☑
The DOF reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the DOF did not meet the 5% threshold in any non-English language, it is not required to hire any bilingual employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☑	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☑	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The DOF reported in its Implementation Plan that it would seek interpreter services, when necessary, to assist its LEP public contact staff.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☑	☐	☐	☐
The DOF reported in its Implementation Plan that it would seek interpreter services, when necessary, to assist its LEP public contact staff.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☑	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑

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Finance, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DOF did not report having processes and procedures for training its public contact staff. However, it reported that it ensures its staff is trained annually on the available departmental bilingual resources and instructed on the process to direct calls. The DOF should contact the SPB to obtain guidance on how it can meet the requirement of training its staff on the provisions of the Act. b. The DOF reported that if an LEP person feels they have not been able to receive assistance due to language barriers, they could submit a complaint by mail to the EEO office. The Human Resources Office who has qualifed staff available would then handle the complaint. The DOF would benefit by having a contract with an interpreter service to ensure it can handle the LEP calls that it receives. c. The DOF reported that it utilizes the latest language survey and requests from its LEP public to identify its translation needs. All translation requests are evaluated before documents are translated. d. The DOF utilizes the SPB to certify employees' oral language fluency.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources. The DOF did not attend any of the Bilingual Services Program's (BSP) training classes where guidance was provided on how to meet the requirements of the Act. The SPB recommends that the DOF visit the BSP website, download its "Interpreter Notice" poster and display in its lobby to inform the public of their right to an interpreter.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							

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Analysis and Summary Report
Finance, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☐ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: The DOF was exempted from participation in the 2003-2004 Language Survey where this information is gathered. However, since the DOF has minimal or no contact with the LEP public, it should not have any bilingual staffing deficiencies.							☐
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☐ The Department's language survey did not identify any recommended staffing. Comments: The DOF was exempted from participation in the 2003-2004 Language Survey where this information is gathered. However, since the DOF has minimal or no contact with the LEP public, it should not have any bilingual staffing deficiencies.							☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	2	0	5	1	0	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	0
Total Percentages %	11.1%	22.2%	0.0%	55.6%	11.1%	0.0%	

Overall Percentage of Acceptable Services: 88.9%

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Analysis and Summary Report
Financial Institutions, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/22/2004 2nd Week: 3/14/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	971.00	25,246.00	NO	17.00	0	0
SPANISH	101.00	2,626.00	YES	4.00	0	0
TAGALOG	4.00	104.00	NO	0.00	0	0
CROATIAN	2.00	52.00	NO	0.00	0	0
TURKISH	1.00	26.00	NO	0.00	0	0
MANDARIN	0.00	0.00	NO	1.00	0	0
Total: 6	1,079.00	28,054.00	1	22.00	0	0

2003-04 Language Survey and Implementation Plan
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1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☑ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Financial Institutions (DFI) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DFI submitted a Bilingual Services Policy (Policy) that is in draft form. The DFI should revise its Policy to ensure it provides employees with all of the relevant information necessary to ensure an appropriate level of language access is provided to Limited English Proficient contacts. The Policy should be place on DFI letterhead, signed and dated by the director to demonstrate the DFI's commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act) and disseminated to all staff. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☑	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Spanish The DFI reported that it has translated 100% of its documents into the Spanish language that met the 5% threshold.	☑	☐	☐	☐	☐	☐	☐

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Financial Institutions, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DFI reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
The DFI reported that of 31 new hires, 2 were bilingua Spanish speaking employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The DFI reported that it has bilingual resources available that include language dictionaries, list of translated documents, and the names and phone numbers of certified bilingual employees.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The DFI reported that it has bilingual resources available for its LEP public that include bilingual information on its web site, informational recordings in Spanish, Notice of Interpreter Services displayed in its office, SPB's Language Identification Guide and translated documents available on its public counter.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☑	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐

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Analysis and Summary Report
Financial Institutions, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a.& b. The DFI did not report having processes and procedures for training public contact staff on the provisions of the Act nor for handling language access complaints. However, it provides written procedures that detail it's responsibilities for providing an appropriate level of services to LEP contacts and a tol free telephone number is available to receive languag access complaints, which are directed to the Bilingual Coordinator. The DFI should contact the SPB to identify how it can meet these requirements to comply with the Act. ci. The DFI recruits bilingual staff by advertising need on job announcement, and identifying bilingual employees to certify when a need is identified. cii. The DFI reported that its translation needs are identified through surveying its public contact staff; however, it is not known if it is referring to the languag survey or if it conducts a separate survey. d. The DFI uses the services of SPB to certify its employees' oral fluency skills.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource	☐	☐	☑	☐	☐	☐	☐
The DFI attended 5 of the Bilingual Services Program's training classes.							
Part IV: Bilingual Staffing							

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Financial Institutions, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	5	5	2	2	0	0	6
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	35.7%	35.7%	14.3%	14.3%	0.0%	0.0%	

Overall Percentage of Acceptable Services: 100.0%

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Analysis and Summary Report
Fish and Game, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	22,236.00	578,136.00	NO	396.60	0	0
SPANISH	1,170.00	30,420.00	YES	7.00	16.14	0
RUSSIAN	154.00	4,004.00	YES	0.00	1.89	0
VIETNAMESE	144.00	3,744.00	YES	0.00	1.06	0
LAOTIAN	62.00	1,612.00	YES	0.00	0.61	0
CANTONESE	50.00	1,300.00	YES	0.00	0.56	0
HMONG	43.00	1,118.00	YES	0.00	0.21	0

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Analysis and Summary Report
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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
KOREAN	43.00	1,118.00	YES	0.00	0.11	0
TAGALOG	36.00	936.00	YES	0.00	0.27	0
ITALIAN	28.00	728.00	NO	0.00	0	0
UKRAINIAN	25.00	650.00	NO	0.00	0	0.33
PORTUGUESE	24.00	624.00	NO	0.00	0	0
MANDARIN	22.00	572.00	YES	0.00	0.2	0
JAPANESE	21.00	546.00	NO	0.00	0	0
CAMBODIAN	20.00	520.00	NO	0.00	0	0
GERMAN	12.00	312.00	NO	0.00	0	0
SAMOAN	12.00	312.00	NO	0.00	0	0
ARABIC	10.00	260.00	NO	0.00	0	0
FRENCH	10.00	260.00	NO	0.00	0	0
CROATIAN	8.00	208.00	NO	0.00	0	0
ARMENIAN	7.00	182.00	NO	0.00	0	0
AMERICAN SIGN	6.00	156.00	NO	0.00	0	0
PUNJABI	6.00	156.00	NO	0.00	0	0
PAMPANGAN	5.00	130.00	NO	0.00	0	0
LAHU	4.00	104.00	NO	0.00	0	0
GREEK	4.00	104.00	NO	0.00	0	0
HINDI	3.00	78.00	NO	0.00	0	0
SOMALI	3.00	78.00	NO	0.00	0	0
MEIN	2.00	52.00	NO	0.00	0	0
INDONESIAN	2.00	52.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
DUTCH	1.00	26.00	NO	0.00	0	0
HEBREW	1.00	26.00	NO	0.00	0	0
Total: 33	24,175.00	628,550.00	9	403.60	21.05	0.33

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Analysis and Summary Report
Fish and Game, Department of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium	**2,000 to 3,499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Fish and Game (DFG) submitted a of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DFG does not have a Bilingual Services Policy (Policy) and has not developed one since the State Personnel Board (SPB) recommended it in the 2001-2002 Language Survey assessment. The DFG should develop and implement a Policy that contains performance and service standards, identifies its available bilingual resources, and contains the name and telephone number of a contact person. The Policy should be printed on letterhead, signed by the director and be disseminated to all employees. A copy of the Policy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
☑ Hmong	☐	☐	☐	☑	☐	☐	☐
☑ Korean	☐	☐	☐	☐	☑	☐	☐
☑ Lao/Laotian	☐	☐	☐	☐	☑	☐	☐
☑ Mandarin	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ Russian	☐	☐	☐	☐	☑	☐	☐
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
☑ Tagalog	☐	☐	☐	☐	☑	☐	☐
☑ Vietnamese	☐	☐	☐	☐	☑	☐	☐
Spanish, Russian, Vietnamese, Laotian, Cantonese, Hmong, Korean, Tagalog, and Mandarin: The DFG reported that it has translated 19% or less of its documents into the languages that met the 5% threshold; of that only one document was translated into Spanish. Although the DFG reported that it would utilize certified staff and a language service vendor as an alternate means to provide its Limited English Proficient (LEP) customers with interpreter services, it reported that it only utilized the contract service for Spanish and Hmong. It is not clear if this interpreter vendor has the capability to provide interpreter services in other languages. The DFG reported havin only seven staff certified in Spanish and access to Spanish and Hmong translators through its contract vendor. The SPB recommends that the DFG identify which of its forms fall within the meaning of the Dymally-Alatorre Bilingual Services Act (Act) and translate those documents that explain the services provided, especially those that explain its fish and wildlife public programs, or develop alternative means such as informational videos in the languages that me the 5% threshold.							

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Fish and Game, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DFG reported that it had 100% participation in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
While the DFG reported having 355 full-time new appointments since its last survey, none of these appointments were made to correct its 21 position deficiencies. The DFG should review its recruitment practices and make an effort to correct position deficiencies to ensure its LEP customers are provided the bilingual services they are entitled to.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The DFG reported it has a multilingual list of certified and non-certified bilingual staff that is available to its public contact staff, and a contract with an interpreter service. However, the list is limited in that it only has staff that speaks Spanish and a few other languages that did not meet the 5% threshold. In addition, the DFG should have the non-certified bilingual employees take the oral fluency exam to ensure they are providing adequate bilingual services. The DFG did not identify having any other bilingual resources available for its staff in the other non-English languages that met the 5% threshold including Russian, Vietnamese, Laotian, Cantonese, Hmong, Korean, Mandarin, and Tagalog. Since the DFG used its interpreter vendor for Spanish and Hmong only, it should contract with an interpreter vendor that offers bilingual services in the 32 other languages that met the 5% threshold. This contract would then increase the bilingual resources available to its public contact staff to help them provide adequate services to its LEP contacts.							

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Analysis and Summary Report
Fish and Game, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The DFG reported that the only bilingual resource available to its LEP contacts is the interpreter services contract. As mentioned above, it is not clear if DFG's current interpreter contract can support other languages besides Spanish and Hmong. The DFG had contact with 32 non-English languages and does not have any resources to provide services to these individuals. The DFG would benefit from contracting with an interpreter vendor that is able to provide services in multiple languages. Also, DFG should consider having informational fact sheets available that explain expectations when enjoying the outdoors to ensure its LEP customers understand gun safety and the preservation of California's wildlife.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DFG reported that it was in the process of developing training procedures on the provisions of the Act, however, did not report any information. The DFG should contact the SPB to determine how it will meet this requirement of the Act.							
b. The DFG reported that its language access issues will be handled the same as its discrimination and harassment complaints. The SPB recommends that the DFG consider handling its language access complaints differently, since these complaints may tak							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
90 days to a year to resolve after submission. Although there may be some language access complaints that can take time to resolve, most complaints may be only a request to speak to someone in the client's native language or the request for a translated document. The language access complaints should be forwarded to a designated person for review and resolved in a more timely manner. ci. The DFG did not provide any information for this question. However, it did say that it was developing procedures to identify recruitment avenues. The SPB identified the different options available to recruit bilingual staff that include identifying the need on its jo announcements, using a bilingual certification lists, publicizing on SPB's website, and incorporating identification of bilingual needs on its exam planning to name a few. The SPB recommends that the DFG identify which avenues it will use and share with its Personnel Office to ensure it has a recruitment plan to correct its position deficiencies. cii. The DFG reported that it is has translated up to 19% of its documents and that it is developing a process to identify documents that need to be translated. The DFG should identify its public documents and ensure it translates them into the languages that met the requirements of the Act. d. The DFG reported that it utilizes the services of the Los Angeles Unified School District (LAUSD) and other state departments to certify its bilingual staff. f. Although the DFG reported that it does comply with federal laws, it did not provide further explanation. Since the DFG has not complied with many of the Act' requirements, it should ensure that it is complying with the federal laws, since non-compliance may affect its funding.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The DFG attended 1 of the Bilingual Services Program's (BSP) training sessions.	☐	☐	☐	☐	☑	☐	☐

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Analysis and Summary Report
Fish and Game, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
16.14 Spanish	☐	☑	☐	☐	☐	☐	☐
1.89 Russian	☐	☐	☐	☐	☑	☐	☐
1.06 Vietnamese	☐	☐	☐	☐	☑	☐	☐
0.61 Lao/Laotian	☐	☐	☐	☐	☑	☐	☐
0.56 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
0.27 Tagalog	☐	☐	☐	☐	☑	☐	☐
0.21 Hmong	☐	☐	☐	☐	☑	☐	☐
0.2 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.11 Korean	☐	☐	☐	☐	☑	☐	☐
Comments: The DFG reported that it proposes to make an effort to recruit certified staff for the units that reported deficiencies and also use the Multilingual Employee List. The number of public staff reported by the Department is inaccurate. The Department reported to have only 404 public contact employees. Based on the nature of the Department's mission and services, it would seem that the Department would employ more employees for the public contact positions. The Department intends to make a good-faith effort to recruit certified staff. The Department does not have procedures to hire bilingual staff. The SPB also recommends the Department start by certifying internal staff with needed language skills.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Fish and Game, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Plans for Delivery of Services:							
16.14 Spanish	☐	☐	☑	☐	☐	☐	☐
1.89 Russian	☐	☐	☐	☐	☑	☐	☐
1.06 Vietnamese	☐	☐	☐	☐	☑	☐	☐
0.61 Lao/Laotian	☐	☐	☐	☐	☑	☐	☐
0.56 Cantonese/Yue	☐	☐	☐	☑	☐	☐	☐
0.27 Tagalog	☐	☐	☐	☑	☐	☐	☐
0.21 Hmong	☐	☐	☐	☐	☑	☐	☐
0.2 Mandarin	☐	☐	☐	☑	☐	☐	☐
0.11 Korean	☐	☐	☐	☐	☑	☐	☐
Comments: The DFG reported that it will correct the 21.05 position deficiencies in 27 of its units by utilizing its Multilingual Employee List of bilingual employees and its language service provider.							
b. Implementation Plan: **i. Progress since Language Survey:**							
16.14 Spanish	☐	☐	☑	☐	☐	☐	☐
1.89 Russian	☐	☐	☐	☐	☑	☐	☐
1.06 Vietnamese	☐	☐	☐	☐	☑	☐	☐
0.61 Lao/Laotian	☐	☐	☐	☐	☑	☐	☐
0.56 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
0.27 Tagalog	☐	☐	☐	☐	☑	☐	☐
0.21 Hmong	☐	☐	☐	☐	☑	☐	☐
0.2 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.11 Korean	☐	☐	☐	☐	☑	☐	☐
Comments: The DFG reported that it would correct all of its deficiencies by utilizing its Multilingual Employee List. However, the list only includes not-certified bilingual employees that speak Cambodian, Hindi, Japanese,							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Mandarin, and Cantonese. The DFG reported having 19 Spanish speaking bilingual staff, of which only 7 are certified. Also, the DFG did not identify the languages that its interpreter contractor can support and only reported that it was used for Spanish and Hmong calls. The DFG should have all of its bilingual employees take the bilingual oral fluency examination to ensure they possess the skill level to assist its public contacts. In addition, it should ensure its interpreter contractor is able to assist with all of the languages it receives contact from to ensure it is providing adequate services to its LEP public.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
0.33 Ukrainian	☐	☑	☐	☐	☐	☐	☐
Comments: Although the DFG reported that it would recruit to hire a Ukrainian bilingual employee, it is not required. Again, th DFG should ensure its interpreter contractor is able to meet the needs of its Ukrainian contacts as well as the other languages that requested services.							

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Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	2	0	1	19	0	4
Part IV: Bilingual Staffing	0	1	2	3	21	0	0
Part V: Recommended Staffing	0	1	0	0	0	0	0
Total Percentages %	3.8%	7.7%	3.8%	7.7%	76.9%	0.0%	

Overall Percentage of Acceptable Services: 23.1%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Food and Agriculture, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	155,790.00	4,050,540.00	NO	580.96	0	0
SPANISH	3,868.00	100,568.00	YES	25.00	20.2	0.94
PORTUGUESE	180.00	4,680.00	YES	2.00	1.58	0
ARABIC	69.00	1,794.00	YES	0.00	0.63	0
VIETNAMESE	45.00	1,170.00	NO	0.00	0	0.39
HINDI	35.00	910.00	NO	1.00	0	0
MANDARIN	26.00	676.00	YES	0.00	0.83	0

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Analysis and Summary Report
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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
FARSI	20.00	520.00	NO	0.00	0	0
KOREAN	17.00	442.00	YES	0.00	0.17	0
CANTONESE/YUE (Y	15.00	390.00	NO	0.00	0	0
LAOTIAN	13.00	338.00	NO	0.00	0	0
SOMALI	12.00	312.00	NO	0.00	0	0
TAGALOG	12.00	312.00	NO	0.00	0	0
PUNJABI	11.00	286.00	NO	1.00	0	0
JAPANESE	10.00	260.00	NO	0.00	0	0
FRENCH	9.00	234.00	NO	1.00	0	0
RUSSIAN	9.00	234.00	NO	0.00	0	0
POLISH	8.00	208.00	NO	0.00	0	0
ARMENIAN	6.00	156.00	NO	0.00	0	0
CROATIAN	6.00	156.00	NO	0.00	0	0
URDU	5.00	130.00	NO	0.00	0	0
GERMAN	5.00	130.00	NO	0.00	0	0
HEBREW	4.00	104.00	NO	0.00	0	0
GREEK	4.00	104.00	NO	0.00	0	0
ILOCANO	3.00	78.00	NO	0.00	0	0
SERBO-CROATIAN	3.00	78.00	NO	0.00	0	0
AMERICAN SIGN	2.00	52.00	NO	0.00	0	0
YORUBA	1.00	26.00	NO	0.00	0	0
INDONESIAN	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
BULGARIAN	1.00	26.00	NO	0.00	0	0
ITALIAN	1.00	26.00	NO	0.00	0	0
AKANA	1.00	26.00	NO	0.00	0	0
LITHUANIAN	1.00	26.00	NO	0.00	0	0
SLOVENIAN	1.00	26.00	NO	0.00	0	0
UKRANIAN	1.00	26.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
Total: 36	160,196.00	4,165,096.00	5	610.96	23.41	1.33

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Food and Agriculture (CDFA) submitted all required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CDFA submitted a copy of its Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act), identifies customer service standards, identifies language access resolution process, identifies guidelines on conducting a meaningful language survey, delineates the bilingual certification process, ensures accessibility to bilingual resources, and lists a contact office and telephone number for assistance/information. The Policy was signed by the director and distributed to all employees.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Arabic	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ German	☐	☑	☐	☐	☐	☐	☐
☑ Korean	☐	☐	☐	☐	☐	☐	☐
☑ Mandarin	☐	☐	☐	☐	☑	☐	☐
☑ Portuguese	☐	☐	☐	☐	☑	☐	☐
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
The CDFA reported that it has translated fewer than 19% of its documents. The CDFA met the 5% threshold and reported position deficiencies in the following languages: Spanish (20.2), Portuguese (1.58), Arabic (.63), Mandarin (.83) and Korean (.17). The CDFA should review its documents and determine which ones will be translated or provided in alternate forms to its Limited English Proficient (LEP) contacts to ensure they are provided with an equal level of service. The CDFA reported on its "Compliance Report" that it does not have any documents translated in Spanish. However, in reviewing the CDFA "En Español" website, the State Personnel Board (SPB) found links to 21 of its Spanish documents. The CDFA needs to make its public contact staff aware of these translated documents and make the documents available in its field offices. The CDFA should provide alternate methods of informing its LEP contacts of its services through the use of interpreters, as there was no bilingual staff identified that speaks Korean, Mandarin or Arabic, the other languages that met the 5% threshold. The CDFA did identify that it has two public contact staff members that speak Portuguese, both of whom should take the oral fluency exam to assess their language skill level.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The CDFA reported conflicting information regarding the level of survey participation. On the "Department Totals By Language" it reported having 610.96 public contact employees that participated in the survey. On the “Compliance Report” it identified 684.05 employees that participated; and in a different area on the same page reported that there exists 698 public contact positions. The CDFA should ensure the accuracy of both its survey data and reports, since these discrepancies affect the deficiencies identified. Position deficiencies will be addressed in Part VI of the assessment.							
The CDFA reported that it has 81 additional employees who are fluent in a variety of languages “not recognized” by the SPB. If these employees are in public contact positions, they should have participated in the survey. If they are not in public contact positions, each employee should then be asked if they are willing to assist LEP contacts and add their name to a bilingual resources list if they are so willing.							
The CDFA should note that there are many people tha speak a second language that may not be in a “public contact” position but can still provide assistance. Having 81 additional employees who are bilingual in various languages is an asset to the CDFA and they should be called upon when able to assist with LEP contacts if they volunteer to do so.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The CDFA reported conflicting information regarding its public contact positions. It stated that it does not distinguish between a public contact position and a no public contact position, and will recruit bilingual employees only if the position is designated a bilingua position. The language survey is the appropriate mechanism to assist the CDFA in determining where it lacks bilingual public contact staff. If a substantial number of contacts are received in a non-English language or languages (5% of total contacts), and the unit does not have enough public contact staff that speaks the non-English language in question to provid an equal level of service, position deficiencies are identified. Since the CDFA found 23.41 position deficiencies in five languages, it needs to hire bilingua staff and provide alternate methods to ensure its LEP contacts are provided an equal level of service.	☐	☐	☐	☐	☑	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The CDFA reported that its has a variety of bilingual resources available for its LEP contact staff, including the department policy, a Language Identification Card, the SPB video "Language Assistance for Limited-English Proficient (LEP) Persons: Your Responsibilities under the Dymally-Alatorre Bilingual Services Act," and a list of bilingual employees. Since the CDFA received contacts in 34 non-English languages, the SPB recommends that the CDFA contract with an interprete service and have its bilingual staff members take the relevant fluency exams to assess their respective skill levels.							
7. Bilingual Resources Available for LEP Public The CDFA reported that it has an "En Español" website, a language identification guide and a list of bilingual employees that can assist its non-English-speaking contacts. The "En Español" website has links to 21 Spanish documents and links to it other sites that	☐	☑	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
have not been translated. The CDFA should either remove the non-translated links or add a message alerting the public that the site is "under construction," since their presence is misleading.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☑	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☑	☐	☐	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☑	☐	☐	☐	☐	☐	☐
a. The CDFA reported that it provides on-the-job training and is developing a handbook that will include the Act, the Policy, and a list of the department's available bilingual resources. Since the CDFA received public contacts in 36 languages and reported 4,406 non-English public contacts, it should ensure its public contact staff receives training on the provisions of the Act.							
b. The CDFA reported that it has a language access complaint process in draft form that will allow customers to complain through its Equal Employment Opportunity Office. All complaints will be resolved within five working days. The CDFA should ensure tha it translates the information into those languages that met the 5% threshold, or provide an alternate method to provide information to its LEP contacts.							
ci. The CDFA utilizes job announcements, the SPB vacancy position website, and the SPB bilingual certification list to recruit qualified bilingual staff for its public contact positions.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
cii. The CDFA reported that it uses the language survey to identify translation needs in addition to translating documents on an "as need" basis as requested by its programs. d. The CDFA utilizes the services of the SPB to certify its bilingual employees. e. While the CDFA reported that it utilizes its bilingual employees to translate documents, it did not identify how it ensures that their skills are adequate. The SPB recommends that those bilingual employees responsible for translating the department's documents should have their written skills assessed by a recognized establishment such as CPS Human Resource Services or the Los Angeles Unified School District, both of which have provided oral and written bilingual examination to other state departments. f. The CDFA reported that each program that receives federal funding is responsible for complying with federal requirements. The CDFA as a department is mandated to ensure that all of its programs comply with the federal requirements. The CDFA should develop standards since all of the programs need to comply with the federal requirements, not just the programs that received the funding.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CDFA attended 6 Bilingual Services Program (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
20.2 Spanish	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Food and Agriculture, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1.58 Portuguese	☐	☐	☐	☐	☑	☐	☐
0.83 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.63 Arabic	☐	☑	☐	☐	☐	☐	☐
0.17 Korean	☐	☐	☑	☐	☐	☐	☐
Comments: Spanish: The CDFA reported a total of 20.2 total bilingual position deficiencies, ranging from .05 to 4.07 position deficiencies in the Spanish language at 24 CDFA units in the following Counties: Alameda, Del Norte (.1). (.44), Fresno (1.73), Imperial (.05), Kern (1.61), Los Angeles Orange (3.92), (.37), Riverside (.14), Sacramento (3.36), San Bernardino (4.07), San Diego (2.83), Shasta (.42), Stanislaus (.48), and Tulare (.78). To correct its deficiencies, the CDFA proposes to certify its non-certified staff located in these units. This plan is not feasible in the units of San Diego, Alameda, Kern, and Riverside Counties, as the CDFA does not have any non certified bilingual staff in these locations. The CDFA should utilize the services of its bilingual staff and contract with an interpreter in the interim of hiring bilingual staff. Arabic, Korean, Mandarin and Portuguese: The CDFA reported position deficiencies ranging from .17 to 1.58 in these languages, and proposed to correct the deficiencies by certifying its non-certified bilingual staff located in other units within the department. While this is an appropriate solution for the Arabic and Portuguese languages, it is not feasible for the Korean and the Mandarin languages as the CDFA did not report having any Mandarin speaking public contacts and the only Korean-speaking bilingual staff member is employed in Hawaii. The CDFA should contract with an interpreter service to insure delivery of services to its LEP contacts in these languages.							
ii. Plans for Delivery of Services:							
20.2 Spanish	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1.58 Portuguese	☐	☑	☐	☐	☐	☐	☐
0.83 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.63 Arabic	☐	☐	☑	☐	☐	☐	☐
0.17 Korean	☐	☐	☑	☐	☐	☐	☐
Comments: Spanish: The CDFA reported it would utilize existing certified staff at other locations to ensure delivery of services in those offices with deficiencies in the Spanish language. Portuguese: The CDFA reported that it plans to utilize its bilingual sta at other offices to ensure delivery of services to those offices with deficiencies in the Portuguese language. Arabic: Although, the CDFA reported that it would use existing staff, to provide services, it did not report any staff that speaks Arabic. Korean and Mandarin: The solution proposed by the CDFA of utilizing existing staff at other locations to provide service to Korean and Mandarin-speaking LEP contacts is not acceptable, as the department did not identify any employees that speal Mandarin and the only Korean-speaking employee is located in Hawaii. The CDFA should contract with an interpreter service to provide assistance to its LEP contacts.							
b. Implementation Plan: **i. Progress since Language Survey:**							
20.2 Spanish	☐	☐	☐	☐	☑	☐	☐
1.58 Portuguese	☐	☐	☐	☐	☑	☐	☐
0.83 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.63 Arabic	☐	☐	☐	☐	☑	☐	☐
0.17 Korean	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Food and Agriculture, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: Spanish: The CDFA reported that it was not able to correct any of the deficiencies. However, the CDFA could have corrected 12.64 position deficiencies by certifying bilingual staff members that are currently employed in units reporting deficiencies. The SPB recommends that the CDFA review the "Units Reporting Deficiencies" report and immediately certify its available bilingual staff members. The other units that did not report any non-certified bilingual staff should rely upon bilingual employees in other units in the interim of hiring bilingual staff. Portuguese: The CDFA reported that it was not able to correct its 1.58 deficiencies in the Portuguese language. The SPB recommends that the CDFA certify its non-certified staff employed in the Sacramento Milk and Dairy office in order to take steps toward correcting its deficiencies. Arabic: The SPB recommends that the CDFA certify its non-certified staff to correct the deficiency in its Anaheim Unit Mandarin: Since the CDFA did not correct the deficiency and does not have any Mandarin-speaking employees, it should contract with an interpreter service in the interim of hiring bilingual staff. Korean: The CDFA reported that it was not able to correct the 0.17 bilingual position deficiency in the Korean language. However, the CDFA can certify the Korean speaking public contact employee located in the Sacramento County office to provide assistance.							
2. Survey Recommended Staffing Needs Identified: ☐ The Department's language survey did not identify any recommended staffing.							☐

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Analysis and Summary Report
Food and Agriculture, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
0.94 Spanish	☐	☑	☐	☐	☐	☐	☐
0.39 Vietnamese	☐	☐	☐	☐	☑	☐	☐
Comments: Spanish: The CDFA reported a total of .93 recommended staffing needs in the Spanish language in the following Units: Border Station Yermo (.22), Border Station Needles (.01) Border Station Dorris (.06), and at Animal Health Branch Sacramento (.64). It planned on certifying non-certified staff and utilizing certified staff to ensure delivery of services in those offices with recommended staffing needs. Vietnamese: The CDFA reported a 0.39 position recommended staffing need at its Meat and Poultry Ontario office. It planned on utilizing its bilingual staff at other offices to ensure delivery of services in the Vietnamese language. However, the CDFA information demonstrates that it does not have certified or non-certified staff in the Vietnamese language. The SPB recommends that the CDFA hire bilingual staff or contract with telephone interpreter services to ensure delivery of services in the Vietnamese language.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	8	1	0	10	0	2
Part IV: Bilingual Staffing	0	2	5	0	8	0	0
Part V: Recommended Staffing	0	1	0	0	1	0	0
Total Percentages %	7.7%	28.2%	15.4%	0.0%	48.7%	0.0%	

Overall Percentage of Acceptable Services: 51.3%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Forestry And Fire Protection, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/1/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The Department of Forestry and Fire Protection's (CDF) 2003-2004 Language Survey data should include the survey data for the Board of Forestry Fire Protection, Fire & Resource Assessment, and the Office of the State Fire Marshall. However, no survey data were submitted for said agencies.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	18,527.00	481,702.00	NO	209.31	0	0
SPANISH	1,050.00	27,300.00	YES	40.00	0	0
FIJ	13.00	338.00	NO	0.00	0	0
PORTUGUESE	10.00	260.00	NO	0.00	0	0
FRENCH	6.00	156.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Forestry And Fire Protection, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
GERMAN	4.00	104.00	NO	0.00	0	0
ITALIAN	4.00	104.00	NO	0.00	0	0
KOREAN	3.00	78.00	NO	0.00	0	0
CAMBODIAN	3.00	78.00	NO	0.00	0	0
ARMENIAN	3.00	78.00	NO	0.00	0	0
AMERICAN SIGN	3.00	78.00	NO	0.00	0	0
JAPANESE	2.00	52.00	NO	0.00	0	0
HMONG	2.00	52.00	NO	0.00	0	0
VIETNAMESE	1.00	26.00	NO	0.00	0	0
LITHUANIAN	1.00	26.00	NO	0.00	0	0
RUSSIAN	0.00	0.00	NO	1.00	0	0
Total: 16	19,632.00	510,432.00	1	250.31	0	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The CDF submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CDF reported that it is using a revised version of	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Forestry And Fire Protection, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the Bilingual Services Policy (Policy) that was submitted with the 2001-2002 Language Survey. However, the "Policy" to which CDF is referring is a departmental memorandum on Public Contact Bilingua Services Procedures. The revised Policy with reference to its 2003-2004 Language Survey is a two-part memorandum that describes the CDF complaint process in the first part and guidelines for providing assistance to Limited English Proficient LEP clients in the second part. The CDF should submit a Policy that demonstrates its commitment to provide the LEP public with equal access to services and information a defined by the Dymally-Alatorre Bilingual Services Act (Act). It may include its guidelines for providing assistance to LEP clients, and Bilingual Services Procedures used on its 2001-2002 survey. The CDF should ensure that the Policy is signed by the director and disseminated to all employees.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
The CDF reported that it met the 5% threshold in the Spanish language, and that it has translated 80% to 99% of its required documents and 7 fact sheets into the Spanish language. The CDF also reported having an "En Español" webpage.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Forestry And Fire Protection, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The CDF reported on its Compliance Report that 245 public contact staff members participated in the survey. However, the survey results demonstrate that 250.31 public contact staff participated in the survey. As the State Controller's Office identified the CDF as having over 5,000 employees, it was unclear why only 250 of these were identified as public contact employees. The CDF also has facilities that include fire stations (228), local government fire stations operated by CDF via contract (575), mobile communication centers (5) and conservation camps (39) that receive some type of public contacts but appear to be non-participant in the survey. All of these entities are mandated by the Act to participate in the survey in some capacity. The State Personnel Board (SPB) recommends that the CDF count these facilities in the future and consider counting the conservation camps as internal population. The CDF reported on its "Language Survey Data Summary" that 250.31 employees participated in the survey, while the "Compliance Report" identified 245 participant employees. Although position deficiencies were not identified in the language survey results, the CDF should ensure that the reported data is accurate to best determine the resources available within the department.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Forestry And Fire Protection, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff Although the CDF has neither bilingual position deficiencies nor unmet recommended staffing needs, i was able to hire 3 bilingual staff members fluent in the Spanish language out of 145 new hires.	☑	☐	☐	☐	☐	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
The CDF reported that the following bilingual resources are available to its staff: a bilingual employees resource list with each bilingual employee's name, telephone number and location; a list of translated documents; an "En Español" website; a toll-free telephone line for Spanish-speaking public contacts; and a contract with Network Omni Multilingual Communications for interpreting services in other non-English languages.							
7. Bilingual Resources Available for LEP Public The CDF reported that the bilingual resources available to its LEP public include translated documents, an "En Español" website, a toll-free telephone number for Spanish-speaking public contacts, and a contract with Network Omni Multilingual Communications for interpreting services.	☐	☑	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Forestry And Fire Protection, Department of

Description	Excellent ☐	Good ☐	Average/Fair ☐	Other Acceptable Alternatives ☑	Poor/Needs Improvement ☐	Non-Responsive ☐	Not Applicable ☐
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The CDF reported that its public contact staff are trained on the provisions of the Act, and that each employee is provided with the following: a list of certified bilingual employees, a copy of the Act itself, written procedures detailing their responsibilities in providing an appropriate level of service to LEP customers, and Network Omni Language Line instruction cards. The CDF Emergency Command Center Operations class devotes one hour per class to discuss translator services that dispatch/command centers can access when there is a contact with an LEP. In addition to this, the CDF Academy provides a one-hour Spanish immersion instruction module as pa of all Basic Fire Control training classes. The Peace Officer training classes offer eight hours of commands in languages other than English. Audio and visual cassette training is used during the training classes an made available to students for future use. The CDF also uses its intranet to share new bilingual resources with its employees.							
b. The CDF reported having a two-part complaint process to address and/or resolve language access complaints. The first part details the process of accepting and resolving complaints, and the second part details the guidelines for providing assistance to LEP clients. The CDF also reported that signs/posters are prominently displayed to inform the public of their language access rights. The posters include the name and number of the contact person. The CDF also reported that it has a toll-free line available to receive language access complaints, and that all staff members receiving language complaints are to follow the procedures identified clearly on its Policy.							
ci. The CDF reported that it recruits qualified bilingual staff by certifying un-certified bilingual employees, and consults with its Human Resources staff to identify current certified bilingual employees. The CDF should consider using the bilingual certification list, the SPB website, and advertising at community outreach event for recruiting purposes as well as current established							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Forestry And Fire Protection, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
methods. cii. The CDF reported that each field unit identifies its own specific needs for translation of documents. Those documents that detail available services, as we as popular documents on fire safety, are translated into Spanish and distributed to the public. If a field uni identifies a particular need for a translated handout, it requests the translation through the CDF Public Affairs/Education Unit. d. The CDF reported that it utilizes the SPB and the Los Angeles Unified School District (LAUSD) to certify the oral fluency skills of its bilingual employees. e. The CDF reported that it utilizes the Department of Motor Vehicles and the LAUSD to certify the translation skill level of its employees. The CDF should ensure that all translations are edited before they are sent for publication and distribution. f. The CDF reported that it does receive federal funding, and has taken reasonable steps to ensure "meaningful" access for LEP individuals to the information and services provided by the department. The CDF also reported that it has implemented a policy and a related procedure to provide verbal and written services in languages other than English to its LEP clients.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CDF attended 6 Bilingual Services Program's training classes.	☐	☑	☐	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:**							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Forestry And Fire Protection, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Forestry And Fire Protection, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	12	0	2	2	0	3
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	5.9%	70.6%	0.0%	11.8%	11.8%	0.0%	

Overall Percentage of Acceptable Services: 88.2%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Franchise Tax Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	140,647.00	3,656,822.00	NO	1,172.00	0	0
SPANISH	6,236.00	162,136.00	YES	118.00	1.8	0
RUSSIAN	36.00	936.00	NO	2.00	0	0
VIETNAMESE	33.00	858.00	NO	0.00	0	0
MANDARIN	31.00	806.00	NO	1.00	0	0.04
CANTONESE	22.00	572.00	NO	2.00	0	0
AMERICAN SIGN	19.00	494.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Franchise Tax Board

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
JAPANESE	16.00	416.00	NO	0.00	0	0
ARMENIAN	16.00	416.00	NO	1.00	0	0
KOREAN	14.00	364.00	NO	1.00	0	0
TAGALOG	13.00	338.00	NO	2.00	0	0
FRENCH	13.00	338.00	NO	0.00	0	0
SOMALI	11.00	286.00	NO	0.00	0	0
ARABIC	9.00	234.00	NO	0.00	0	0
HINDI	7.00	182.00	NO	0.00	0	0
FARSI	7.00	182.00	NO	0.00	0	0
POLISH	3.00	78.00	NO	0.00	0	0
PORTUGUESE	3.00	78.00	NO	0.00	0	0
PUNJABI	2.00	52.00	NO	0.00	0	0
CROATIAN	1.00	26.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
GREEK	1.00	26.00	NO	0.00	0	0
INCKO - PAKISTAN	1.00	26.00	NO	0.00	0	0
ITALIAN	1.00	26.00	NO	0.00	0	0
HMONG	1.00	26.00	NO	0.00	0	0
MEIN	0.00	0.00	NO	1.00	0	0
Total: 26	147,144.00	3,825,744.00	1	1,300.00	1.8	0.04

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Franchise Tax Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Franchise Tax Board (FTB) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The FTB submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act). The Policy lists performance standards, translation requirements, and bilingual resources. The Policy is made available on FTB's intranet to allow access to all employees and lists the telephone number of the office that is responsible for responding to questions. The FTB should revise the Policy to include the date it was disseminated to its employees and the director's name, before it sends a copy to all employees. A copy should also be sent to the State Personnel Board (SPB).	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ American Sign Language	☐	☐	☑	☐	☐	☐	☐
☐ Mandarin	☐	☐	☑	☐	☐	☐	☐
☐ Russian	☐	☐	☑	☐	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☐ Tagalog	☐	☐	☑	☐	☐	☐	☐
The FTB reported that it has translated up to 19% of its documents that met the 5% threshold which includes Spanish (19 documents) and has an "En español" website that has a link to its translated documents. The FTB also reported that it has translated the "Notice of Interpreter Services" into the Tagalog, Russian, and Mandarin languages.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Franchise Tax Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☑	☐	☐	☐
The FTB reported that 100% (1, 300 full-time employees) of its employees participated in the survey. However, in reviewing the information reported in the "Compliance Report", the FTB reported that during the language survey period, it hired 2,041 seasonal workers whose contacts with the public should have been recorded under its public contact staff. The FTB needs to ensure it is recording the contacts made by its seasonal workers since they are providing services to the public.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The FTB reported that it was able to hire 554 full-time, 184 part-time, and 2,041 intermittent/ temporary employees after its last language survey. However, the FTB was not able to identify the language fluency of these employees. The FTB should develop a process to identify the language fluency of its new employees and maintain their names on its Multilingual Personnel List that serves as a resource for its employees to assist Limited English Proficient (LEP) contacts. Although the FTB reported conflicting information regarding the total number of its certified bilingual public contact employees that participated in the survey, the SPB confirmed that the reported 118 certified bilingual speaking staff is correct and not the 273 certified public contact employees that was reported on the "Unit Summary" Form D's. The FTB should verify the number of staff it reports in future surveys to ensure that accurate information is being reported, since it reflects its bilingual services program and available resources.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Franchise Tax Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
a & b. The FTB reported that its public contact employees have access to an internal website that contains a list of employees that possess reading, writing, and speaking skills in 53 different languages. The FTB also has glossaries of tax terms in Spanish, a list of Frequently Asked Questions (FAQ), telephone recordings in Spanish, online translation dictionaries, and a list of translated publications in Spanish, Chinese Tagalog, and Russian languages. c. The FTB reported that it has a contract with H & R Interpreting Services and Class Act Interpreting for American Sign Language (ASL).							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The FTB reported that it has posted the "Notice of Interpreter Services" poster in all of its field offices, and has available in Spanish its FAQ's, telephone recordings, and toll-free telephone lines. For its hearing impaired contacts, the FTB has Telecommunications Device for the Deaf (TDD) machines, and access to California Relay Service. The Spanish speaking public also has access to the FTB's translated documents through its "En español" website. A Volunteer Income Tax Assistance (VITA) Program was created to provide free tax assistance in filing tax returns for LEP customers in over 53 different languages.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Franchise Tax Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☑	☐	☐	☐	☐	☐
a. The FTB reported that all public contact staff complete an extensive training course where they are trained on the provisions of the Act and learn how to identify and assist LEP customers. All staff attend a monthly meeting where updated bilingual resources, the multilingual personnel list, and a list of telephone techniques and public contact procedures on how to best handle calls are made available. In addition, publi contact employees are provided access to the most updated resources through the FTB's intranet system.							
b. The FTB reported that its displays its "Notice of Interpreter/Translator Services," in all its public contac areas in its field offices. The poster informs the LEP customers to fill out its Interpreter Complaint form, which is available in English, Spanish, Tagalog, Russian and Chinese, if they have a language access complaint. It also includes the California Relay Servic information for the hearing impaired. The complaint is filed with its Equal Employment Office and handled in timely manner. The SPB recommends that the FTB add the name and the telephone number of the persor responsible for responding to questions in the event the complainant has a simple question that can be resolved by speaking to someone and does not have to go through the complaint process.							
ci. The FTB reported that it recruits bilingual staff by utilizing the bilingual certification list, incorporating identification of bilingual needs in its exam planning, utilizing foreign language media, advertising at community outreach events, and participating in job fairs.							
cii. The FTB reported that its bureau directors recommend partial or total translation of documents into non-English languages based on their customers' needs. Translations are warranted if they enhance the compliance, reduce work load for its staff, and are cos effective. The FTB should also develop a process where the translation of documents of its units is base on the survey results, as required by the Act.							
d. The FTB reported that it has delegated testing							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
authority to conduct oral fluency certification in the Spanish, Russian, Vietnamese and Cantonese languages. It utilizes the SPB and Los Angeles Unified School District for its other languages' oral certification needs. e. The FTB reported that it certifies the translation skills of its bilingual staff verbally and recruits teams to write and review all its translated documents, forms, and posters. The Editorial Services Section coordinates foreign language translations and review, and the Translation Team provides the translations for each of the documents. General Procedures Manual Section 6600 and the Publications Bureau complies with the FTB policies and guidelines. The FTB should ensure that its bilingual employees that translate documents have their translation skill level assessed to ensure accuracy and also have its documents proofread before they are published. h. The FTB reported that its field offices identify and track contacts by geographic area to evaluate bilingual needs. In addition, the FTB utilizes a phone system called IEX through which callers can identify the languages they speak to allow the transfer of the call to an agent that speaks the caller's language.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The FTB staff attended 5 of the Bilingual Services Program's (BSP) training sessions.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
1.8 Spanish	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Franchise Tax Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: The FTB reported 1.8 bilingual position deficiencies in the Spanish language in its 651 Fresno District Office, and proposed to certify one non-certified employee in the same unit. However, this unit does not have any non-certified Spanish-speaking staff that can be certified to correct its deficiencies. The FTB should utilize certified staff from other units, or transfer bilingual staff into this office to correct its deficiencies.							
ii. Plans for Delivery of Services: 1.8 Spanish	☐	☐	☑	☐	☐	☐	☐
Comments: The FTB planned to utilize existing certified staff and the department's multilingual list to meet the needs of its LEP customers, and ensure delivery of services in the Spanish language.							
b. Implementation Plan: **i. Progress since Language Survey:** 1.8 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The FTB reported that it was not able to correct the deficiency. The SPB recommends that it utilize bilingual employees in surrounding units to meet the need of this unit in the interim of hiring bilingual staff to correct the deficiency.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
0.04 Mandarin	☐	☑	☐	☐	☐	☐	☐
Comments: The FTB reported 0.04 unmet recommended staffing needs in the Mandarin language in its TSCS unit, and reported that it will certify the non-certified staff in the							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Franchise Tax Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
same unit to ensure delivery of services. The FTB has 1 certified Mandarin speaking staff person and 24 non-certified staff that can be certified to correct its unmet recommended staffing needs.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Franchise Tax Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	7	5	2	1	0	3
Part IV: Bilingual Staffing	0	0	1	0	2	0	0
Part V: Recommended Staffing	0	1	0	0	0	0	0
Total Percentages %	24.0%	32.0%	24.0%	8.0%	12.0%	0.0%	

Overall Percentage of Acceptable Services: 88.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Gambling Control Commission, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The California Commission on Gambling Control (CCGC) was exempted from participation in the 2003-2004 Implementation Plan, since it demonstrated that it receive limited or no contact with the public. The Dymally-Alatorre Bilingual Services Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one Implementation Plan; therefore, the CGCC will be required to participate in the 2005-2006 Implementation Plan.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	495.00	12,870.00	NO	8.40	0	0
Total: 1	495.00	12,870.00	0	8.40	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Gambling Control Commission, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The CGCC submitted all of the required documentatio	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy Although the CGCC provided a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Act, it needs to be revised to include components that would provide guidance to its employees on providing services to Limited English Proficient (LEP) contacts. The CGCC's Policy should set standards for providing services to LEP persons, inform public contact employees of their responsibilities, identify available bilingual resources and provide the name and telephone number of a contact person for obtaining information and assistance. The Policy should be printed on department letterhead, signed by the director and distributed to its public contact staff. A copy should also be sent to the SPB.	☐	☐	☑	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

2003-04 Language Survey and Implementation Plan
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CGCC reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CGCC is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☑	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☐	☑
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The CGCC reported that it has bilingual staff in non-public contact positions that will be used to assist with LEP contacts. The CGCC should have its bilingual employees take the oral fluency exam to assess their language skills to ensure they are providing an equal level of service.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☑	☐	☐	☐
As mentioned above, the CGCC should certify its bilingual staff that assist its LEP contacts.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☑	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Gambling Control Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a.& b. The CGCC reported that its Policy serves as a mechanism for ensuring employees are aware of the responsibilities of the Act and provides annual training Any language access complaints that may arise are handled by the CGCC's Director of Support Services.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The CGCC staff attended 1 of the Bilingual Services Program's training classes.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							
ii. Plans for Delivery of Services:							
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Gambling Control Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	0	1	4	1	0	12
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	25.0%	0.0%	12.5%	50.0%	12.5%	0.0%	

Overall Percentage of Acceptable Services: 87.5%

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Analysis and Summary Report
General Services, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	19,000.00	494,000.00	NO	335.55	0	0
SPANISH	372.00	9,672.00	YES	2.00	2.49	0.95
JAPANESE	18.00	468.00	YES	0.00	0.05	0
CANTONESE	14.00	364.00	NO	0.00	0	0
FRENCH	13.00	338.00	NO	0.00	0	0
VIETNAMESE	10.00	260.00	NO	0.00	0	0
HINDI	8.00	208.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
General Services, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
KOREAN	7.00	182.00	YES	0.00	0.07	0
SANSKIRT	6.00	156.00	NO	0.00	0	0
TAGALOG	5.00	130.00	NO	0.00	0	0
ARABIC	4.00	104.00	NO	0.00	0	0
HMONG	3.00	78.00	NO	0.00	0	0
MANDARIN	3.00	78.00	NO	0.00	0	0
CAMBODIAN	3.00	78.00	NO	0.00	0	0
RUSSIAN	2.00	52.00	NO	0.00	0	0
AFR	2.00	52.00	NO	0.00	0	0
PORTUGUESE	1.00	26.00	NO	0.00	0	0
PUNJABI	1.00	26.00	NO	0.00	0	0
ITALIAN	1.00	26.00	NO	0.00	0	0
HEBREW	1.00	26.00	NO	0.00	0	0
AMH	1.00	26.00	NO	0.00	0	0
AMERICAN SIGN	1.00	26.00	NO	0.00	0	0
URDU	1.00	26.00	NO	0.00	0	0
LAOTIAN	1.00	26.00	NO	0.00	0	0
Total: 24	19,478.00	506,428.00	3	337.55	2.61	0.95

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Large to Medium		a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
General Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation Although the Department of General Services (DGS) submitted the required documentation, it did not fully respond to the information requested in its "Compliance Report" and "Implementation Plan."	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy Although the DGS stated in its Implementation Plan that its Bilingual Services Policy (Policy) was submitte with its 2003-2004 survey, it was not. The DGS submitted a draft Policy to the State Personnel Board (SPB) in 2002. At that time, the SPB identified numerous issues with the draft Policy. The DGS should take steps to develop and issue a Policy from the director to all employees that effectively communicates a commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), informs employees of their responsibilities for providing language access and identifies available bilingual resources.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Japanese	☐	☐	☐	☐	☑	☐	☐
☑ Korean	☐	☐	☐	☐	☑	☐	☐
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
The DGS survey data reflects that it met the 5% threshold in the Spanish, Korean and Japanese languages. In the Spanish language, the department reported that it has translated its documents. However, the vast majority of the documents listed were other state departments' documents that the DGS State Printing Publisher prints and distributes. The only DGS documents provided were those for the Office of Risk Management, which were found upon review to contain typographical and grammatical error							

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Analysis and Summary Report
General Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
that could result in inaccurate translations. The DGS reported it does not have any documents translated into the Korean or Japanese languages, as these contacts were all due to lost individuals looking for directions. While this may have been the case, the DGS did receive other contacts in these languages in six different units throughout the department, but did not identify other available bilingual resources. While the SPB recognizes that the number of encounters in the 23 non-English languages identified through public contact was minimal (478), the DGS ha an obligation to ensure it can adequately serve any Limited English Proficient (LEP) individual that require language access. The DGS should have a process in place that accurately identifies its LEP customers' language needs and the bilingual resources needed to respond, such as translated documents, certified bilingual employees, or contracts for interpreter and/or translation services.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☐	☑	☐
The DGS did not report the number of public contact employees, or its level of participation in the survey. Instead, it responded "Don't Know." An integral part of conducting the language survey is ensuring that DGS knows which of its programs/employees interact with the public in providing access to its information and services. Without accurate identification and participation by all of its public contact employees, the DGS cannot accurately measure its bilingual needs no ensure that it is effectively serving its LEP customers in compliance with the Act.							

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Analysis and Summary Report
General Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff Once again the DGS failed to adequately respond by indicating "Unknown" in response to its public contact vacancies, the number it anticipates refilling and how many bilingual appointments it has made since the las survey.	☐	☐	☐	☐	☐	☑	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The DGS reported it received contacts in 23 non-English languages, and that it employs two certified bilingual employees with Spanish language fluency. Th department reported it has few translated documents and does not contract for interpreter nor translator services. This was an issue identified by the SPB in th DGS 2001-2002 Language Survey. The SPB recommended that DGS, at a minimum, contract with a outside interpreter service. DGS reported it had not been able to address these issues and would once again review them in its next language survey.							
7. Bilingual Resources Available for LEP Public The DGS reported that it does not have any bilingual resources available for its LEP public, but will assess it needs to identify appropriate resources to serve its LEP customers language needs.	☐	☐	☐	☐	☑	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
General Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DGS reported that it is developing training procedures that will be completed in 2007. It should b noted that the DGS also reported in its previous implementation plan (October 2003) that it would have training developed by January 2004. It appears that the problem with the conduct of the 2003-2004 Language Survey and inaccurate reporting by DGS public contact employees may be related to their lack of training. The SPB recommends the DGS take immediate steps to ensure it implements the required training.							
b. The DGS reported that it does not have a language access complaint process, but is in the process of adding a question regarding language access to its Equal Employment Opportunity (EEO) complaint form. The DGS did not provide the SPB with any specifics as to how the question will meet this requirement and did not indicate in which, if any, languages the complaint form would be made available.							
c i. The DGS reported that it recruits qualified bilingua staff via job announcements and the use of bilingual certification lists. However, it also reportedly did not know if it made any bilingual hires to public contact positions.							
c ii. The DGS did not respond to this question. As discussed previously, the DGS should make an improved effort to ensure it adequately identifies its LEP customers and their language needs.							
d. The DGS reported that it utilizes the SPB, CPS Human Resource Services, and other state departments to certify its internal bilingual staff.							
e. The DGS reported that it has its internal bilingual employees translate documents and that their skills ar not assessed/certified. As discussed, the SPB identified problems with the Spanish language							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
translation of documents from the Office of Risk Management. The SPB recommends that the DGS only utilize certified translators to translate its documents. Since its printing plant utilizes contract vendors to translate documents for other state departments, it should consider utilizing this resource as a mechanism for translating its own documents. f. The DGS reported that it is not required to comply with other State and Federal language access laws despite its school construction and 911 oversight responsibilities, and the fact that it conducts administrative hearings (Govt. Code Section 11435.05 .65), some of which are subject to the Lanterman Act (for Department of Developmental Services).							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DGS attended 3 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
2.49 Spanish	☐	☐	☐	☐	☑	☐	☐
0.07 Korean	☐	☐	☐	☐	☑	☐	☐
0.05 Japanese	☐	☐	☐	☐	☑	☐	☐
Comments: Spanish: The DGS reported that it would not take any action to correct the .09 to 1.20 bilingual deficiencies reported in							

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General Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
five units located in Sacramento, San Diego, and Yolo Counties. DGS noted that most of these were either due to the Spanish-speaking contacts in its hearing office tha could speak English well enough (though they spoke Spanish better than English), or as a result of wrong numbers or lost people needing directions. Although DGS did acknowledge that the Spanish language contacts in its OSP Fulfillment Services and ORIM Claims Units in Sacramento, it reported that it could not correct these due to the hiring freeze and fiscal constraints. DGS reported it would use non-certified staf to provide language access in these units. The SPB recommends that the DGS test and certify the Spanish language proficiency of these employees, or that it contract with an interpreter service to ensure it is providing an appropriate level of language access. Korean and Japanese: The DGS reported that these contacts were in the OSP front reception and were the result of lost customers or wrong numbers, and that as such, no action is necessary. While the contacts reported in this unit may have been erroneous, overall the DGS received a total o 18 Japanese and 7 Korean contacts in six different units. While these numbers are not significant, the DGS should identify qualified bilingual resources for providing language access.							
ii. Plans for Delivery of Services:							
2.49 Spanish	☐	☐	☐	☐	☑	☐	☐
0.07 Korean	☐	☐	☐	☐	☐	☑	☐
0.05 Japanese	☐	☐	☐	☐	☐	☑	☐
Comments: The DGS reported that it did not need to take any action to correct any of its Spanish, Korean or Japanese language deficiencies because they all could either communicate adequately in English or were erroneously reported contacts. However, DGS reported it would use non-certified staff for other Spanish-language contacts in the other applicable units.							
b. Implementation Plan: **i. Progress since Language Survey:**							

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Analysis and Summary Report
General Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2.49 Spanish	☐	☐	☐	☐	☑	☐	☐
0.07 Korean	☐	☐	☐	☐	☐	☑	☐
0.05 Japanese	☐	☐	☐	☐	☐	☑	☐
Comments: The DGS reported in its Implementation Plan that it has not made any progress to correct its bilingual position deficiencies, as the deficiencies were all a result of erroneously reported contacts. As discussed, the DGS should take immediate steps to identify and provide training to all public contact employees. This will ensure accurate assessment of all the program language needs for the LEP public that the DGS serves, as well as improved compliance with applicable state and federal laws.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
0.95 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The DGS reported that it will continue to utilize non-certified bilingual staff, if they are so willing, to assist with its Spanish-speaking contacts. The SPB recommends that the DGS take steps to ensure that any employee utilized to serve as an interpreter or translator is qualified to do so. The DGS should test and certify its bilingual employees, and/or contract for qualified interpreter and translation services. Overall, it appears that the DGS has consistently not made a concerted effort to ensure its language access responsibilities are being met. While DGS may only have a few programs that provide service to the public, it is nonetheless responsible for ensuring it has qualified bilingual resources and processes in place to enable it to effectively deliver services in compliance with applicable state and federal laws.							

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Analysis and Summary Report
General Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	1	0	0	13	4	3
Part IV: Bilingual Staffing	0	0	0	0	5	4	0
Part V: Recommended Staffing	0	0	0	0	1	0	0
Total Percentages %	3.4%	3.4%	0.0%	0.0%	65.5%	27.6%	

Overall Percentage of Acceptable Services: 6.9%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health and Human Services Data Center

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☑ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Health and Human Services Data Center (HHSDC) did not comply with the Dymally Alatorre Bilingual Services Act (Act) in submitting an Implementation Plan (IP) that is a requirement by the Act. The IP is designed to allow the State Personnel Board (SPB) to review progress departments have made in their compliance with the (Act). The SPB w assess the HHSDC's bilingual services program based on the information that was provided.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	47.00	1,222.00	NO	12.50	0	0
Total: 1	47.00	1,222.00	0	12.50	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health and Human Services Data Center

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small to Medium	**500 to 1,999**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The HHSDC did not submit a Bilingual Services Policy (Policy) nor IP that demonstrates its commitment to comply with the requirements of the Act.	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy As mentioned above, the HHSDC did not submit a Policy that demonstrates its commitment to comply with the Act, lists performance standards, bilingual resources, and the name and telephone number of the person responsible for providing responses to bilingual services questions. The Policy should be placed on department letterhead, addressed to its employees and signed by the director. A copy should also be sent to the SPB.	☐	☐	☐	☐	☐	☑	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the HHSDC did not meet the 5% threshold in any non-English language, it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health and Human Services Data Center

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☑	☐	☐	☐	☐	☐
The HHSCD reported that all of its public contact employees participated in survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the HHSCD did not meet the 5% threshold in any non-English language, it is not required to hire bilingual employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The HHSDC reported that it relies on non-certified employees, a list of bilingual resources, and SPB's resources when necessary. The SPB recommends tha the HHSDC have its bilingual employees take the oral fluency exam to assess their skill level to provide adequate services.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The HHSDC reported that it will use the same resources listed above to provide an equal level of service.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☑	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☑	☐
Since the HHSDC did not submit an IP that provides detailed information on the development of its bilingua program, it should contact the SPB to determine how i will comply with the requirements of the Act in this area							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource	☐	☐	☐	☐	☑	☐	☐
The HHSDC attended 2 of the Bilingual Services Program's (BSP) training classes.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							
ii. Plans for Delivery of Services:							
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health and Human Services Data Center

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health and Human Services Data Center

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	1	3	0	2	10	4
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	6.3%	18.8%	0.0%	12.5%	62.5%	

Overall Percentage of Acceptable Services: 25.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Facilities Financing Authority, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	247.00	6,422.00	NO	7.80	0	0
Total: 1	247.00	6,422.00	0	7.80	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Facilities Financing Authority, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Califorinia Health Facilities Financing Authority (HFFA) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The State Treasurer's Office (STO) is responsible for overseeing its associated boards, commissions and authorities' bilingual services programs including the HFFA.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the HFFA did not meet the 5% threshold requirements of the Dymally-Alatorre Bilingual Services Act (Act), it is not required to translated any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Facilities Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The HFFA reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The HFFA did not meet the 5% threshold in any non-English languages to require it to employ bilingual public contact staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The HFFA has access to the STO's bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages The HFFA has a contract with Language Line Services to assist with its interpreter needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The HFFA has a contract with Language Line Services has Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, where it would be easily accessible.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Facilities Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The HFFA reported that all new employees are required to attend the mandatory New Employee Orientation training provided by STO. The training includes detailed information on using the contracted interpreter services and the commitment to fulfill the needs of the LEP customers. In addition, all public contact staff receive updated bilingual resource information, as it becomes available. b. The HFFA reported that it has posted a notice at each public contact counter informing its customers of their right to obtain interpreter services and the contac information to address complaints if they are not satisfied with the interpreter services provided. However, it did not indicate how these complaints are handled and what, if any, languages these notices are available. f. The HFFA reported that it is not subject to any other state language access laws and that it does not receive any federal funding to require it to comply with Federal language access requirements. g. The HFFA reported that it currently does not address the language access requirements in its contracts. However, it will review and discuss with legal staff and the Department ofGeneral Services the need to include this requirement in future contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The STO attended 2 of the Bilingual Services Program's training classes.	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Facilities Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							
ii. Plans for Delivery of Services:							
Comments: N/A							
b. Implementation Plan:							
i. Progress since Language Survey:							
Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Facilities Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	2	1	0	2	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	54.5%	18.2%	9.1%	0.0%	18.2%	0.0%	

Overall Percentage of Acceptable Services: 81.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Planning & Development, Office of Statewide

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	4,098.00	106,548.00	NO	145.97	0	0
SPANISH	50.00	1,300.00	YES	0.00	0.2	0
TAGALOG	6.00	156.00	NO	0.00	0	0
HINDI	5.00	130.00	NO	0.00	0	0
RUSSIAN	3.00	78.00	NO	0.00	0	0
MANDARIN	3.00	78.00	NO	0.00	0	0
ARABIC	3.00	78.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Planning & Development, Office of Statewide

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
KOREAN	2.00	52.00	NO	0.00	0	0
CANTONESE	2.00	52.00	NO	0.00	0	0
SWEDISH	1.00	26.00	NO	0.00	0	0
PORTUGUESE	1.00	26.00	NO	0.00	0	0
NORWEGIAN	1.00	26.00	NO	0.00	0	0
JAPANESE	1.00	26.00	NO	0.00	0	0
FRENCH	1.00	26.00	NO	0.00	0	0
DANISH	1.00	26.00	NO	0.00	0	0
Total: 15	4,178.00	108,628.00	1	145.97	0.2	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Office of Statewide Health Planning & Development (OSHPD) submitted all of the required documentation. However, there is a small discrepancy in its participation data, which will be discussed in Question #4.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The OSHPD submitted a revised Bilingual Services Policy (Policy) in October of 2005, which discusses	☐	☐	☐	☐	☑	☐	☐

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual services that the OSHPD does not have. It seems that the OSHPD took the sample policy provided by the State Personnel Board (SPB) and added its name. For example, the Policy states that it provides LEP training for its public contact staff while in its Implementation Plan, it reported that it does not provide LEP training to its staff. The OSHPD should revise the Policy to include the resources it does have available for its staff to utilize in the event they have contact with the LEP public.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
The OSHPD language survey data identified that it met the 5% threshold in Spanish and reported 0.2 position deficiency in the Spanish language. While the Dymally-Alatorre Bilingual Services Act (Act) requires state departments to translate those documents that provide vital information, it also allows them to identify alternative methods by which they will provide information to LEP contacts in order to afford an equal level of service. The SPB recommends that the OSHPD identify its documents and determine which ones it will translate to meet the need of its LEP contacts.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Planning & Development, Office of Statewide

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The OSHPD reported that only (38%) 161 out of 428 public contact staff members participated in the survey. The OSHPD should improve its participation rate by informing its staff members of their responsibility to participate in the survey. The OSHPD reported conflicting information regarding the level of survey participation. On the "Language Survey Data Summary", the department identified having 145.97 public contact employees participated i the survey whereas its "Compliance Report" identified that 161 employees participated. Although the discrepancy is not significant, the OSHPD should ensure the accuracy of its survey data and Complianc Report.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The OSHPD reported that it anticipates to make 16 new hires but it won't attempt to recruit and fill these positions with bilingual staff. Although it only has a small Spanish position deficiency of 0.2, since it has no certified Spanish-speaking staff within the entire agency, it should evaluate its staffing needs prior to making hires in public contact positions.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☑	☐	☐	☐
The OSHPD did not identify any bilingual resources. However, it mentioned that it is in the process of developing an internal Bilingual staff resource directory The OSHPD should ensure that its bilingual staff take the oral fluency exam to assess their bilingual skills, from which a list of certified bilingual staff should be developed and made available to its public contact staf							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Planning & Development, Office of Statewide

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The OSHPD has made arrangements with the SPB for further bilingual assistance, such as interpreter service, should the need arise.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The OSHPD did not report any bilingual resources available to its LEP clients. However, it mentioned that it is in the process of finalizing its Bilingual Services Complaint Process. It is also developing a Bilingual Services Complaint Brochure, which addresses the rights of LEP contacts to access its services in their native languages. The brochures will be available at al of its public offices and posted on its web site.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☑	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☑	☐	☐	☐	☐	☐
a. The OSHPD reported that it does not currently conduct training. It is in the process of developing its training procedures and a bilingual education training class for its public contact staff. The OSHPD should contact the Bilingual Services Program (BSP) for guidance on complying with the Act in this area.							
b. The OSHPD submitted a language access complaint process that is in draft form. It should include the contact information of its BSP coordinator in its process. Once updates are made and finalized, copy should be sent to the SPB.							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c-i. The OSHPD reported that it does not recruit bilingual staff because it did not meet the 5% threshol for any non-English languages. However, since the OSHPD's level of Spanish speaking contact fell within the meaning of the Act, it should recruit for bilingual staff through the use of SPB's website, job announcements, certification list and outreach events. c-ii. The OSHPD reported that it does not have a procedure to identify its translation needs. However, since it met the 5% threshold in Spanish, it should identify which documents it will translate or identify which alternative means it will offer to ensure its Spanish speaking contacts are provided an equal leve of service. d. The OSHPD should identify its Spanish-speaking employees and have them take the oral fluency exam given by the SPB to assess their skill level in order to correct its Spanish position deficiency. f. The OSHPD reported that it complies with the federal laws by enforcing its Policy, however its Policy is pending for correction as described earlier in Question #2. It also mentioned that it is subject to Government Code Section 11435.15 but its legal staff confirm that the OSHPD has no proceedings covered by this code section. h. The OSHPD submitted a 2003-2005 Bilingual Services Action Plan, which covers training, hiring bilingual staff, handling language access complaints, etc.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The OSHPD attended 5 of the BSP's training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Planning & Development, Office of Statewide

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Survey Corrective Action Plan: **i. Proposed Actions:** 0.2 Spanish Comments: The OSHPD reported a 0.2 bilingual position deficiency in the Spanish language and planned to certify one non-certified staff in the office to correct the deficiency. Although the survey data did not indicate that it has any non-certified Spanish speaking staff, it reported that it ha identified a Spanish speaking staff in its Los Angeles office.	☐	☑	☐	☐	☐	☐	☐
ii. Plans for Delivery of Services: 0.2 Spanish Comments: The OSHPD did not report any interim plan to ensure delivery of services before the deficiency is corrected.	☐	☐	☐	☐	☑	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 0.2 Spanish Comments: Although the OSHPD did not report any progress in its Implementation Plan, its Bilingual Services Coordinator updated the SPB in early 2006 that it has identified a certified Spanish speaking staff in its Los Angeles office, whose certification was verified by SPB exam coordinator.	☐	☑	☐	☐	☐	☐	☐
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Planning & Development, Office of Statewide

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Planning & Development, Office of Statewide

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	2	2	1	11	1	3
Part IV: Bilingual Staffing	0	2	0	0	1	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	20.0%	10.0%	5.0%	60.0%	5.0%	

Overall Percentage of Acceptable Services: 35.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Services, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/22/2004 2nd Week: 3/8/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	52,045.00	1,353,170.00	NO	1,653.91	0	0
SPANISH	3,643.00	94,718.00	YES	81.00	29.55	2.52
TAGALOG	469.00	12,194.00	YES	0.00	5.12	1.06
MANDARIN	136.00	3,536.00	YES	3.00	1.19	0.58
RUSSIAN	79.00	2,054.00	YES	1.00	0.62	0
VIETNAMESE	65.00	1,690.00	NO	3.00	0	0
ARABIC	65.00	1,690.00	NO	2.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Services, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
CANTONESE	62.00	1,612.00	YES	3.00	0.47	0
ARMENIAN	40.00	1,040.00	YES	2.00	0.45	0
FARSI	33.00	858.00	NO	1.00	0	0
HINDI	32.00	832.00	NO	0.00	0	0.24
KOREAN	20.00	520.00	YES	0.00	0.06	0
URDU	19.00	494.00	NO	0.00	0	0
PUNJABI	18.00	468.00	NO	1.00	0	0
JAPANESE	15.00	390.00	NO	1.00	0	0
AMERICAN SIGN	13.00	338.00	NO	0.00	0	0
CAMBODIAN	9.00	234.00	NO	1.00	0	0
GERMAN	8.00	208.00	NO	1.00	0	0
ITALIAN	7.00	182.00	NO	0.00	0	0
FIJIAN	7.00	182.00	NO	0.00	0	0
LAOTIAN	6.00	156.00	NO	0.00	0	0
ROMANIAN	6.00	156.00	NO	0.00	0	0
AFRIKAANS	5.00	130.00	NO	0.00	0	0
UKRAINIAN(UKR)	5.00	130.00	NO	0.00	0	0
HMONG	4.00	104.00	NO	1.00	0	0
SANSKRIT	4.00	104.00	NO	0.00	0	0
PAMPANGAN	4.00	104.00	NO	0.00	0	0
SOMALI	4.00	104.00	NO	0.00	0	0
CROATIAN	4.00	104.00	NO	0.00	0	0
FRENCH	3.00	78.00	NO	4.00	0	0
ADA/KUTURMI	2.00	52.00	NO	0.00	0	0
BENGALI	2.00	52.00	NO	0.00	0	0
YORUBA	2.00	52.00	NO	0.00	0	0
UZBEK (UZB)	2.00	52.00	NO	0.00	0	0
SRI LANKA (SIN)	2.00	52.00	NO	0.00	0	0
PORTUGUESE	1.00	26.00	NO	1.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Services, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ASSYRIANI	1.00	26.00	NO	0.00	0	0
CEBUANO	1.00	26.00	NO	0.00	0	0
ILOCANO	1.00	26.00	NO	0.00	0	0
INDONESIAN	1.00	26.00	NO	0.00	0	0
NIGERIA	1.00	26.00	NO	0.00	0	0
CZECH	0.00	0.00	NO	2.00	0	0
Dutch	0.00	0.00	NO	1.00	0	0
IGBO	0.00	0.00	NO	1.00	0	0
Total: 44	56,846.00	1,477,996.00	7	1,763.91	37.46	4.4

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Health Services (DHS) submitted all of the required documents. However, there were varying issues with the documentation. The director did not sign the summary report certifying the department survey results. The Compliance Report contained conflicting information from that shown in th survey reports. In addition, the required copies of the actual Form Ds were not submitted. Therefore, the State Personnel Board (SPB) was unable to verify the accuracy of DHS data. It is the DHS language survey coordinator's responsibility to review all reports and	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Health Services, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
documentation and certify the accuracy of its survey results.							
2. Bilingual Services Policy The DHS has reported that its Bilingual Services Policy (Policy) is in draft format since the 2001-2002 Language Survey. The DHS should take immediate action to finalize its Policy, have it signed by its director and disseminate it to all employees. It should be noted that the draft Policy is well written, containing information relative to both the state and federal standards for language access. It is recommended that DHS share this information with other counties an contractors that provide direct services to the public or its behalf.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Armenian	☐	☑	☐	☐	☐	☐	☐
☐ Cambodian/Khmer	☑	☐	☐	☐	☐	☐	☐
☑ Cantonese/Yue	☐	☐	☑	☐	☐	☐	☐
☐ Farsi/Persian	☑	☐	☐	☐	☐	☐	☐
☐ Hmong	☑	☐	☐	☐	☐	☐	☐
☐ Japanese	☑	☐	☐	☐	☐	☐	☐
☑ Korean	☐	☐	☑	☐	☐	☐	☐
☐ Lao/Laotian	☑	☐	☐	☐	☐	☐	☐
☑ Mandarin	☐	☐	☑	☐	☐	☐	☐
☑ Russian	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☑ Tagalog	☐	☐	☐	☐	☑	☐	☐
☐ Vietnamese	☑	☐	☐	☐	☐	☐	☐
The DHS reported to have 60%-79% of its documents translated into all languages that met the 5% threshold. The number of documents translated for each language is as follows: Armenian (8), Chinese (16), Korean (10), Russian (12), Spanish (218), and							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Tagalog (4). In addition, DHS reported it has translated some documents into other non-English languages that did not meet the 5% threshold: Cambodian/Khmer, Farsi/Persian, Hmong, Japanese, Lao and Vietnamese. It is recommended that the department identify all of it vital documents and ensure they have sufficient translations available in other languages. While the department's language results show little public contac from Limited English Proficient (LEP) individuals, it is likely the majority of those contacts occurred at the counties and other providers of direct services on behalf of DHS. While the DHS is not required to translate all of its documents, it must ensure that its LEP customers are able to obtain the information by alternate means. The DHS reported a limited number and at times no, certified bilingual staff members available to translate for many of the non-English languages in which it received contacts. In addition, the DHS needs to have a mechanism in place to ensure that direct service providers are providing an appropriate level of language access. Suggestions are discussed in other sections of this report.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DHS reported 100% (or 1,763.91) of its public contact staff participated in the survey and that it had no public contact position vacancies.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
The DHS reported that it does not anticipate having any vacancies during the current survey; however, it reported that it has hired 30 Spanish-speaking and 5 Tagalog-speaking employees since its last survey. The DHS should review its language survey data withi its units and have a process in place to ensure its corrective action plans are implemented.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The DHS reported that it only has four resources available for its public contact staff to provide an equal level of services to its LEP contacts that include: dictionaries, a list of translated documents, a list of bilingual employees, and the name of a contractor that provides American Sign Language Interpreters. Since the DHS received contacts in over 43 non-English languages, it should contract with an interpreter vendor that will serve as a resource for its public contact staff to use when assisting its LEP customers.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The DHS reported that it has a number of bilingual resources available for the LEP public that include a contract with a sign language contractor, and a pool of certified and non-certified bilingual staff. The DHS also reported having a toll-free telephone line for Spanish and all other languages. However, it did not identify the							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
telephone number nor did it identify how the public obtains access. On its website, DHS has a list of its programs and toll-free numbers. However, none of these is identified as providing access in non-English languages. The DHS should review how it makes its translated documents available, and ensure they are easily accessible to the LEP public.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☑	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DHS reported that it provides language access training, through its Civil Rights Office, at new employee orientation sessions and every two years thereafter for all employees.							
b. Although the DHS reported that it audits complaints to ensure they are handled appropriately; it did not provide any information regarding language access complaints handling such as how LEP clients are informed of its availability. It is recommended that the DHS require counties and its other direct service providers to post translated information related to their right to access services in their native language and a publicized complaint process for language access issues. This would serve as a mechanism for DHS to ensure its contractors are providing appropriate and meaningful language access in compliance with state and federal laws.							
c. i. The DHS reported that it recruits bilingual							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
employees by announcing bilingual position vacancies on SPB's website and by using Bilingual Certification Lists. The DHS also reported utilizing existing bilingua staff to correct the language survey identified deficiencies. c. ii. The DHS did not identify procedures for identifying its vital documents nor having established standards for evaluating translation needs. It is recommended that DHS develop translation policies and procedures, conduct an on-going evaluation of its customers' language needs and translate documents accordingly. Although each branch determines its translation needs, standardized procedures will ensure consistent practice throughout the department. d. The DHS reported that it has delegated oral fluency testing authority and that it utilizes the Los Angeles Unified School District (LAUSD) to certify bilingual employees in other languages. However, it reported employment of non-certified bilingual staff for the Czech, Igbo [Nigerian], Portuguese and Punjabi languages; none of which can be certified through DH or LAUSD. e. The DHS reported that materials are translated by its bilingual staff and cleared through its Office of Civil Rights, which serves as the central repository for all translated materials. The DHS reported that its translations are reviewed for accuracy. However, it did not identify what method(s) it uses for certifying the translation skills bilingual staff. The DHS should verify that the translation skill level of its staff is assessed and that translated documents are proofread for accuracy by a second party, such as user/focus groups, Community Organizations, etc. f. Although the DHS reported that it complies with Titl VI of the Civil Rights Act of 1964, it did not provide sufficient information to allow an assessment of its process. Since the DHS is responsible for managing numerous state and federally-funded programs that serve diverse populations throughout California, such as Baby Cal, Healthy Family Programs, Women, Infants & Children Nutrition Programs, etc., it is required to ensure meaningful access to any LEP person seeking access to such services. It is recommended that DHS include language access requirements and standards for providing qualified interpreter services/meaningful access, as a part of its							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
contracts/agreements with its service providers. g. Although the DHS reported that its contractors and health providers understand they must provide meaningful language access to LEP contacts, it did no identify how this is done. As discussed, including language access requirements such as its Bilingual Services Policy will ensure they understand their responsibility to provide language access to all LEP customers.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The Department attended 5 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
29.55 Spanish	☐	☐	☐	☐	☑	☐	☐
5.12 Tagalog	☐	☐	☐	☐	☑	☐	☐
1.19 Mandarin	☐	☐	☐	☐	☐	☑	☐
0.62 Russian	☐	☐	☐	☐	☐	☑	☐
0.47 Cantonese/Yue	☐	☐	☐	☐	☐	☑	☐
0.45 Armenian	☐	☐	☐	☐	☐	☑	☐
0.06 Korean	☐	☐	☐	☐	☐	☑	☐
Comments: Overall, the DHS identified a total of 37.46 deficiencies							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
statewide. The DHS did not provide a corrective action plan for each deficiency identified and responded that it would "test/certify employees' language fluency in this office" for all of its deficiencies, irrespective of whether or not it was a viable option. The DHS should have reviewed each deficiency, identified what resources it ha available to address its needs within each particular unit/location, and then develop a specific plan for correcting the deficiency and for providing appropriate language access in the interim. The areas of deficiencie identified were: Spanish: The DHS data identified 29.55 deficiencies tha occurred in 25 units located in Alameda, Contra Costa, Fresno, Los Angeles, Orange, Sacramento, San Bernardino, San Diego, San Francisco, Santa Cruz, and Ventura counties. Nine of the units employed sufficient numbers of non-certified staff that could be tested/certified to correct the deficiencies. Five of the other 16 units employed some non-certified staff that could be tested/certified to partially correct the deficiencies and the remaining 11 did not employ any bilingual staff with identified Spanish language fluency. The DHS should have evaluated its overall Spanish language needs and developed a plan, with contingencie for delivery of services in the interim, that ensured it had sufficient numbers of certified Spanish-speaking employees to effectively meet the need within each local area. Tagalog: The DHS data identified 5.12 deficiencies that occurred in seven units located in Alameda, Contra Costa, Los Angeles, Sacramento, and San Francisco counties. The DHS used a generic plan without regard t its feasibility to certify its non-certified bilingual staff and correct its deficiencies. While DHS does in fact employ sufficient numbers of non-certified staff that could be tested/certified in all but two of the units, it should have evaluated its overall Tagalog language needs. DHS should have developed a plan that ensured it had sufficient numbers of certified Tagalog-speaking employees to effectively meet the needs within each loca area, with contingencies for delivery of services in the interim. Armenian, Cantonese, Korean, Mandarin, and Russian: The DHS reported deficiencies ranging from .06 for Korean to 1.9 for Mandarin in units located within Alameda, Los Angeles and Sacramento counties. The department did not respond to any of these deficiencies							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
in its action plan. DHS did not report employing any bilingual staff with the relevant language fluency in any o the units with identified deficiencies. The DHS should have evaluated each language need, identified available resources to address the need and developed a plan to respond to that need.							
ii. Plans for Delivery of Services:							
29.55 Spanish	☐	☐	☐	☐	☑	☐	☐
5.12 Tagalog	☐	☐	☑	☐	☐	☐	☐
1.19 Mandarin	☐	☐	☐	☐	☐	☑	☐
0.62 Russian	☐	☐	☐	☐	☐	☑	☐
0.47 Cantonese/Yue	☐	☐	☐	☐	☐	☑	☐
0.45 Armenian	☐	☐	☐	☐	☐	☑	☐
0.06 Korean	☐	☐	☐	☐	☐	☑	☐
Comments: The DHS did not provide a specific plan for each deficiency identified and responded that it would "use existing certified staff in other locations & contract interpreters as needed" for all of its deficiencies, irrespective of whether or not this was a viable option. As reported, the DHS does not employ any certified staff fluent in the Tagalog language, nor does it contract with an interpreter service. The DHS should have reviewed each deficiency, identified what resources it had available and developed a specific plan for meeting the language needs. Additionally, it should have provided this information to its public contact staff so they were aware of what resources are available when encountering LEP clients i the interim.							
b. Implementation Plan: **i. Progress since Language Survey:**							
29.55 Spanish	☐	☐	☑	☐	☐	☐	☐
5.12 Tagalog	☐	☐	☐	☐	☑	☐	☐
1.19 Mandarin	☑	☐	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
0.62 Russian	☑	☐	☐	☐	☐	☐	☐
0.47 Cantonese/Yue	☐	☐	☐	☐	☐	☑	☐
0.45 Armenian	☐	☐	☐	☐	☐	☑	☐
0.06 Korean	☐	☐	☐	☐	☐	☑	☐

Comments:

Spanish: The DHS only reported progress for 13 of the 25 units with identified Spanish language deficiencies. The Department reported that it corrected the deficiencies in these 13 units by certifying existing staff language fluency. It did not provide any additional information on how it addressed the remaining deficiencies or what actions it has taken to ensure that an appropriate level of language access is provided.

Tagalog: Overall the DHS did not adequately respond to its Tagalog language needs. The DHS reported that it would address its 1.82 position deficiencies in the LA Medi-Cal Office by using its non-certified staff. This is not an appropriate corrective action and the department should have followed through to test/certify one or two of the five non-certified staff identified in this unit. The Act requires the employment of qualified bilingual staff and as such, employees should have their language fluency tested/certified. The department also reported action to test a non-certified employee in its Licensing & Certification program in Sacramento, although no deficiency was identified in this unit. There was no progress reported by DHS on its remaining 3.30 Tagalog deficiencies.

The DHS reported that it tested/certified an employee's Mandarin fluency in its LA Audits & Investigations, and another employee's Russian fluency in its Medi-Cal Operations to correct its identified deficiencies.

The DHS did not respond to its Korean, Armenian, and Cantonese language deficiencies. While these deficiencies were all less than a full-time position, the DHS is nonetheless required to identify available resources in order to provide an appropriate level of access to LEP customers.

2. Survey Recommended Staffing Needs Identified:

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ The Department's language survey did not identify any recommended staffing.							☐
3.97 Spanish	☐	☐	☐	☐	☑	☐	☐
1.42 Tagalog	☐	☐	☐	☐	☑	☐	☐
0.58 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.24 Hindi	☐	☐	☐	☐	☑	☐	☐

Comments:

Overall the DHS identified 8.68 recommended staffing needs within 11 units. Of these, DHS reported employing sufficient numbers of certified bilingual staff fluent in the Spanish language in three units. For the remaining 6.21 recommended staffing identified above, the DHS once again submitted a generic plan that stated it would "Test/certify an employee's language fluency" in the identified office without regard to whether or not this was a feasible action. This was not a viable option in two of the five units with unmet Spanish language needs, one of the three units with unmet Tagalog language needs and the one unit with unmet Hindi language needs. Additionally, the DHS did not report any progress made to test/certify its employees or address any remaining unmet language needs.

As previously recommended, the DHS should contract with an interpreter service vendor to enable its public contact employees to have access to qualified interpreters while providing the LEP public access to its services.

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	9	4	7	0	9	1	2
Part IV: Bilingual Staffing	2	0	2	0	4	13	0
Part V: Recommended Staffing	0	0	0	0	4	0	0
Total Percentages %	20.0%	7.3%	16.4%	0.0%	30.9%	25.5%	

Overall Percentage of Acceptable Services: 43.6%

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Analysis and Summary Report
High-Speed Rail Authority, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/15/2004 2nd Week: 4/5/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The High-Speed Rail Authority (HSRA) conducted its 2003-2004 Language Survey fror March 15 to March 26 and April 4 to April 16 of 2004, which was a four-week survey period. The State Personnel Board's (SPB) automated system is programmed to calculate percentages, deficiencies and recommended staffing levels based on a two week survey. Normally, this would impact the survey results. However since the HSRA only reported English language contacts, it had no impact on its survey results.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	230.00	5,980.00	NO	1.00	0	0
Total: 1	230.00	5,980.00	0	1.00	0	0

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1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The HSRA submitted all of the required documentation. However, its departmental summary report was not signed to certify the accuracy of its survey data.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The HSRA submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), and contained sufficient information to assist employees in providing language access. The SPB recommends the Policy include the name and telephone number of a departmental contact person fo obtaining assistance, rather than listing the SPB as its contact.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check ☐ Spanish Although the HSRA did not meet the 5% threshold in any non-English language, it reported that it has translated one of its fact sheets and one brochure into Spanish.	☐	☑	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The HSRA reported on its Compliance Report that it has three public contact employees, all of which participated in the survey. However, the HSRA only provided survey data for one employee. It is unclear why its other two public contact employees did not participate in the survey. The HSRA should ensure th accuracy of its language survey data and reports.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The HSRA is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☑	☐	☐	☐
The HSRA did not identify any additional bilingual resources besides its two translated documents. As previously stated, the HSRA should include a departmental contact person in its Policy for employees to obtain access to interpreter services, when the need arises. The HSRA does not have a contract for interpreter services, but will utilize the SPB for assistance, should the need arise.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The HSRA reported it has two translated documents available in Spanish.							
The high-speed rail project reportedly impacts communities in Sacramento, San Francisco, Los Angeles, San Diego, the Central Valley and Orange County, all of which have significant LEP populations. The HSRA should evaluate population information for these areas to determine if any LEP communities migh							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
be impacted by this project and translate some of its documents accordingly.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The HSRA reported it does not provide training for public contact staff on the provisions of the Act. The HSRA should contact the SPB to obtain guidance on utilizing the Bilingual Services Program's (BSP) resources to meet this requirement.							
b. The HSRA reported that it has a 24-hour telephone number to take verbal complaints, which is staffed from 8:00 a.m. to 5:00 p.m., and has a voice recording outside of these business hours. However, it did not identify how it makes the LEP public aware of its complaint process or in what languages, if any, the complaint information is available. The HSRA should contact the SPB to request authorization to use the BSP's complaint poster and process to meet this requirement.							
f. The HSRA reported that it complies with other State and Federal Language Access Laws through its Federal Resource Agency; however, it did not provide any details regarding how this is accomplished.							
g. The HSRA reported that its does not contract out any of its services. However, the HSRA indicated that its responsibilities include environmental impact studie							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
and overseeing the feasibility of a high-speed rail transportation system. If any of this work is or will be performed by contractors, the HSRA needs to ensure they provide language access. It would appear likely that these activities would involve public hearings, dissemination of information, and/or obtaining input from impacted populations. As discussed previously, the HSRA should evaluate what impact this project ha on LEP communities and provide meaningful language access to its public information.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The HSRA attended 2 of the BSP's training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	3	3	1	5	1	8
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	23.1%	23.1%	7.7%	38.5%	7.7%	

Overall Percentage of Acceptable Services: 53.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Highway Patrol, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 12/14/2003 2nd Week: 1/4/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	582,155.00	15,136,030.00	NO	8,335.00	0	0
SPANISH	82,864.00	2,154,464.00	YES	1,035.00	352.47	0.67
KOREAN	1,113.00	28,938.00	NO	0.00	0	7.2
MANDARIN	834.00	21,684.00	YES	1.00	0	3.98
JAPANESE	808.00	21,008.00	NO	0.00	0	3.73
CANTONESE	539.00	14,014.00	YES	8.00	0	0.36
ARABIC	491.00	12,766.00	NO	0.00	0	1.14

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
VIETNAMESE	472.00	12,272.00	NO	1.00	0	1.63
RUSSIAN	417.00	10,842.00	YES	1.00	0	1.38
TAGALOG	316.00	8,216.00	NO	0.00	0	1.11
ARMENIAN	283.00	7,358.00	NO	1.00	0	0.72
PUNJABI	279.00	7,254.00	NO	1.00	0	0
CAMBODIAN	180.00	4,680.00	NO	0.00	0	2.08
HINDI	175.00	4,550.00	NO	2.00	0	0
AMERICAN SIGN	153.00	3,978.00	NO	1.00	0	0
HMONG	132.00	3,432.00	NO	2.00	0	0
GERMAN	122.00	3,172.00	NO	2.00	0	0
LAOTIAN	116.00	3,016.00	NO	0.00	0	0
FARSI	106.00	2,756.00	NO	1.00	0	0
PORTUGUESE	99.00	2,574.00	NO	0.00	0	0
FRENCH	70.00	1,820.00	NO	1.00	0	0
ITALIAN	58.00	1,508.00	NO	0.00	0	0
CROATIAN	35.00	910.00	NO	0.00	0	0
GREEK	20.00	520.00	NO	0.00	0	0
HEBREW	19.00	494.00	NO	0.00	0	0
POLISH	19.00	494.00	NO	0.00	0	0
SAMOAN	13.00	338.00	NO	0.00	0	0
UKRANIAN	9.00	234.00	NO	0.00	0	0
MEIN	9.00	234.00	NO	0.00	0	0
ILOCANO	9.00	234.00	NO	0.00	0	0
PAMPANGAN	3.00	78.00	NO	0.00	0	0
INDONESIAN	3.00	78.00	NO	0.00	0	0
PAKISTAN	2.00	52.00	NO	0.00	0	0
ROMANIAN	2.00	52.00	NO	0.00	0	0
SOMALI	2.00	52.00	NO	0.00	0	0
GUJARATI	1.00	26.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
BENGALI	1.00	26.00	NO	0.00	0	0
NORWEGIAN	1.00	26.00	NO	0.00	0	0
DUTCH	1.00	26.00	NO	0.00	0	0
CZECH	0.00	0.00	NO	1.00	0	0
Total: 40	671,931.00	17,470,206.00	4	9,393.00	352.47	24

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Highway Patrol (CHP) submitted all the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Bilingual Services Policy (Policy) submitted by the CHP is identical to the one provided with its 2001-2002 Language Survey. In its 2001-2002 Language Survey assessment the State Personnel Board (SPB) identified issues and recommendations that needed to be addressed to solidify its commitment to comply with the Act; however, the CHP did not revise its Policy. Although the CHP's Policy includes performance standards, definition of terms, and Client Service Standards, it does not provide specific information regarding its bilingual resources. For example, the Policy states, "[Limited English Proficient] LEP identified clients are offered an opportunity to request	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
an interpreter"; however, it does not identify how this is done. It also states "translated written material are provided to the client when able"; however, it does not state that it has a list of translated documents nor does it give a link to the translated documents. Since the CHP has more than 5,000 employees, it would benefit the department to create a webpage of its bilingual resources on its "intranet," instead of having its employees contact the bilingual services coordinator every time they have a program question/concern. The calls to the bilingual services coordinator can be reduced substantially if a centralized bilingual resources area is developed. The CHP should revise its Policy immediately, since it is outdated (over 4 years old) to include its commitment to comply with the Act, a list of bilingual resources that includes a link to its translated documents on its web page, the name and telephone number to its interpreter service provider, a list of certified bilingual employees, the list of the foreign language dictionaries and their location, detailed information about its language access training and complaint process. Once the CHP revises its Policy to include the recommended changes, it should be placed on its department letterhead, signed by its Commissioner, and disseminated to all of its employees. A copy should also be sent to the SPB.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Armenian	☐	☑	☐	☐	☐	☐	☐
☑ Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
☐ German	☐	☑	☐	☐	☐	☐	☐
☐ Hindi	☐	☑	☐	☐	☐	☐	☐
☐ Italian	☐	☑	☐	☐	☐	☐	☐
☐ Korean	☐	☑	☐	☐	☐	☐	☐
☑ Mandarin	☐	☐	☐	☐	☑	☐	☐
☐ Mien	☐	☑	☐	☐	☐	☐	☐
☐ Portuguese	☐	☑	☐	☐	☐	☐	☐
☐ Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ Russian	☐	☐	☐	☐	☑	☐	☐
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
☐ Vietnamese	☐	☑	☐	☐	☐	☐	☐
The SPB commends the CHP for addressing its bilingual needs at the 2.5 self imposed level; however, this assessment will focus on ensuring that it is meeting the requirements of the Act at the required 5% threshold level. The CHP's language survey results report that it met the 5% threshold in the Chinese (Cantonese and Mandarin), Spanish and Russian languages and has translated 100% of its documents that fall within the meaning of the Act. However, the CHP reported that i has only 23 documents translated into Spanish, 2 into Russian, and 3 into Chinese. After reviewing in detail its webpage, the SPB recommends that the CHP add to its homepage a link to all of its translated information and links to its translated documents currently on its "Publications" web page. For example the CHP has translated information about the "Amber Alert" a program that informs through its billboards the abduction of a missing child. However, the translated page is located within the web page of the program. The CHP also has links to "CHP in the Community," that takes the public to links to a web page called "El Protector" (The Protector) and to a link to "Asian Pacific Outreach". Both these pages are translated into Spanish and Chinese, discuss CHP's outreach efforts in the community, and have several links to its services. However, the links do not connect to any of its translated documents. Instead, the translated documents are embedded within the website. The CHP "Translation" link on its homepage does not take you to translated documents. Instead, the link provides information about the Act and its commitmen to translate documents. This would be an excellent avenue to link the public to its translated documents such as its "Amber Alert" link, information about its Farm Labor Vehicle, and other safety, service and security links. The CHP should also consider redirecting its "Chipper and his Pals talk about Safety" coloring book link that has been translated in Spanish, to its "El Protector" web link since it talks about safety issues that children, parents and educators should know about to ensure the safety of children.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The CHP needs to identify all of its documents that are of a public nature and set up a plan to translate the remaining documents into Spanish and Russian or determine in which alternate method it will provide them to the LEP public to afford them an equal level of service. The CHP demonstrated its commitment to provide better service to the community by translating its services documents into languages (Hindi, Vietnamese, Italian, Korean, Punjabi, German, Portuguese, Armenian, and Mien) that have not met the 2.5% threshold.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The CHP reported conflicting information regarding the level of survey participation. In the "Department Totals By Language," it reported 9,393 public employees participated in the survey, while in the "Compliance Report" it states that 9,445 employees participated. The CHP also reported on the "Compliance Report" that when it began its survey it had 9,638 public contact positions filled. It is not known why 193 public contact employees did not participate in the survey. The CHP should ensure the accuracy of both its survey data and reports, since these discrepancies affect the deficiencies identified that will be discussed in Part VI of the assessment.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The CHP reported that it filled 833 full-time and 4 part-time positions. Of the new hires, 112 were to correct some of the identified 352.47 position deficiencies identified in the survey. However, in reviewing the position deficiency data, the CHP only corrected 48 position deficiencies in 35 of 146 units that had identified deficiencies. As mentioned above, the position deficiencies will be discussed further in Part IV of this assessment.	☐	☐	☐	☐	☑	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☑	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
The CHP has a variety of bilingual resources available for its public contact staff that include Spanish language dictionaries, glossary of terms in Spanish and Mandarin, a list of certified bilingual employees, and translated documents on its website that can be downloaded and given to the LEP public. The CHP also has two contracts with interpreter services vendors that provide bilingual resources in all languages. The CHP needs to ensure that these resources are identified and available to its public contact employees. As mentioned earlier, once it revises its Policy, the CHP can use it to serve as an avenue for employees to learn of the availability of its bilingual resources. The CHP should also consider developing and making accessible to all public contact employees an "intranet" bilingual resource page that identifies all of its resources available to provide services to its LEP contacts.							
7. Bilingual Resources Available for LEP Public The CHP reported it has a toll free line "1-800-TELL-CHP" that is accessed by the public to report non-emergencies incidents. The CHP needs to ensure that its recorded message is available in those languages that met the requirements of the Act (Chinese, Russian and Spanish) and that it informs the public that they will be able to connect with a bilingual employee or an	☐	☑	☐	☐	☐	☐	☐

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
interpreter. The CHP also has outreach programs for the Latino and Asian communities including WebPages in Spanish and Chinese, and informational videos in Spanish. In addition, the CHP has access to over 100 languages through the use of its interpreter contracts. As mentioned above, the CHP needs to ensure that all LEP contacts have access to its services through an interpreter.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☑	☐	☐	☐	☐	☐
a. The CHP reported that all employees receive on-going training regarding resources available to assist its LEP contacts. Available resources to improve language services are developed and disseminated to public contact staff on ongoing bases. Refresher training is given as needed to apprise staff of additional bilingual resources available to assist LEP contacts. The CHP should incorporate information about the Act and bilingual resources at its new employee orientation for uniformed and non-uniformed staff, as well as include it on its Intranet page.							
b. Although the CHP reported that its Equal Employment Opportunity (EEO) Office is responsible for processing and responding to language access complaints, it did not identify any of the processes and procedures it has available to ensure the LEP public understands it has a right to request language services. The CHP also reported that it has posters							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
and translated materials on how to file a complaint, which are easily accessible in its field offices and website. However, upon reviewing its citizen's complaint information, on the CHP website, it is not for filing a complaint regarding the lack of bilingual services. The CHP needs to ensure that its complaint process includes an avenue for the public to complain about language access issues. This information should then be translated and made available on its home page within its future centralized translation website. ci. The CHP recruits qualified bilingual staff through job announcements that include a bilingual fluency requirement, publicizes on SPB's website, and advertises at community outreach events. The CHP should consider advertising through foreign language media that includes radio, television, and newspapers to ensure it is reaching all of the LEP communities. cii. The CHP reported that it follows the mandate of the Act to translate any written materials that explain it services. The responsibility of coordinating the translations needs rests with its Community Outreach and Partnership Section (COPS). The CHP should ensure that it reviews the results of its survey data to determine its translation needs. d. The CHP has delegated testing authority to administer bilingual exams. The CHP should also consider using the Los Angeles Unified School District (LAUSD) since it administers the exam in over 15 languages. e. The CHP reported that its certified bilingual staff and its translation vendor translate its documents. However, it did not report how its bilingual staff's skill level is assessed to ensure they are providing adequate services. The SPB recommends that the CHP ensure that the LAUSD or the CPS Human Resource Services (CPS), two entities recognized by the SPB, assesses its staff's bilingual written skill leve f. Although the CHP reported that it receives federal funding from the Office of Traffic Safety, it did not report the process and procedures it used to comply with the federal language access laws. h. In its effort to comply with the Act, the CHP through COPS, automatically translates departmental traffic safety pamphlets. In addition, it continues to utilize its							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual transfer bypass policy that allows preferential assignment of certified bilingual employees who desire to transfer to areas identified as needing bilingual employees in particular languages.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The CHP attended 2 of the Bilingual Services Program's (BSP) training classes.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
352.47 Spanish	☐	☑	☐	☐	☐	☐	☐
1.98 Mandarin	☐	☐	☐	☐	☐	☑	☐
Comments: Spanish: The CHP reported a total of 352.47 bilingual position deficiencies in the Spanish language at 146 of its units in the following Counties: (15.63 deficiencies) in Alameda County (at 6 of its Units), 1.89 Amador (2), .49 Butte (1), 1.02 Colusa (1), 9.09 Contra Costa (2), 0.16 El Dorado (1), 7.29 Fresno (2), .07 Glenn (1), 15.59 Imperial (4), 1.45 Inyo (2), 14.91 Kern (7), 1.59 Lake (2), 60.80 Los Angeles (15), 6.1 Madera (2), 1.4 Marin (2), 3.82 Mendocino (3), 7.25 Merced (3), 0.2 Modoc (1), .99 Mono (1), 13.32 Monterey (3), 7.14 Napa (1), .93 Nevada (1), 17.26 Orange (8), 1.75 Placer (2), 9.99 Riverside (8), 19.52 Sacramento (9), 18.97 San Bernardino (9), 48.04 San Diego (7), 8.21 San Francisco (3), 0.86 San Joaquin (4), 6.38 San Luis Obispo (4), 3.85 San Mateo (2), 1.64 Santa Barbara (2), 12.28 Santa Clara (5), 0.81 Santa Cruz (1), 0.37 Shasta (2), 0.51 Stanislaus (1), 0.98							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Siskiyou (1), 6.18 Solano (3), 9.19 Sonoma (2), 0.71 Tehama (2), 3.7 Tulare (3), 6.79 Ventura (1), and 2.35 Yuba (2). The CHP's proposed action plan is to encourage transfer of certified staff into units where deficiencies were reported, as well as to hire bilingual Spanish-speaking staff to correct its deficiencies. Mandarin: The CHP reported 1.98 bilingual position deficiencies in the Mandarin language at its San Francisco Field Office. This 1.98 deficiency which has a 3% threshold, falls withi the CHP's self-imposed 2.5% threshold measure of deficiencies. The CHP did not propose any corrective action plan to address its 1.98 position deficiencies. Although the CHP utilizes a self imposed 2.5% threshold to identify its need to employ certified bilingual employees, the Act identifies a 5% threshold. Therefore, for the purpose of this report, the SPB will address the CHP's level of compliance based on the requirements of the Act.							
ii. Plans for Delivery of Services:							
352.47 Spanish	☐	☑	☐	☐	☐	☐	☐
1.98 Mandarin	☐	☐	☐	☐	☐	☑	☐
Comments: Spanish: The CHP reported that it will proceed with its proposed action to correct its deficiencies by encouraging the transfer of bilingual staff to units with deficiencies, as wel as to utilize its interpreter services to ensure an equal level of services is provided in the Spanish language.							
b. Implementation Plan: **i. Progress since Language Survey:**							
352.47 Spanish	☐	☐	☑	☐	☐	☐	☐
1.98 Mandarin	☐	☐	☐	☐	☐	☑	☐
Comments: Spanish: The CHP reported that it has corrected 112 of the 352.47 bilingual position deficiencies by hiring bilingual staff. It also reported planning to continue utilizing the services o							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
its interpreter contract until it is able to hire bilingual staff with the necessary language skills to correct the remainir deficiencies of other units.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
7.2 Korean	☐	☑	☐	☐	☐	☐	☐
3.98 Mandarin	☐	☑	☐	☐	☐	☐	☐
3.73 Japanese	☐	☐	☑	☐	☐	☐	☐
2.08 Cambodian/Khmer	☐	☑	☐	☐	☐	☐	☐
1.63 Vietnamese	☐	☑	☐	☐	☐	☐	☐
1.38 Russian	☐	☑	☐	☐	☐	☐	☐
1.14 Arabic	☐	☑	☐	☐	☐	☐	☐
1.11 Tagalog	☐	☑	☐	☐	☐	☐	☐
0.72 Armenian	☐	☑	☐	☐	☐	☐	☐
0.67 Spanish	☐	☑	☐	☐	☐	☐	☐
0.36 Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish: The CHP reported a total of 0.67 recommended staffing needs at its Chico - Comm (0.14), and at Donner Inspection Facility - Insp Fa (0.53). Arabic: The CHP reported a total of 1.14 recommended staffing needs at its Central Los Angeles (0.31), South Los Angeles (0.36), El Cajon (0.37), and Los Angeles Communications Center offices (0.10). Armenian: The CHP reported a total of 0.72 recommended staffing needs at its Central Los Angeles - Field Office. Cantonese: The CHP reported a total of 0.36 recommended staffing needs at its Los Angeles Communications Cent (0.28), and at Merced - Comm (0.08) offices.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Japanese: The CHP reported a total of 3.73 recommended staffing needs in the Japanese language at the following 7 offices: Santa Fe Springs (0.76), Central Los Angeles- Office (0.54), Baldwin Park (0.3), Los Angeles Communications Cent (0.16), Central Los Angeles - Field (0.68), San Diego - Field (0.71), and at Oceanside - Field (0.58). Korean: The CHP reported a total of 7.22 recommended staffing needs in the Korean language at the following 10 offices: Santa Fe Springs - Field (1.86), Los Angeles Communications Cent (0.37), Central Los Angeles - Field (1.26), Central Los Angeles - Office (0.57), San Diego - Field (0.97), South Los Angeles - Office (0.42), East Los Angeles - Field (0.66), Westminster - Field (0.53), South Los Angeles - Field (0.35), and at South Sacramento - Office (0.23). Mandarin: The CHP reported a total of 3.98 recommended staffing needs in the Mandarin language at the following 5 offices: Santa Fe Springs - Field (1.77), East Los Angeles - Field (1.09), Baldwin Park - Field (0.67), San Jose - Office (0.35), Los Angeles Communications Cent (0.1). Tagalog: The CHP reported a total of 1.11 recommended staffing needs at its Santa Fe Springs - Field (0.44), San Diego - Office (0.17), and South Sacramento - Field (0.5). Cambodian/Khmer: The CHP reported a total of 2.08 recommended staffing needs at its West Valley - Field (1.22), and Altadena - Field (0.86) offices. Vietnamese: The CHP reported a total of 1.63 recommended staffing needs at its South Sacramento - Field (0.23), Central Los Angeles - Office (0.54), Westminster - Field (0.86) offices. Russian: The CHP reported a total of 1.38 recommended staffing needs at its South Sacramento - Field (1.03), and at South Sacramento - Office (0.35) offices. For the unmet recommended staffing needs of Spanish, Mandarin, Cantonese, Vietnamese, Tagalog, and Armenian languages, the CHP planned to encourage							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
transfer of certified staff to units with deficiencies, and certify its non-certified staff on these languages. The CHP plans to utilize its interpreter contract for the Korean, Japanese, Arabic, Russian, and Cambodian languages, to ensure delivery of services. These languages do not have enough non-certified staff that car be certified for its recommended staffing needs.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	16	0	2	10	1	2
Part IV: Bilingual Staffing	0	2	1	0	0	3	0
Part V: Recommended Staffing	0	10	1	0	0	0	0
Total Percentages %	2.1%	59.6%	4.3%	4.3%	21.3%	8.5%	

Overall Percentage of Acceptable Services: 70.2%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/4/2004 2nd Week: 2/1/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	3,664.00	95,264.00	NO	41.10	0	0
SPANISH	1,839.00	47,814.00	YES	7.00	5.29	0
PAMPANGAN	4.00	104.00	NO	0.00	0	0
CANTONESE	4.00	104.00	NO	0.10	0	0
JAPANESE	3.00	78.00	NO	0.00	0	0
RUSSIAN	2.00	52.00	NO	0.00	0	0
FRENCH	2.00	52.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
TAGALOG	1.00	26.00	NO	0.00	0	0
MANDARIN	1.00	26.00	NO	0.00	0	0
KOREAN	1.00	26.00	NO	0.00	0	0
ITALIAN	1.00	26.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
ARABIC	1.00	26.00	NO	0.00	0	0
Total: 13	5,524.00	143,624.00	1	48.20	5.29	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Horse Racing Board (CHRB) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CHRB submitted a copy of a Bilingual Services Policy (Policy) that is in draft form. The CHRB should revise the Policy to include performance standards and available bilingual resources. In addition, it should be printed on letterhead and signed by its director to demonstrate the CHRB's commitment to comply with the Dymally-Alatorre Act (Act). A copy should be disseminated to all staff and to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Horse Racing Board, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☐	☐	☑	☐	☐	☐
The CHRB met the 5% threshold in the Spanish language and reported 5.20 position deficiencies. The CHRB reported that instead of translating documents, it utilizes the services of its certified bilingual staff to assist Limited English Proficient (LEP) customers requesting access to its information or services. Although this alternative means is acceptable in some instances, the CHRB should consider having its most commonly requested documents translated by an interpreter contract service. In doing so the CHRB wil insure its clients receive timely language access, instead of having to wait for certified bilingual staff to become available.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CHRB reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The CHRB reported that it would try to recruit 1 bilingual Spanish-speaking employee. However, it did not refill any vacancies with bilingual employees when hired four full time staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The CHRB reported that it has several bilingual							

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Analysis and Summary Report
Horse Racing Board, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
resources available including a language identification guide, bilingual staff, and its language policy. Although the CHRB has the language identification guide, it does not state what services it provides to the LEP contact once their language is identified. Since the CHRB received LEP contacts in 12 non-English languages an it does not have bilingual staffs in all these languages; i should contract with an interpreter service to ensure its LEP contacts are being provided equal access to its services. The CHRB should also ensure that their bilingual staffs are certified and that the policy is revise to include its available bilingual resources.							
7. Bilingual Resources Available for LEP Public The CHRB reported that it does not have any resource available for its LEP contacts. As stated above, since the CHRB receives LEP contacts in 12 non-English languages, it should contract with an interpreter service	☐	☐	☐	☐	☑	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☑	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The CHRB reported that it issues information regarding bilingual pay to its staff and managers, instead of reporting how it provides training to its staff on the provisions of the Act and how staff should ensure LEP contacts are provided an equal level of service. The CHRB did attend the training provided by the SPB that explained how to develop training and written procedures for public contact staff. The SPB							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
also made available to all state departments, including the CHRB, a video explaining how to provide services to LEP contacts that should be incorporated into its training procedures once they are developed. b. The CHRB reported that language access complaints are forwarded to the Chief of Administration where they follow the standard complaint/grievance process for discrimination; however it did not explain the process nor report how i ensured its public contacts were aware of a complaint process. ci. The CHRB reported that it recruits qualified bilingual staff by advertising bilingual skills need in its job vacancies, publicizing on SPB's website, identifying internal bilingual staff, identifying need in exam planning, and advertising at outreach events. cii. The CHRB reported that when it receives a request for a translation, it reviews the request and determines the best means to meet the needs of the request. As stated in Part II, Question 3, the CHRB should consider having its most commonly requested documents translated by an interpreter contract servic d. The CHRB utilizes SPB, Los Angeles Unified School District (LAUSD), and CPS Human Resource Services to certify its staff.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource: The CHRB attended 5 of the Bilingual Services Program's (BSP) training classes.	☐	☑	☐	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☐ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:**							☐

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Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5.29 Spanish Comments: The CHRB reported 5.29 position deficiencies that ranged from .31 to 1.40 positions in five units located throughout the state and proposed to correct these by certifying existing bilingual staff in these units. This proposed action would only be successful in the Licensing Bay Meadows Unit in San Mateo County, which reported having one non-certified bilingual staff. None of the other units reported have non-certified bilingual staff.	☐	☑	☐	☐	☐	☐	☐
ii. Plans for Delivery of Services: 5.29 Spanish Comments: The CHRB reported that it plans to deliver services to its Spanish speaking contacts by using existing certified staff in other locations and contracting interpreters as needed.	☐	☑	☐	☐	☐	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 5.29 Spanish Comments: The CHRB reported that it has had to reduce its staff and has not been able to hire until recently. In the interim, it has instructed those units that do not have bilingual staff identified, to contact units that have resources. The SPB recommends the CHRB certify its non-certified bilingual staff identified in its Licensing Bay Meadows Unit to correct its position deficiency. While it can use its seven certified bilingual Spanish speaking staff to assist with its Spanish calls, it will be taxing on those units since the numbers of calls reported were 1,839 for a two-week period and 47,814 annually. The SPB recommends that the CHRB contract with an interpreter service immediatel to ensure all of its public contacts are provided with equa access.	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Horse Racing Board, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	1	3	2	4	1	5
Part IV: Bilingual Staffing	0	2	0	0	1	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	22.2%	16.7%	16.7%	11.1%	27.8%	5.6%	

Overall Percentage of Acceptable Services: 66.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Housing & Community Development, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 7/28/2003 2nd Week: 8/11/2003

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	18,650.00	484,900.00	NO	227.00	0	0
SPANISH	2,045.00	53,170.00	YES	16.00	5.71	0
VIETNAMESE	45.00	1,170.00	NO	0.00	0	0.21
JAPANESE	7.00	182.00	NO	0.00	0	0
LAOTIAN	5.00	130.00	NO	0.00	0	0
TAGALOG	2.00	52.00	NO	0.00	0	0
KOREAN	1.00	26.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Housing & Community Development, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ITALIAN	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
Total: 9	20,757.00	539,682.00	1	243.00	5.71	0.21

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Housing and Community Development (HCD) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The HCD submitted a copy of its revised Bilingual Services Policy (Policy) that communicates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act). The Policy contains language that communicates the intent of the Act, the responsibilities given to deputy directors and managers to ensure employees understand the importance of providing bilingual services, a list of its identified bilingual resources, and the telephone number and name of the person responsible for providing information/assistance. The State Personne Board (SPB) recommends that the HCD have its Policy signed by its director and disseminated to its employees. A copy should also be sent to the SPB.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents							

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Analysis and Summary Report
Housing & Community Development, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
The HCD reported translating 80% to 99% of its documents into Spanish (48), which met the 5% threshold.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The HCD reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The HCD reported that it made 25 new hires, none of which were employees with bilingual skills. Although the HCD reported that it has sufficient bilingual employees to provide an equal level of services, its language survey data identified 5.1 position deficiencies in the Spanish language that could have been addressed when making the 25 new hires.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a. & b. The HCD reported that it developed a Bilingual Services Program Handbook that includes a directory of employee interpreters, a language identification char and a listing of community resources as well as other bilingual resource information. The name of the persor that can provide assistance/information is included in a handbook that is available for all employees. The HCD should ensure that employees used as bilingual resources have their bilingual skill level assessed to ensure they are providing adequate services. The HCI							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Housing & Community Development, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
also has a contract with Transcend who translates its documents into Spanish.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The HCD reported that it has a phone menu tree and a toll-free telephone number that allows its Spanish contacts to leave messages that are handled by its Spanish speaking employees. The HCD should consider adding a "Translations" link to its homepage and have its Spanish documents available via this avenue.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☑	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☑	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☑	☐	☐	☐	☐	☐
a. The HCD reported that it does not currently provide training for its public contact staff on appropriate level of services for Limited English Proficient (LEP) contacts. However, all of its public contact employees are provided with written procedures that detail their responsibilities for providing an appropriate level of services to its LEP clients, including new bilingual resources. The HDC includes information on its bilingual services program in its new employee orientation. Employees are also asked to complete a language fluency survey to identify their bilingual skills if any, the information is then assessed, and if applicable, added to its list of bilingual resources.							
b. The HCD reported that it has resources to address							

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Housing & Community Development, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
and/or resolve language access complaints such as; public notices available on its public counters, Externa Communications Policy with procedures for responding to complaints, names of contact persons handling complaints, and a toll-free "Hotline" telephone number to receive language access complaints. ci. Although the HCD reported that it does not label positions as exclusively bilingual and has a pool of candidates to select from, it should be aware that whe a department identifies bilingual deficiencies, there are methods it can utilize to attract bilingual candidates such as adding the bilingual fluency to it job announcements, using bilingual certification lists, and utilizing the SPB's website to advertise its bilingual vacancies. cii. The HCD reported that it has not developed a formal procedure for identifying translation needs, instead it translates documents as needed. d. The HCD reported that it is utilizing the services of the SPB to certify its bilingual employees. f. The HCD reported that it complies with the Government Code 11135, which requires all departments to provide alternative communication services to persons with disabilities. Also, it complies with the Title VI of the Civil Rights Act by having a non discrimination clause in all its contracts. g. The HCD reported that its public contract program managers audit their program contracts to ensure that they are sensitive to its obligations to Title VI of the Civil Rights Act and the Government Code 11135. h. The HCD reported that it has an external commutation policy that provides guidance to employees on its services to LEP persons and persons with hearing and speech impairments. Additionally, the HCD periodically reviews significant processes such as initial point-of contact activities (e.g., requests for applications for mobile home permits) to determine if there are process changes tha could improve the way bilingual services are provided. The HCD will redesign its mobile home permit applications to identify the need for language assistance at the time of services.							

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Analysis and Summary Report
Housing & Community Development, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The HCD attended 2 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan: **i. Proposed Actions:** 5.71 Spanish Comments: Spanish: The HCD reported a total of 5.71 bilingual position deficiencies in the Spanish language for the following 6 Units: C/S Field Operations Northern Area Office (1.58), Registration & Titling Riverside (1.39), Rural Services & Underwriting FWHG (1.21), HQ/Manager's Office (.91), R&T Santa Ana (.35), and R&T NAO (.27). The HCD reported that it will attempt to certify the non-certified staf assigned in units with deficiencies, and certify a non-certified staff from the District Office to correct the deficiencies at the HQ/Manager's Office.	☐	☑	☐	☐	☐	☐	☐
ii. Plans for Delivery of Services: 5.71 Spanish Comments: The HCD reported that it will continue utilizing its non-certified bilingual staff, translate additional notifications, and use employee interpreters as necessary to ensure delivery of services to units with deficiencies in the Spanish language.	☐	☑	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Housing & Community Development, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Implementation Plan: **i. Progress since Language Survey:** 5.71 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The HCD reported in its Implementation Plan that it was able to correct the bilingual position deficiencies except for the 1.39 deficiency in the Riverside Unit of Registration & Titling Group. The HCD can certify the bilingual staff in this unit to correct the deficiency, or utilize the certified staff at its Winnetka Unit at the C/S-Registration & Titling Group in Los Angeles County.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
0.21 Vietnamese	☐	☑	☐	☐	☐	☐	☐
Comments: Vietnamese: The HCD reported a 0.21 unmet recommended staffing need in the Vietnamese language in its Southern Area Office. To allow access to employee interpreters, and ensure delivery of services in the Vietnamese language, the HCD installed speakerphones at its public counters t connect the Vietnamese public with interpreters when necessary. The HCD can certify its non-certified staff at its San Jose Unit of Registration and Titling Group to assist public contact staff and correct its unmet recommended staffing needs in the Vietnamese languag							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	7	2	1	2	0	2
Part IV: Bilingual Staffing	0	3	0	0	0	0	0
Part V: Recommended Staffing	0	1	0	0	0	0	0
Total Percentages %	27.3%	50.0%	9.1%	4.5%	9.1%	0.0%	

Overall Percentage of Acceptable Services: 90.9%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Housing Finance Agency, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/8/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,040.00	53,040.00	NO	9.53	0	0
SPANISH	235.00	6,110.00	YES	4.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
Total: 3	2,276.00	59,176.00	1	13.53	0	0

2003-04 Language Survey and Implementation Plan
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1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Housing Finance Agency (CalHFA) did not submit a Bilingual Services Policy (Policy).	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy The CalHFA reported that it is still in the process of writing its Bilingual Services Policy (Policy). The State Personnel Board (SPB) recommends that the CalHFA implement a Policy that communicates its commitment to comply with the Act, sets service standards for providing services to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person responsible for providing information and assistance. The Policy should be placed on department letterhead, signed by the director and distribute to its public contact staff. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Spanish The CalHFA met the 5% threshold in the Spanish language and has translated 80% to 99% of its documents.	☑	☐	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CalHFA reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
The CalHFA reported hiring one Spanish-speaking bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☑	☐
a. & b. The CalHFA reported that it has a listing of its bilingual employees available to its public contact staff.							
c. The CalHFA listed the documents that were translated at $0.18 per word, but did not provide the name of the institution with which it has a contract.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The CalHFA reported that the homeownership portion of its website has been translated into the Spanish language. However, no information was provided on the resources available to other Limited English Proficient (LEP) persons.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐

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Analysis and Summary Report
Housing Finance Agency, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The CalHFA reported that it does not currently provide training for its public contact staff on appropriate services to LEP persons. It did report providing them with verbal instructions, but did not clearly discuss the details regarding how services will be rendered to LEP persons. b. The CalHFA reported that complaints are directed to the Human Resources Manager or the Director of Marketing for resolution. However, there was not a clear description of the language access complaint process. ci. The CalHFA reported that when recruiting for bilingual staff, the position is advertised in job announcements and on the SPB website. The CalHF also incorporates identification of bilingual needs in its exam process. c ii. The CalHFA reported that its Marketing Department surveys its lenders to determine the translation needs of its units in helping its LEP clients. d. & e. The CalHFA reported that it utilizes the SPB for the certification of its employees' oral language fluency and translation skills. The SPB does not certify written translation skills and recommends that the CalHFA contact the Los Angeles Unified School District to certify its bilingual staff's written skills.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The CalHFA attended 5 of the Bilingual Services Program's (BSP) training sessions.	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Housing Finance Agency, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							
ii. Plans for Delivery of Services:							
Comments: N/A							
b. Implementation Plan:							
i. Progress since Language Survey:							
Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Housing Finance Agency, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	2	4	2	4	1	4
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	18.8%	12.5%	25.0%	12.5%	25.0%	6.3%	

Overall Percentage of Acceptable Services: 68.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Independent Living Council, State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/24/2005 2nd Week: 2/7/2005

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The State Independent Living Council (Council) did not complete and submit its 2003-0 Language Survey as required by the Dymally-Alatorre Bilingual Services Act (Act) by th due date of March 31, 2004. The Council conducted the survey in 2005.

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

☐ Exemption approved by the SPB

☑ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

The Council did not request nor was granted an exemption from participation in the 200 Implementation Plan. The Implementation Plan is a requirement of the Act to determine progress made in its bilingual services program.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	1,730.00	44,980.00	NO	2.00	0	0
SPANISH	334.00	8,684.00	YES	0.00	0.48	0
AMERICAN SIGN	16.00	416.00	NO	1.00	0	0
Total: 3	2,080.00	54,080.00	1	3.00	0.48	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Independent Living Council, State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Council did not submit an "Implementation Plan" that outlines progress made to its bilingual program and efforts to correct any position deficiencies identified in the Language Survey.	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy The Council did not submit a Bilingual Services Policy (Policy) nor did it provide an explanation as to why it did not comply with the Act. The SPB recommends that the Council implement a Policy that communicates its commitment to comply with the Act, sets service standards for providing services to LEP persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information and assistance. The Policy should be placed on department letterhead, signed by the director and distributed to its public contact staff. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☐	☐	☐	☑	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☐
☐ Braille	☑	☐	☐	☐	☐	☐	☐
☑ Spanish	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Independent Living Council, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The Council met the 5% threshold in the Spanish language and has translated 2 documents into Spanish. The Council also has documents available i Braille and in large print for its hearing and sight impaired public contacts.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Council reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
The Council hired 1 employee that is proficient in American Sign Language. The Council needs to ensure that this person take the sign language proficiency exam to assess his/her skill level.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The Council has a multitude of bilingual resources that include translated documents, certified bilingual staff, a Spanish language dictionary and a Telecommunication Device for the Deaf (TDD) machine. The Council encourages interested staff to attend Spanish classes offered by community colleges to assist in developing their bilingual skills. The Council also has a contract with Language Line Services to assist with its non-English contacts.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The Council has telephone message recordings and public service announcements in English and Spanish, translated documents, interpreter services, bilingual staff and services for the hearing and sight impaired contacts to ensure they are provided an equal level of							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Independent Living Council, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
services.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a&b. The Council did not submit an Implementation Plan; therefore, the SPB was not able to provide updated information on the progress made to its bilingual services program. The Council should ensur that it has processes and procedures developed for training its public contact staff on the provisions of the Act and a complaint process to resolve language access issues. The Council should contact the Bilingual Services Program (BSP) for guidance on complying with the Act in these areas. d. The Council reported that it utilizes the services of the Department of Rehabilitation to certify its employees' American Sign Language interpreting skills							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The Council did not attend any of the BSP training classes where guidance was provided to meet the requirements of the Act and resources were made available. The SPB recommends that the Council visit the BSP's website, download the training materials and contact the SPB for guidance on developing this part of their bilingual services program.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Independent Living Council, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.48 Spanish	☑	☐	☐	☐	☐	☐	☐
Comments: The Council proposed to certify its non-certified staff to correct its deficiency. The SPB recommends that the Council have its bilingual employees take the oral fluency exam as soon as possible to assess their skill level.							
ii. Plans for Delivery of Services:							
0.48 Spanish	☐	☐	☑	☐	☐	☐	☐
Comments: The Council reported that it utilizes its interpreter service and non-certified bilingual staff to ensure delivery of service in the interim of certifying staff.							
b. Implementation Plan:							
i. Progress since Language Survey:							
0.48 Spanish	☐	☐	☐	☐	☐	☑	☐
Comments: The Council did not submit an "Implementation Plan," where a status on position deficiencies is made available. The Council should continue to utilize the services of its non-certified bilingual staff and its contract services in the interim of hiring bilingual staff to correct the deficiencies.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Independent Living Council, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Independent Living Council, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	4	1	0	2	8	2
Part IV: Bilingual Staffing	1	0	1	0	0	1	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	22.7%	18.2%	9.1%	0.0%	9.1%	40.9%	

Overall Percentage of Acceptable Services: 50.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Development Financing Advisory Commission, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	114.00	2,964.00	NO	2.86	0	0
Total: 1	114.00	2,964.00	0	2.86	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Development Financing Advisory Commission, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Industrial Development Financing Advisory Commission (Commission) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Commission is chaired by the State Treasurer's Office (STO) and issued a copy of its Bilingual Services Policy (Policy) to all employees, including its associated boards, commissions and authorities.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the Commission did not meet the 5% threshold in any non-English language, it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Development Financing Advisory Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Commission reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Commission did not meet the 5% threshold in any non-English languages to require it to employ bilingual public contact staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The Commission utilizes the STO's bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages The STO has a contract with Language Line Services t assist with its interpreter needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The STO has a contract with Language Line Services, a Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, where it can be easily accessible.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Development Financing Advisory Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Commission reported that all new employees are required to attend the mandatory New Employee Orientation training provided by STO. The training includes detailed information on using the contracted interpreter services and the commitment to fulfill the needs of the LEP customers. In addition, all public contact staff receive updated bilingual resource information, as it becomes available. b. The Commission reported that it has posted a notice at each public contact counter informing its customers of their right to obtain interpreter services and the contact information to address complaints if they are not satisfied with the interpreter services provided. However, it did not indicate how these complaints are handled and what, if any, languages these notices are available. f. The Commission reported that it is not subject to any other state language access laws and that it does not receive any federal funding to require it to comply with Federal language access requirements. g. The Commission reported that it currently does not address the language access requirements in its contracts. However, it will review and discuss with legal staff and Department of General Services the need to include this requirement in future contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The STO attended 2 of the Bilingual Services Program's training classes.	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Development Financing Advisory Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							
ii. Plans for Delivery of Services:							
Comments: N/A							
b. Implementation Plan:							
i. Progress since Language Survey:							
Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Development Financing Advisory Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	3	0	0	2	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	54.5%	27.3%	0.0%	0.0%	18.2%	0.0%	

Overall Percentage of Acceptable Services: 81.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Relations, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 10/19/2003 2nd Week: 2/1/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	162,415.00	4,222,790.00	NO	1,274.75	0	0
SPANISH	21,304.00	553,904.00	YES	222.65	21.19	0.64
CANTONESE	583.00	15,158.00	YES	12.00	0	0.68
TAGALOG	497.00	12,922.00	NO	3.00	0	0.13
VIETNAMESE	396.00	10,296.00	YES	6.00	0.13	0
KOREAN	383.00	9,958.00	YES	7.00	0	0.14
MANDARIN	330.00	8,580.00	YES	4.00	0.05	0.92

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Relations, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ARABIC	88.00	2,288.00	NO	0.00	0	0
FARSI	82.00	2,132.00	NO	0.00	0	0
ARMENIAN	54.00	1,404.00	NO	0.00	0	0
RUSSIAN	41.00	1,066.00	NO	1.00	0	0
JAPANESE	32.00	832.00	NO	0.00	0	0
PORTUGUESE	32.00	832.00	NO	0.00	0	0
PUNJABI	31.00	806.00	NO	3.00	0	0
HINDI	29.00	754.00	NO	0.00	0	0
AMERICAN SIGN	15.00	390.00	NO	0.00	0	0
THAI	13.00	338.00	NO	0.00	0	0
LAOTIAN	8.00	208.00	NO	0.00	0	0
ILOCANO	7.00	182.00	NO	0.00	0	0
ITALIAN	5.00	130.00	NO	0.00	0	0
FRENCH	5.00	130.00	NO	0.00	0	0
SAMOAN	5.00	130.00	NO	0.00	0	0
SOMALI	5.00	130.00	NO	0.00	0	0
GERMAN	4.00	104.00	NO	0.00	0	0
PAM	4.00	104.00	NO	0.00	0	0
POLISH	4.00	104.00	NO	0.00	0	0
ROMANI	3.00	78.00	NO	0.00	0	0
TAMIL	3.00	78.00	NO	0.00	0	0
CZECH	2.00	52.00	NO	0.00	0	0
BULGARIAN	2.00	52.00	NO	0.00	0	0
CAMBODIAN	1.00	26.00	NO	0.00	0	0
ETHIOPIAN	1.00	26.00	NO	0.00	0	0
HEBREW	1.00	26.00	NO	0.00	0	0
GUJARATI	1.00	26.00	NO	0.00	0	0
Total: 34	186,386.00	4,846,036.00	5	1,533.40	21.37	2.51

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Relations, Department of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium	**2,000 to 3,499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Industrial Relations (DIR) submitte all of the required documents but did not accurately or completely report the requested information in its Compliance Report and Implementation Plan (IP).	☐	☐	☑	☐	☐	☐	☐
2. Bilingual Services Policy The Bilingual Services Policy (Policy) submitted by the DIR is a document that contains one paragraph regarding its commitment to inform the public about its services and bridge language differences. It also includes four generic descriptions of how it provides services (translated documents, interpretative services trained contact personnel and processes to address and resolve language differences), along with the nam and number of a contact person for comments. In DIR's previous language survey (2001-02), the SPB recommended that its Policy be revised to communicate the Director's commitment to comply with the Act, contain definitions, provide service and performance standards for providing language access and identify the specific bilingual resources available t its employees to serve LEP customers. Once again, the SPB strongly recommends the DIR develop a meaningful Policy that is dissemminated to all departmental employees from the Director that: clearly conveys DIR's commitment to provide language access in compliance with state and federal laws, informs employees of their responsibilities for providing appropriate language access, and identifies the bilingual resources that are available to assist its	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Relations, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
LEP customers.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
☑ Korean	☐	☐	☐	☐	☑	☐	☐
☑ Mandarin	☐	☐	☐	☐	☑	☐	☐
☐ Russian	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☐ Tagalog	☐	☑	☐	☐	☐	☐	☐
☑ Vietnamese	☐	☐	☐	☐	☑	☐	☐
The DIR reported varying information regarding its translated documents and has not reported consistent information between its previous surveys and IPs. The DIR stated that it has a list of translated documents that it makes available to its public contact employees, but it did not provide a copy to the SPB. In its Compliance Report, DIR merely provided copies of its Web pages that have translated documents, by Division. It is unclear if this is all of the DIR's translated documents, or those that are available on it Web site. Therefore, SPB's analysis of this information is based on the Web pages submited by DIR as follows: Spanish: The Web page printouts submitted by DIR reflected that its has translated 13 of 14 of its Worker's Compensation Information & Assistance (IA) guides and six fact sheets into Spanish. The Labor Standards & Enforcement (LSE) has translated six of 30 of its reports, brochures, manuals, notices, etc. into Spanish. A second LSE Web page shows links for two of its eight forms in Spanish. A copy of its "Work It Out" Web page in Spanish reflected links to 46 documents. The Division of Occupational Safety and Health (DOSH) Web page included 28 of 82 documents translated into Spanish. DIR also included a copy of a Resource Catalog for its CAL/OSHA Research & Education Unit that contains resources on video and CD of which nine of 16 are available in Spanish. Overall, it appears that DIR has done an							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Industrial Relations, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
excellent job in making Spanish language translations available for a significant percentage of its documents Mandarin and Cantonese: Although these two languages are amongst the six highest public contact langauges, and met the 5% threshold, the DIR reported very few of its documents translated into Chinese. Of the same documents reported above, the DIR reflected that only three LSE's worker's rights flyers and two forms are available in Chinese. The DOSH program reported similarly low numbers of its documents (six of 82) as being translated. It would appear that the DIR should evaluate the need for further translations, especially in light of California's significant Cantonese and Mandarin-speaking populations. Vietnamese and Korean: These two languages were also amongst the top six languages where public contacts were received and met the 5% threshold. Of the same documents reported above, the DIR reported that only one LSE worker's rights flyers is translated into Vietnamese and Korean and one other form is available in Korean. The DOSH program reported similarly low numbers of translated documents with six of 82 being available in Vietnamese and four in Korean. Tagalog and Russian: The Tagalog language was the third highest language that received public contacts and Russian was the tenth. However, neither languag met the 5% threshold. Of the same documents reported above, the DIR reported that the DOSH program has translated documents with eight of 82 being available in Tagalog and two in Russian. Overall, the DIR has translated a significant number of documents. However, the SPB recommends the DIR evaluate California's census and labor statistics as an additional indicator of its LEP public and determine whether it should translate, at a minimum, all of its claim forms and other critical documents to reflect the state's diverse LEP populations. Particularly in light of the department reporting varying levels of public contact from 32 different non-English language groups and only employing qualified bilingual staff with fluency in eight different languages. During the last survey, the SPB made several recommendations to the DIR regarding the							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
accessibility of its translated documents on its Web site. The documents are embedded under layers of information that makes the translations difficult to find and are not centrally located. The SPB recommends that the DIR develop a "Translation Button" on its homepage that would take the public to all of its translated documents categorized by specific program and language to ensure easy access. The DIR reported that many of its documents are translated by its bilingual staff. However, it also reported it does not test and certify its staff's ability to perform translations. Translation of documents requires a high level of langauge proficiency. It is recommended that DIR only utilize internal staff that have been certified as possessing the requisite skills to perform this type of work or contract for professional translation services.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The DIR reported conflicting information regarding its level of participation. On the Compliance Report, DIR reported 1,444 employees participated in the survey; however from the totals by language report, it reported 1,550.45 employees participated. The DIR had similar difficulties during the 2001-02 survey with reporting accurate totals on its public contact staff and the number of units that participated. While the DIR was required to submit additional data to resolve the discrepancies, it did not do so. During this survey, the SPB offerred its assistance to the DIR's bilingual services coordinator to ensure a complete and accurate survey. However, the DIR did not demonstrate it made any substantive changes to develop or improve the reporting of its bilingual services in submission of the 2003-04 survey and IP.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The DIR reported that it did not know the number of vacancies to be filled, due to the hiring freeze. However, DIR is required to reasonably estimate its anticipated vacancies to ensure it can develop and implement a plan for correcting any deficiencies and unmet language needs that have been identified.	☐	☐	☐	☐	☐	☑	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The DIR reported that it has a number of bilingual resources, that include: 1) a list of certified staff identified by language proficiency and office location, 2) a list of DIR translated documents, 3) a language access complaint process, 4) a glossary of terminology in Spanish, and 5) contracted interpreter services. While the DIR should be recognized for the progress it has made in increaseing its resources, it should further evaluate the need to develop bilingual resources more reflective of the state's diverse workforce.							
7. Bilingual Resources Available for LEP Public The DIR's bilingual resources include interpreter services, translated documents, a language access complaint process, and a Spanish web page for its "Work-It-Out" Program. In addition, the DIR reported it is in the process of developing "language buttons" to be placed on its home page, that will allow the LEP public to easily locate translated documents. Additionally, a desk reference is being developed for use at its public counters that will assist its LEP customers in identifying its bilingual resources. The DIR has done an excellent job in expanding its Spanish language resources and should be recognized for these efforts. However, it appears DIR has not reflected the same level of commitment towards expanding its resources into other non-English languages, particularly the Chinese, Vietnamese, Korean, Arabic, Farsi, Punjabi, Hindi, Armenian and	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Russian languages. Overall, DIR reported significantly low levels of LEP contacts in languages other than Spanish. Given the DIR's responsibilities for protecting work's rights and safe working conditions, it would have been expected that it would receive a greater degree of contact with other LEP populations. This may be impacted by the fact that DIR has very few bilingual resources available in non-English languages other than Spanish. As discussed, the SPB recommends that DIR evaluate census and labor market data to further assist in identifying its LEP customers and develop bilingual resources that are reflective of the state's diverse workforce.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DIR reported that program supervisors provide training to staff upon appointment to their position. The DIR also reported it is in the process of creating a training module that identifies bilingual resource updates to public contact staff. Until such time as the DIR develops its training modules, it should have written procedures that are used by all supervisors tha ensure a consistent level of training is provided to all employees regarding the need to provide language access and the departmental resources available to staff.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. The DIR reported that it has a complaint process that informs LEP contacts in English and Spanish of their rights to receive assistance in their native languages. However it doesn't offer this same information in other languages, including those that me the 5% threshold. The DIR also did not report how it handles its language access complaints to ensure the issues are resolved. c.i. The DIR reported the number of hires it made since the last language survey as "unknown" and reported it only identifies existing bilingual staff to certify as its means of recruiting to refill vacant public contact positions. While certification of exisiting staff is one method of correcting deficiencies and unmet language needs, it is not always a viable alternative. The DIR should ensure it has a process for tracking its bilingual public contact positions and hiring needs to assist it in meeting its language needs. Some of the methods SPB recommends DIR utilize include recruiting bilingual staff through "bilingual position" job announcements, use of bilingual certifications, and publicizing vacancies on SPB's website. Since the DIR reported in its IP that it did not make any hires to correct identified deficienceis or unmet language needs, the use of these suggested alternatives may enable it to better respond to its overall language needs. c.ii. The DIR reported that it uses its internal staff and community advocacy groups to identify which documents to translate, which are then prioritized by the Senior staff and the Director based on public demand and available resources. As discussed, the DIR has very few bilingual resources for any non-English language other than Spanish. DIR did not provide any information regarding which community groups it works with and whether or not it includes a diverse representation of communities that serve LEP populations. d. The DIR has delegated testing authority to conduct Spanish oral bilingual fluency exams. It utilizes SPB, Los Angeles Unified School District and other state departments for other language certification needs. e. The DIR did not report having a process to certify/verify its staffs' translation skills. The DIR should not have its bilingual staff translate any of its							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
documents until it certifies these individuals possess the requisite language skills to perform this type of work. The DIR should contact the SPB for referral to testing resources for certifying individuals' translation skills. f. The DIR reported that it is subject to CA Government Code Sections 18500(5), national origin discrimination and CA Government Code Section 11435.05 which requires it to contract with certified interpreters for its administrative hearings and medical hearings. The DIR reported it is also mandated to comply with the Federal Title VI. However, it did not provide SPB with any information on how it complies with these state and federal laws. DIR stated that these requirements are included in its Policy. However, as discussed previously, the DIR policy lacks substantive information regarding its bilingual resources and responsibilities for compliance with language access laws. g. Although the DIR reported that it does not deal with contractors, it is responsible for many apprenticeship programs that are contracted out through its Public Works Unit. The DIR should ensure that these contractors are apprised of the Act and their responsibilities for providing language access in accordance with state and federal laws. The SPB also recommends that DIR include language access requirements in its "Sweatfree code of conduct" for state contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DIR attended all of the BSP's training sessions.	☑	☐	☐	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☐ The Department's language survey did not identify any deficiencies.							☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
21.19 Spanish	☐	☐	☐	☐	☑	☐	☐
0.13 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.05 Mandarin	☐	☑	☐	☐	☐	☐	☐

Comments:

The DIR had a total of 21.27 bilingual position deficiencies within 53 different units statewide. The majority of these deficiencies were identified for Spanish (21.19). The deficiencies and corrective actions identified by the DIR, include:

Spanish: Spanish language deficiencies were reported in 53 units and ranged from as little as .01 to 1.77 deficiencies. The DIR's corrective action plan consisted of two actions: If non-certified bilingual employees existed in the unit where the deficiency was reported, it would test an employee's fluency to correct the deficiency. If no bilingual staff existed, it would use bilingual staff from other DIR units to meet the language need. The DIR did not appear to evaluate its language needs within each respective local office (e.g., number of contact received and existing staff with the local area) and then determine the most appropriate method for correcting the deficiency. Thus, in some areas the corrective action would not adequately address the overall language need. Whereas in other locations, the proposed action was more than the language need warranted.

Mandarin and Vietnamese: The deficiencies reported for these two language were minimal and based on the number of contacts (Mandarin – 4 and Vietnamese – 11) could have been addressed through use of existing certified staff within the department and/or its contract interpreter services. The DIR's corrective action plan for these deficiencies was the same as for Spanish. Test a non-certified employee's bilingual fluency in the unit that reported employing such a person, and use other staff in the unit that didn't.

The DIR should have evaluated its overall language needs and developed an action plan that would provide

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
for an appropriate level of service to all of its LEP customers.							
ii. Plans for Delivery of Services:							
21.19 Spanish	☐	☐	☑	☐	☐	☐	☐
0.13 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.05 Mandarin	☐	☐	☑	☐	☐	☐	☐
Comments: The DIR indicated that it had "corrected" every deficiency where it reported it would use existing bilingual staff to meet the identified language need. For others, DIR stated it would use existing bilingual staff from other units until it could test non-certified staff. Once again, DIR did not evaluate each language need and determine the best course of action.							
b. Implementation Plan: **i. Progress since Language Survey:**							
21.19 Spanish	☐	☐	☐	☐	☑	☐	☐
0.13 Vietnamese	☐	☐	☐	☐	☑	☐	☐
0.05 Mandarin	☐	☐	☐	☐	☑	☐	☐
Comments: The IP submitted by DIR did not reflect adequate progress to correct its deficiencies, as follows: Spanish: The DIR reported it did not make any progress to test any of its existing non-certified bilingual staff. It merely stated that it would test these employees by May 2004 and would use existing staff and contract interpreters in the interim. As discussed, the DIR should analyze and evalute its overall language needs, determine what bilingual resources are required to ensure it can provide an appropriate level of language access, and then develop and implement a meaningful corrective action plan that serves all of its LEP customers in compliance with state and federal laws.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
0.92 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.68 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
0.64 Spanish	☐	☑	☐	☐	☐	☐	☐
0.14 Korean	☐	☐	☐	☐	☑	☐	☐
0.13 Tagalog	☐	☐	☐	☐	☑	☐	☐
Comments: The DIR was identified with a total of 2.51 recommended staffing needs for Mandarin, Korean, Cantonese, Tagalog and Spanish. These unmet language needs were identified in 10 units and ranged from .07 to .35 positions. The DIR reported that it would utilize its Division's Bilingual Network as a resource to provide interpreter services to respond to these language needs. As discussed, the DIR should evaluate its overall language needs and then determine whether or not the available bilingual resources for each language is sufficeint to address the need. Based on this review and analysis, DIR can develop a plan for delivery of services that ensures it can provide an appropriate level of language access in compliance with state and federal laws.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	3	3	0	12	2	2
Part IV: Bilingual Staffing	0	3	2	0	4	0	0
Part V: Recommended Staffing	0	1	0	0	4	0	0
Total Percentages %	10.5%	18.4%	13.2%	0.0%	52.6%	5.3%	

Overall Percentage of Acceptable Services: 42.1%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Office of the Inspector General (OIG) was exempted from participation in the 2003-2004 Implementation Plan, since it demonstrated that it received limited or no contact with the Limited English Proficient (LEP) public. However, it has developed an action plan (which will be discussed in Part III of this assessment). The Dymally-Alatorre Bilingual Services Act (Act) allows the State Personnel Board (SPB) to exempt a department from participation in only one Implementation Plan. As such, the OIG will be required to submit an Implementation Plan for the 2005-2006 Language Survey.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	176.00	4,576.00	NO	1.67	0	0
Total: 1	176.00	4,576.00	0	1.67	0	0

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1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The OIG submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The OIG submitted a revised Bilingual Services Policy (Policy) to the SPB in February 2005, which demonstrates its commitment to comply with the Act, identifies performance and service standards, outlines the bilingual resources available to its staff members, and lists a bilingual services coordinator. The Chief Deputy Inspector General distributed the policy to all OIG employees via email.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check ☐ Spanish The OIG did not meet the 5% threshold in any non-English language. However, in recognition of its responsibility to serve the public by providing access to services in other languages, it has translated the document entitled "Information concerning the OIG" into the Spanish language.	☐	☑	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The OIG reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The OIG is not required to hire bilingual staff, as it did not meet the 5% threshold in any language.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☑	☐	☐	☐
The OIG reported that it has non-public contact staff members, which are certified bilingual in Spanish, available to assist LEP contacts. It has also made arrangements with the Department of Justice (DOJ) an the SPB for further bilingual assistance, such as interpreter service, should the need arise.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The OIG did not identify any resources available to its LEP public. It should display signs/posters in its local offices so that its LEP customers are aware of their rights to request interpreter services.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☑	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. Although the OIG was exempted from participation in the 2003-2004 Implementation Plan, it mentioned in its action plan that it provides ongoing training to its public contact staff regarding the importance of addressing the needs of LEP clients. The OIG should contact the SPB for guidance on developing its processes and procedures for training its public contact staff on the provisions of the Act.							
b. Although the OIG was exempted from participation in the 2003-2004 Implementation Plan, it mentioned in its Policy that it has a procedure to resolve complaints from its LEP customers. The procedure directs complainants to write the OIG bilingual services coordinator. The OIG should also include more details regarding how language access complaints are handled and resolved.							
e. The OIG reported that the translation skills of its certified Spanish-speaking staff members were assessed by the SPB. While the SPB administers the bilingual exam, it only tests oral fluency levels. If the OIG is utilizing its bilingual staff members to translate documents, it must ensure that their written translation skill level is also adequate. The OIG should have its bilingual staff members take the written exam administered by CPS Human Resource Services to assess their written translation skill level.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The OIG attended 1 of the Bilingual Services Program (BSP) training classes.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							
ii. Plans for Delivery of Services:							
Comments: N/A							
b. Implementation Plan:							
i. Progress since Language Survey:							
Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	4	2	1	3	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	16.7%	33.3%	16.7%	8.3%	25.0%	0.0%	

Overall Percentage of Acceptable Services: 75.0%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	33,459.00	869,934.00	NO	537.38	0	0
SPANISH	1,815.00	47,190.00	YES	47.00	2.4	0.79
HINDI	68.00	1,768.00	NO	0.00	0	0.52
CANTONESE	50.00	1,300.00	NO	1.00	0	0.31
JAPANESE	46.00	1,196.00	NO	0.00	0	0.33
TAGALOG	44.00	1,144.00	YES	1.00	0.15	0
MANDARIN	41.00	1,066.00	YES	1.00	0.12	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
AMERICAN SIGN	36.00	936.00	NO	0.00	0	0.28
RUSSIAN	24.00	624.00	NO	1.00	0	0
VIETNAMESE	23.00	598.00	YES	0.00	0.07	0
PAMPANGAN	22.00	572.00	NO	0.00	0	0
FRENCH	21.00	546.00	YES	0.00	0.27	0
ARABIC	14.00	364.00	NO	0.00	0	0
ARMENIAN	10.00	260.00	YES	0.00	0.05	0
PUNJABI	9.00	234.00	NO	0.00	0	0
FARSI	7.00	182.00	YES	0.00	0.07	0
CAMBODIAN	6.00	156.00	NO	0.00	0	0
GERMAN	4.00	104.00	NO	0.00	0	0
HMONG	4.00	104.00	NO	0.00	0	0
PORTUGUESE	4.00	104.00	NO	0.00	0	0
ITALIAN	3.00	78.00	NO	0.00	0	0
KOREAN	3.00	78.00	NO	0.00	0	0
CROATIAN	2.00	52.00	NO	0.00	0	0
INDONESIAN	2.00	52.00	NO	0.00	0	0
ROMANI	2.00	52.00	NO	0.00	0	0
TIGRIGNA	1.00	26.00	NO	0.00	0	0
HI	1.00	26.00	NO	0.00	0	0
BRAZILIAN	1.00	26.00	NO	0.00	0	0
AWS	1.00	26.00	NO	0.00	0	0
LAOTIAN	1.00	26.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
GUJARATI	1.00	26.00	NO	0.00	0	0
Total: 32	35,726.00	928,876.00	7	588.38	3.13	2.23

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1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Department of Insurance (CDI) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CDI reported that it has the same Bilingual Services Policy (Policy) that it submitted with the 2001 2002 Language Survey. Therefore, CDI did not make the recommended changes to improve its Policy. The CDI Policy should be revised to include updated information on available bilingual resources, list the name and telephone number of the bilingual services coordinator, be printed on its department letterhead, and signed and dated by the Commissioner. A copy of the updated Policy should be distributed to all its employees and to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Armenian	☐	☐	☐	☐	☑	☐	☐
☐ Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
☑ Farsi/Persian	☐	☐	☐	☐	☑	☐	☐
☑ French	☐	☐	☐	☐	☑	☐	☐
☐ Japanese	☐	☑	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ Korean	☐	☑	☐	☐	☐	☐	☐
☑ Mandarin	☐	☑	☐	☐	☐	☐	☐
☐ Russian	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☑ Tagalog	☐	☑	☐	☐	☐	☐	☐
☑ Vietnamese	☐	☑	☐	☐	☐	☐	☐
The CDI met the 5% threshold in the Spanish, Tagalog, Mandarin, Vietnamese, French, Armenian and Farsi languages. While the CDI reported that 100% of its documents have been translated, it did not report having any documents translated in Armenian, Farsi and French. The CDI should identify which documents should be made available in these languages either through translations or other alternative means to ensure information is available in these languages. Since the CDI does not have any certified Armenian, Farsi or French speaking staff who may assist to explain/interpret any of its documents, it should utilize its interpreter services to ensure its Limited English Proficient (LEP) contacts are provided an equal level of service. The CDI is commended for recognizing the need to have some of its consumer guides translated into Japanese, Korean, and Russian languages that did not meet the 5% threshold.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CDI reported 100% level of participation in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
Although the CDI reported that it will attempt to fill five of its 15 vacancies with Spanish speaking employees, it should also consider hiring staff that speak Tagalog, Mandarin, Vietnamese, French, Armenian and Farsi languages which are the other languages that met the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The CDI reported that it has a variety of bilingual resources available for its public contact staff that include a guide on how to contact the consumer hotline for assistance using the telephone interpreter services, a list of certified bilingual employees, a language identification guide, a list translated documents, and a contract with an interpreter services.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The CDI reported that it has certified bilingual employees, an interpreter contract, translated documents, and a link on its website to information in Spanish for its LEP public.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☑	☐	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☑	☐	☐	☐	☐	☐	☐
a. The CDI reported that all employees are trained to use and access the bilingual resources needed to assist its LEP clients. In addition, they are all provided with written procedures detailing their responsibilities for providing appropriate level of services to LEP clients.							
b. The CDI reported that its complaint procedure is pending Executive Management approval and that it will submit documentation to the SPB once it is finalized and approved; however, it did not provide any information on its process or procedures.							
ci. The CDI reported that it recruits bilingual staff via job announcements, SPB's website, bilingual certification list and encourages internal bilingual staff to apply for vacant bilingual positions.							
cii. The CDI reported that it uses the language survey as a guide to determine its translation needs.							
d. The CDI reported that it utilizes SPB and Los Angeles Unified School District (LAUSD) to certify its bilingual staff.							
e. Since CDI reported that it certified 51 of its internal staffs' translation skills through the LAUSD or the SPB it can be assumed that it is confusing oral fluency with translation skills. The CDI should not have its bilingual staff translate any of its documents without having their translation skills assessed through a credential entity approved by the SPB.							
h. The CDI reported that the bilingual services							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
coordinator provides guidance and resources to the units that report deficiencies to ensure they comply with the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CDI attended 4 of Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
2.4 Spanish	☑	☐	☐	☐	☐	☐	☐
0.27 French	☐	☑	☐	☐	☐	☐	☐
0.15 Tagalog	☐	☑	☐	☐	☐	☐	☐
0.12 Mandarin	☐	☑	☐	☐	☐	☐	☐
0.07 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.07 Farsi/Persian	☐	☑	☐	☐	☐	☐	☐
0.05 Armenian	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish: The CDI reported that it will certify its non-certified bilingual staff to correct deficiencies and use interpreter services to provide LEP contacts language access in units that reported deficiencies, which ranged from .05 to 1.09.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Armenian, Mandarin, French, Farsi, Tagalog, and Vietnamese: The CDI reported that it will rely on its interpreter services to provide bilingual resources to its LEP contacts.							
ii. Plans for Delivery of Services:							
2.4 Spanish	☑	☐	☐	☐	☐	☐	☐
0.27 French	☑	☐	☐	☐	☐	☐	☐
0.15 Tagalog	☑	☐	☐	☐	☐	☐	☐
0.12 Mandarin	☑	☐	☐	☐	☐	☐	☐
0.07 Vietnamese	☑	☐	☐	☐	☐	☐	☐
0.07 Farsi/Persian	☑	☐	☐	☐	☐	☐	☐
0.05 Armenian	☑	☐	☐	☐	☐	☐	☐
Comments: Spanish, Armenian, Mandarin, French, Farsi, Tagalog, and Vietnamese: The CDI reported that it will utilize its interpreter services or certified bilingual staff in other units as needed to ensure its LEP contacts have access to bilingual resources.							
b. Implementation Plan: **i. Progress since Language Survey:**							
2.4 Spanish	☐	☑	☐	☐	☐	☐	☐
0.27 French	☐	☑	☐	☐	☐	☐	☐
0.15 Tagalog	☐	☑	☐	☐	☐	☐	☐
0.12 Mandarin	☐	☑	☐	☐	☐	☐	☐
0.07 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.07 Farsi/Persian	☐	☑	☐	☐	☐	☐	☐
0.05 Armenian	☐	☑	☐	☐	☐	☐	☐
Comments:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Spanish: The CDI reported that all deficiencies were corrected by certifying identified bilingual staff and utilizing certified bilingual employees in other units. However, in reviewing the Staffing Report, the Actuarial Office and the DAD Division Office in Los Angeles were the only units that reported having non-certified bilingual staff. The other units, the Rate Filling Bureau in Los Angeles and the Rat Regulations Unit in San Francisco did not identify having any non-certified bilingual staff to correct these deficiencies. The CDI should continue to utilize its certified bilingual staff and its interpreter services to ensure it is providing equal access in the interim of hiring bilingual staff. Armenian, Mandarin, French, Farsi, Tagalog, and Vietnamese: The CDI reported that in the Rate Regulation Unit in San Francisco County, it certified its Tagalog speaking bilingual staff to correct its deficiency. However, for all of the other languages, it will rely on its interpreter services. The CDI should be aware that this is only a temporary solution and it should attempt to hire bilingual employees that speak these languages when able.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
0.79 Spanish	☑	☐	☐	☐	☐	☐	☐
0.52 Hindi	☐	☑	☐	☐	☐	☐	☐
0.33 Japanese	☐	☑	☐	☐	☐	☐	☐
0.31 Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
0.28 American Sign Language	☐	☐	☐	☐	☑	☐	☐
Comments: Spanish, Cantonese, Japanese, and Hindi: The CDI reported that it will continue to utilize its interpreter services and its certified bilingual employees to meet its recommended staffing needs.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
American Sign Language (ASL): The CDI reported that it would communicate with its ASL contacts in writing. While this is acceptable as a last resort measure, the CDI should utilize its interpreter service to secure an ASL interpreter and have a Telecommunications Device for the Deaf (TDD) accessible to its public contacts staff to be able to communicate with these clients. It can also contact the California Relay Service to assist ASL individuals communicate through a TDD machine.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	12	7	2	0	6	0	3
Part IV: Bilingual Staffing	8	13	0	0	0	0	0
Part V: Recommended Staffing	1	3	0	0	1	0	0
Total Percentages %	39.6%	43.4%	3.8%	0.0%	13.2%	0.0%	

Overall Percentage of Acceptable Services: 86.8%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,873.00	74,698.00	NO	83.70	0	0
SPANISH	51.00	1,326.00	YES	2.00	0.08	0
MANDARIN	12.00	312.00	YES	0.00	0.41	0
Total: 3	2,936.00	76,336.00	2	85.70	0.49	0

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1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Integrated Waste Management Board (Board) submitted the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Board does not have a Bilingual Services Policy (Policy), and reported that it is in the process of developing its Policy. The Board should take immediate action to develop a Policy that provides equal level of services to Limited English Proficient (LEP) people. The Policy should be signed by the Board's Director and disseminated to all employees to ensure compliance with the Dymally-Alatorre Bilingual Services Act (Act).	☐	☐	☐	☐	☐	☑	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Mandarin	☐	☐	☐	☐	☐	☑	☐
☑ Spanish	☐	☐	☑	☐	☐	☐	☐
The Board reported that it has translated 19% of its documents into the non-English languages that met th 5% threshold. The Board listed the translation of four documents in the Spanish language, but did not provide any information on the translation of documents into the Mandarin language, the other non-English language that met the 5% threshold.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Board reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
Although the Board reported no anticipated vacancies in its public contact positions during the year following the survey, the Board hired 27 new full time employees after its last language survey. The language fluency of these new hired employees was not identified and no information was provided as to whether any of the new appointments were made to correct the Board's deficiencies.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
a. & b. The Board reported that it has a listing of its certified bilingual employees as a resource available for its public contact staff. Since the Board met the 5% threshold in the Spanish and Mandarin languages, it needs to have sufficient bilingual resources such as a telephone interpreter services contract to fulfill the needs of these two languages.							
c. The Board reported that it does not contract for interpreter services. The Board must have a way of providing services in the Mandarin language, the other non-English language that met the 5% threshold, and other resources that can provide services in other languages.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The CIWMB reported that it has a toll-free telephone line for Spanish-speaking clients in its							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Tire Facility Permitting Unit. However, translated documents and the toll-free number cannot be located on its web site. The Board should have a provision for language assistance for other non-English-speaking people when they access the Board's services, and should have accessible and available resources for LEP clients.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☑	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Board reported that it does not provide training for its public contact staff on how to provide services to LEP.							
b. The Board reported that it has no language access complaint process, and it is still in the process of developing its complaint process.							
ci. The Board reported that it does not recruit for bilingual staff. However, since the Board has deficiencies in the Spanish and Mandarin languages, the Board planned to certify its non-certified staff.							
cii. The Board reported that it relies upon its program's staff to identify the documents that require translation.							
d. The Board reported that it utilizes the services of SPB for its oral bilingual language fluency testing.							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The Board attended 3 of the Bilingual Services Program's training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.41 Mandarin	☐	☑	☐	☐	☐	☐	☐
0.08 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish: The Board reported a 0.08 bilingual position deficiency in the Spanish language at its Tire Facility Permitting unit, and planned to certify a non-certified staff in the same unit to correct the deficiency. Mandarin: The Board reported a bilingual position deficiency of 0.41 in the Spanish language at its Waste Tire Diversion unit, and planned to certify one non-certified staff in the same unit to correct the deficiency.							
ii. Plans for Delivery of Services:							
0.41 Mandarin	☐	☐	☑	☐	☐	☐	☐
0.08 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Spanish: The Board reported that it plans to utilize the assistance of its certified staff in the same unit with the deficiency to ensure delivery of services, while in the process of certifying its non-certified staff. Mandarin: The Board reported that it plans to use its non-certified employee in the Mandarin language to ensure delivery of services until the employee is certified.							
b. Implementation Plan: **i. Progress since Language Survey:**							
0.41 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.08 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The Board reported on its IP that it was not able to correct the bilingual position deficiencies in the Spanish and Mandarin languages. The SPB recommends that the Board utilize the certified staff at its Border Issues unit to assist in correcting the deficiency in the Spanish language. For the Mandarin language deficiency, the SPB recommends that the Board certify its non-certified employee at its Waste Tire Diversion unit to correct the deficiency.							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	1	3	2	7	2	5
Part IV: Bilingual Staffing	0	3	1	0	2	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	4.5%	18.2%	18.2%	9.1%	40.9%	9.1%	

Overall Percentage of Acceptable Services: 50.0%

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Justice, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/1/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	67,112.00	1,744,912.00	NO	1,259.31	0	0
SPANISH	3,792.00	98,592.00	YES	93.00	32.74	1.13
CANTONESE	109.00	2,834.00	YES	4.00	0.53	0
TAGALOG	96.00	2,496.00	YES	0.00	5.63	0
RUSSIAN	92.00	2,392.00	YES	1.00	0.92	0
JAPANESE	90.00	2,340.00	YES	0.00	0.68	0
VIETNAMESE	77.00	2,002.00	NO	2.00	0	0.22

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
MANDARIN	62.00	1,612.00	NO	0.00	0	0
KOREAN	48.00	1,248.00	NO	0.00	0	0
ARABIC	39.00	1,014.00	NO	0.00	0	0
ITALIAN	34.00	884.00	NO	0.00	0	0
PUNJABI	27.00	702.00	YES	0.00	0.6	0
HINDI	25.00	650.00	NO	0.00	0	0
ARMENIAN	25.00	650.00	YES	0.00	0.65	0
FARSI	20.00	520.00	YES	1.00	2.63	0
LAOTIAN	16.00	416.00	NO	0.00	0	0
AFRIKAANS	12.00	312.00	NO	0.00	0	0
UKRANIAN	10.00	260.00	NO	0.00	0	0
HEBREW	8.00	208.00	NO	0.00	0	0
CAMBODIAN	8.00	208.00	NO	0.00	0	0
SERBO-CROATIAN	6.00	156.00	NO	0.00	0	0
FRENCH	6.00	156.00	NO	0.00	0	0
PORTUGUESE	6.00	156.00	NO	1.00	0	0
CROATIAN	6.00	156.00	NO	0.00	0	0
PAMPANGAN	5.00	130.00	NO	0.00	0	0
SAMOAN	5.00	130.00	NO	0.00	0	0
ILOCANO	5.00	130.00	NO	0.00	0	0
INDIAN	4.00	104.00	NO	0.00	0	0
SERBO-CROATION	4.00	104.00	NO	0.00	0	0
INDONESIAN	3.00	78.00	NO	0.00	0	0
FIJIAN	3.00	78.00	NO	0.00	0	0
HMONG	3.00	78.00	NO	1.00	0	0
URDU	2.00	52.00	NO	1.00	0	0
NAVAHO	2.00	52.00	NO	0.00	0	0
KANNADA (INDIA)	2.00	52.00	NO	0.00	0	0
HAW	2.00	52.00	NO	0.00	0	0

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Analysis and Summary Report
Justice, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
GERMAN	2.00	52.00	NO	0.00	0	0
AMERICAN SIGN	2.00	52.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
AFRIKAAN	1.00	26.00	NO	0.00	0	0
GREEK	1.00	26.00	NO	0.00	0	0
HAWAIIAN	1.00	26.00	NO	0.00	0	0
Yoruba	1.00	26.00	NO	0.00	0	0
THAI	0.00	0.00	NO	1.00	0	0
Total: 44	71,775.00	1,866,150.00	8	1,364.31	44.38	1.35

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Justice (DOJ) submitted all of the required documentation. The DOJ reported to the State Personnel Board (SPB) that it omitted adding its survey data for its Medi-Cal Fraud Bureau. The DOJ resubmitted its language survey data to the SPB after the SPB advised the department to do so.	☑	☐	☐	☐	☐	☐	☐

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Justice, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Bilingual Services Policy	☐	☐	☐	☐	☑	☐	☐
The DOJ did not submit a Bilingual Services Policy (Policy). The policy is part of the DOJ Administrative Bulletin 97-29 that was submitted with its 2001-2002 Language Survey data. The SPB recommended that the DOJ revise its policy to provide guidance to its employees on the provisions of the Dymally-Alatorre Bilingual Services Act (Act). The policy was only distributed to management and supervisory employees in 1997. In the assessment of the 2001-2002 Language Survey, the SPB recommended that the DOJ revise its policy and disseminate it to all employees. The SPB recommends that the DOJ revise its policy every survey period to ensure it addresses any changes in its bilingual program, identifies performance and service standards, outlines the bilingual services available to its staff to ensure its public contacts are provided an equal level of services and lists a bilingual services coordinator. The policy should be dated and signed by the director, printed on department letterhead, and distributed it to all staff. A copy should also be sent to the SPB.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Arabic	☐	☑	☐	☐	☐	☐	☐
☑ Armenian	☐	☐	☑	☐	☐	☐	☐
☑ Cantonese/Yue	☐	☐	☑	☐	☐	☐	☐
☑ Farsi/Persian	☐	☐	☐	☑	☐	☐	☐
☐ Hindi	☐	☐	☑	☐	☐	☐	☐
☐ Hmong	☐	☐	☑	☐	☐	☐	☐
☑ Japanese	☐	☐	☐	☐	☑	☐	☐
☐ Korean	☐	☐	☑	☐	☐	☐	☐
☐ Mandarin	☐	☐	☑	☐	☐	☐	☐
☑ Punjabi/Panjabi	☐	☐	☑	☐	☐	☐	☐
☑ Russian	☐	☐	☐	☑	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ Tagalog	☐	☐	☑	☐	☐	☐	☐
☐ Vietnamese	☐	☑	☐	☐	☐	☐	☐
The DOJ reported it has translated documents into those languages that met the 5% threshold as follows: Armenian (4), Chinese (Cantonese-7), Farsi (0), Japanese (1), Punjabi (2), Russian (1), Spanish (27) and Tagalog (3). However, the DOJ reported having a disproportionately large number of translated documents for some languages and none for others (Farsi). Although the DOJ has the option of providing translated documents by alternate methods such as having bilingual staff communicate the information to LEP contacts or using an interpreter service, it should attempt to translate as many of its documents as possible into those languages that met the 5% threshold since the documents in question are of a critical nature and provide valuable information about crime and violence prevention, firearms safety, and elder abuse prevention. The DOJ reported that it has procedures to identify which document will be translated based on semi-annual surveys conducted b divisions with public contact staff. The DOJ should evaluate this data and compare it to the Act's Language Survey to ensure it is meeting the needs of all of its LEP contacts.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The DOJ reported conflicting information regarding the level of survey participation. On the "Language Survey Data Summary" the department identified having 1,364.31 public contact employees that participated in the survey, whereas the "Compliance Report" identified that 1,408.31 employees participated. This is a difference of 44 positions. The DOJ should ensure the accuracy of both its survey data and Compliance Report since any discrepancy will affect the language survey results.							
The DOJ reported discrepancies in reporting the number of bilingual staff that receive bilingual pay. In the "Compliance Report" it identified having 113 public contact employees certified as bilingual, whereas in response to the question of how many DOJ employees receive bilingual pay, the department reported that 124 public contact employees receive bilingual pay. An employee has to be certified to receive bilingual pay, and a person can be certified and not receive bilingual pay. The number of employees receiving bilingual pay should be equal to or less than the number of certified bilingual staff. All employees receiving bilingual pay should be counted as public contact staff.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The DOJ reported that it made 367 new hires from Jul 2002 to March 2004 and does not know how many of these hires were bilingual employees. The DOJ shoul evaluate its staffing needs prior to making hires in public contact positions, since it reported 44.38 position deficiencies and did not make hires to correct any of the identified deficiencies to be discussed in Part VI of this assessment.	☐	☐	☐	☐	☑	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
The DOJ has a multitude of bilingual resources available to its public contact staff including a list of certified bilingual staff, Spanish dictionaries, a list of translated documents, and contracts for translation services. Since the DOJ received contacts in 42 languages, it should make its interpreter contract information available to all public contact employees so that they can access the services as needed.							
7. Bilingual Resources Available for LEP Public The DOJ has bilingual resources available to its LEP contacts including interpreting services, translated documents covering subject matter such as handgun safety, crime prevention, elder abuse prevention, and hate crimes. The DOJ also has its Megan's Law web application available in 13 languages, informational telephone recordings in Spanish, and a Spanish toll-fre telephone line. The DOJ also works closely with community-based organizations to inform the LEP public about its services.	☑	☐	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☑	☐	☐	☐
c Assessing Language Needs for:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Justice, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☑	☐	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☑	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DOJ is in the process of developing procedures to train its staff on the provisions of the Act, and has provided the SPB with an outline of its training plan. Currently, each program is responsible for training its own staff. The DOJ should develop standard training processes as soon as possible and ensure that all of its public contact employees receive the same information.							
b. The DOJ is in the process of finalizing its complaint process, and in the interim allows each program to develop their own procedures for handling language access complaints. Complaints unable to be resolved at the program level are referred to the DOJ Equal Employment Rights & Resolution Office for resolution. The DOJ should finalize its complaint process and ensure that all of its programs are aware of the proper procedures on addressing language access complaints. The DOJ has designated its bilingual services coordinator as the contact person to address language access issues.							
ci. The DOJ reported that it recruits bilingual staff through job announcements, certifies current un-certified bilingual employees when a new need is identified, requests bilingual certification lists, advertises at community outreach events, and incorporates bilingual needs in its exam planning.							
cii. The DOJ reported that it is in the process of developing procedures to identify its translation needs. In the interim, it relies on management to determine the need based on the requests made at the program level.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d. The DOJ reported that it uses the Los Angeles Unified School District (LAUSD) and other state departments to assess the oral fluency of, and certify, department bilingual staff. e. The DOJ reported that the translation skills of its internal staff are assessed by the LAUSD, California State University Sacramento (CSUS), Yolo County, and other state departments such as California Highway Patrol, Department of Social Services, Department of Motor Vehicles and Department of Fair Employment and Housing. While the SPB has authorized the state departments in addition to the LAUSD to assist in certifying other state department employees, the DOJ should ensure that the written exam is able to measure the written skill level of its employees. The DOJ should provide additional information about the written exams given by Yolo County and CSUS to ensure that the exams they provide are acceptable. f. The DOJ reported that it receives federal funding and as such complies with Title VI, Executive Order 13166 and other federal laws and it addresses federal requirements when complying with the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DOJ staff attended 8 of the BSP training classes.	☐	☑	☐	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
32.74 Spanish	☐	☑	☐	☐	☐	☐	☐
5.63 Tagalog	☐	☐	☐	☐	☐	☑	☐

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Justice, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2.63 Farsi/Persian	☐	☐	☐	☐	☐	☑	☐
0.92 Russian	☐	☑	☐	☐	☐	☐	☐
0.68 Japanese	☐	☐	☐	☐	☑	☐	☐
0.65 Armenian	☐	☑	☐	☐	☐	☐	☐
0.6 Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
0.53 Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐

Comments:

Spanish:

The DOJ reported a total of 32.74 position deficiencies in the Spanish language in 18 units in the following counties Sacramento (14.54), San Diego (8.65), Orange (3.97), Alameda (2.74), Shasta (1.71), San Bernardino (.55), and San Francisco (.58). The DOJ reported that it would correct these deficiencies by certifying existing staff, recruiting bilingual employees to fill vacancies (subject to hiring freeze approval), and transferring bilingual employees from other units when able. The DOJ also reported that it would utilize contract interpreter services when necessary to provide services to its LEP contacts.

Japanese:

The DOJ reported a 0.68 bilingual position deficiency at its Departmental Services unit, and indicated that the department would rely on its bilingual Japanese-speaking public contact employees to correct said deficiency. However, the survey data did not identify any employees that speak Japanese. In the interim of deciding how it will correct this deficiency, the DOJ should rely on its interpreter contract to provide services to its LEP contacts.

Farsi/Persian:

The DOJ did not report the 2.63 bilingual position deficiencies in the Farsi language in its Bureau of Medical Fraud & Elder Abuse Headquarters unit. Thus, it was not able to provide any plans to correct said deficiencies in the Compliance Report. The DOJ did report having one employee that speaks Farsi who can be used, as well as its interpreter contract to provide services to its LEP

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
contacts in this language. Armenian and Russian: The DOJ reported a 0.65 bilingual position deficiency in the Armenian language and a 0.92 position deficiency in the Russian language in its Bureau of Medical Fraud & Elder Abuse Unit. The department's proposed corrective action plan to address the identified deficiencies is to recruit and refill the vacancy with an Armenian-speaking employee and recruit Russian-speaking staff subject to hiring freeze approval. In the interim, it will ensure Armenian and Russian-speaking LEP contacts receive services through its interpreter contract. Punjabi: The DOJ reported a 0.6 bilingual position deficiency in the Criminal Intelligence Bureau in its San Francisco unit and plans to recruit a Punjabi-speaking employee to refill any vacancy in the unit when able. In the interim, it will utilize its intepreter contract service. Tagalog: The DOJ failed to report its 5.63 bilingual position deficiencies for the Tagalog language in its Bureau of Medical Fraud & Elder Abuse in Sacramento. The SPB recommends that the DOJ certify its non-certified staff assigned to its units in Sacramento County in order to correct these bilingual position deficiencies. Cantonese/Yuh: The DOJ reported a 0.53 bilingual position deficiency in the Cantonese language at its CBI San Francisco Unit, and planned to certify the non-certified staff in the same unit to correct the deficiency.							
ii. Plans for Delivery of Services:							
32.74 Spanish	☐	☑	☐	☐	☐	☐	☐
5.63 Tagalog	☐	☐	☐	☐	☐	☑	☐
2.63 Farsi/Persian	☐	☐	☐	☐	☐	☑	☐
0.92 Russian	☐	☐	☑	☐	☐	☐	☐

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Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
0.68 Japanese	☐	☐	☐	☐	☑	☐	☐
0.65 Armenian	☐	☐	☐	☐	☑	☐	☐
0.6 Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
0.53 Cantonese/Yue	☐	☐	☑	☐	☐	☐	☐

Comments:

Spanish:

The DOJ reported that it would use existing certified staff in other locations or interpreter contract services to ensure delivery of services in the units that reported position deficiencies.

Armenian:

The DOJ reported that it would utilize existing certified staff in adjacent programs to ensure delivery of services in the interim. However, the DOJ survey data indicates that it does not have any certified or non-certified Armenian-speaking employees that can be used to ensure delivery of services in the said language.

Japanese:

The DOJ reported that it would utilize existing certified staff in other locations to ensure delivery of services in the interim. However, the DOJ survey data indicates that it does not have any certified nor non-certified Japanese-speaking employees.

Farsi/Persian:

The DOJ failed to report the 2.63 bilingual position deficiencies in the Farsi language. As such, it was not able to provide any plans to ensure delivery of services in said language on its Compliance Report. The DOJ should refer to its survey in order to identify the deficiencies in its units and plan for the proper corrective actions.

Russian:

The DOJ reported that it would utilize existing certified staff in adjacent programs to ensure delivery of services in the Russian language in the interim.

Punjabi:

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DOJ reported that it would utilize contracted interpreter services to ensure delivery of services in the Punjabi language in the interim. Tagalog: The DOJ failed to identify the 0.6 bilingual position deficiencies in the Tagalog language. As such, it was not able to provide any plans to ensure delivery of services in said language on its Compliance Report. The DOJ should refer to its survey in order to identify the deficiencies in its units and plan for the proper corrective actions. Cantonese/Yuh: The DOJ reported that it would utilize interpreter services as needed to ensure delivery of services in the Cantonese language.							
b. Implementation Plan: **i. Progress since Language Survey:**							
32.74 Spanish	☐	☐	☐	☐	☐	☑	☐
5.63 Tagalog	☐	☐	☐	☐	☐	☑	☐
2.63 Farsi/Persian	☐	☐	☐	☐	☐	☑	☐
0.92 Russian	☐	☐	☐	☐	☐	☑	☐
0.68 Japanese	☐	☐	☐	☐	☐	☑	☐
0.65 Armenian	☐	☐	☐	☐	☐	☑	☐
0.6 Punjabi/Panjabi	☐	☐	☐	☐	☐	☑	☐
0.53 Cantonese/Yue	☐	☐	☐	☐	☐	☑	☐
Comments: The DOJ completed and submitted its Implementation Plan, but did not report any progress in correcting the identified position deficiencies that were reported in its 2001-2002 Language Survey. The DOJ should review the results of its language survey and attempt to hire bilingual staff when vacancies occur in order to correct any identified deficiencies. The DOJ does not have sufficient bilingual staff to meet the needs of its public contacts, and should not rely exclusively on its interpreter contract to take the place of hiring bilingual staff in those units that reported a substantial number of LEP contacts. The SPE							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
recommends that the DOJ take immediate action to correct these deficiencies and contact the SPB in order to determine how best to do so.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
1.13 Spanish	☑	☐	☐	☐	☐	☐	☐
0.22 Vietnamese	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish: The DOJ reported a total of 1.35 position recommended staffing needs ranging from .03 to .58 in three units located in Sacramento county, and plans to certify non-certified employees at the Firearms - Denial Review unit and Gambling - Sacramento unit. When able, the DOJ will recruit bilingual staff for its BNE San Luis Obispo Task Force Unit. This is an acceptable plan and in the interim, the DOJ should continue utilizing its list of certified bilingual staff and interpreter contracts to provide services. Vietnamese: The DOJ reported a 0.22 position recommended staffing need at its BNE Sacramento unit. The DOJ reported having two bilingual Vietnamese-speaking employees that can assist in meeting the needs of its LEP contacts. The SPB recommends that the DOJ have these employees take the oral fluency exam in order to assess their skill level.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	7	11	4	4	0	3
Part IV: Bilingual Staffing	0	7	2	0	3	12	0
Part V: Recommended Staffing	1	1	0	0	0	0	0
Total Percentages %	8.9%	26.8%	23.2%	7.1%	12.5%	21.4%	

Overall Percentage of Acceptable Services: 66.1%

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Analysis and Summary Report
Labor & Workforce Development Agency

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 3/8/2004

☐ No - Reason for non-participation:

☑ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	64.00	1,664.00	NO	3.00	0	0
SPANISH	0.00	0.00	NO	1.00	0	0
Total: 2	64.00	1,664.00	0	4.00	0	0

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Labor & Workforce Development Agency

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Labor & Workforce Development Agency (DLWDA) did not submit all of the required documentation.	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy The DLWDA did not submit a bilingual services policy and reported that it did not need to have one since it hasn't had any LEP contact. It also reported that its role is to oversee seven major state departments. Some of the department's under its jurisdiction include: the Unemployment Insurance Appeals Board, Workforce Investment Board, Industrial Relations, Employment Development Department and the Agricultural Labor Relations Board. Although the DLWDA does not have any contact with the public, it has identified having four public contact staff that may receive public contacts. These public contact staff should be aware of the provisions of the Act and services available to assist them in providing services to LEP customers. The DLWDA should develop a policy as soon as possible and provide the SPB with a copy.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Since the DLWDA did not meet the 5% threshold in any non-English language, it is not required to translat documents.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DLWDA reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the DLWDA did not meet the 5% threshold in any non-English language, it is not required to hire bilingual employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The DLWDA reported that it receives little or no contact from the public; however, reported that it has four public contact positions. Since the DLWDA is a new agency that was developed in 2002, it should rely on th bilingual services available through the departments it oversees and inform its staff of the bilingual resources available to them.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The DLWDA does not have any contact with the public and does not have any bilingual resources available for the LEP public. As mentioned above, the DLWDA should rely on the bilingual resources available through the departments it oversees, such as the Employment Development Department.							
8. Departmental Processes and Procedures							

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Analysis and Summary Report
Labor & Workforce Development Agency

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The DLWDA reported that it does not have any processes or procedures available since it does not have any public contact staff; however, as mentioned above, it identified four public contact staff. Since the DLWDA is charged with overseeing three of the departments and boards (Employment Development Department, Industrial Relations and Unemployment Appeals Board) that receive a high number of LEP contacts in over 30 languages, it should have copies o their bilingual services policies and identify bilingual resources that it can utilize in the event it receives LEP contacts. Although the DLWDA does not provide any services to the public, it should be aware of the types of bilingual services available that are used in its departments and ensure that they are in compliance with the Act. Many of the departments under DLWDA have hundreds of thousands of contacts with the public and are deficient in some areas, such as the Department of Industrial Relations. The DLWDA can serve as a clearinghouse to ensure all of the department's under its jurisdiction are in compliance with the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DLWDA attended only one of the training sessions offered. The DLWDA should have its	☐	☐	☐	☐	☑	☐	☐

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual services coordinator attend as many training sessions as provided to ensure that the departments under its jurisdiction are in compliance with the Act an any federal law regarding language access. Again, some of the entities under the DLWDA's jurisdiction must also comply with Government Code 11435.05 that requires them to provide certified interpreters at administrative hearing proceedings as well as abide to language access laws under Title VI of the Civil Rights Act and Executive Order 13166.							
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Labor & Workforce Development Agency

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Labor & Workforce Development Agency

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	0	0	0	9	0	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	10.0%	0.0%	0.0%	0.0%	90.0%	0.0%	

Overall Percentage of Acceptable Services: 10.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Law Revision Commission, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 12/1/2003 2nd Week: 1/5/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	40.00	1,040.00	NO	3.75	0	0
Total: 1	40.00	1,040.00	0	3.75	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Law Revision Commission, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Law Revision Commission (CLRC) submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CLRC submitted a Bilingual Services Policy (Policy) that demonstrates its compliance with the Dymally-Alatorre Bilingual Services Act (Act). The Policy contains CLRC responsibility of providing the Limited English Proficient (LEP) with equal access to all its services and information in compliance with the Act. Also, the Policy has information on its participation in the biennial survey, the training of its public contact staff, and its complaint process. However, the Policy was not signed by its director, and not disseminated to all its employees.	☐	☐	☑	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the CLRC did not meet the 5% threshold in any non-English language, it is not required to translate any of its documents.							☑

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Law Revision Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CLRC reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CLRC is not required to employ bilingual staff, as it did not meet the 5% threshold in any non-English language.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
Although the CLRC did not meet the 5% threshold, it reported having identified bilingual staff in French, German, and Tagalog languages that can be used if the need arises. It also reported using internet online translation services as its bilingual resources.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The CLRC has identified its bilingual staff in French, German, and Tagalog languages as its bilingual resources that can be used by LEP to obtain information and services from CLRC.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☑	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The CLRC provides a copy of its Policy and instruction to its public contact staff on the provisions of the Act. b. Language access complaints are reported to be forwarded directly to the Commission's Bilingual Services Coordinator for resolution. Without a contract with an interpreter services vendor, it was not sure how the coordinator handle its language access complaints							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CLRC did not attend any of the training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	2	5	0	1	0	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	11.1%	22.2%	55.6%	0.0%	11.1%	0.0%	

Overall Percentage of Acceptable Services: 88.9%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Lottery Commission, CA State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	22,455.00	583,830.00	NO	275.00	0	0
SPANISH	2,272.00	59,072.00	YES	26.00	2.07	0.5
PUNJABI	768.00	19,968.00	YES	0.00	4.4	0.29
CANTONESE	515.00	13,390.00	YES	4.00	1.74	0.24
KOREAN	451.00	11,726.00	YES	0.00	1.63	1.23
VIETNAMESE	417.00	10,842.00	YES	1.00	1.07	0.22
ARABIC	417.00	10,842.00	YES	0.00	1.09	1.61

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
MANDARIN	362.00	9,412.00	YES	1.00	0.57	1.24
HINDI	257.00	6,682.00	YES	0.00	0.52	1.11
FARSI	137.00	3,562.00	NO	1.00	0	0.6
TAGALOG	110.00	2,860.00	NO	1.00	0	0.23
CAMBODIAN	60.00	1,560.00	NO	0.00	0	0
ARMENIAN	55.00	1,430.00	NO	0.00	0	0.25
JAPANESE	42.00	1,092.00	NO	0.00	0	0
HMONG	31.00	806.00	NO	0.00	0	0.16
PORTUGUESE	21.00	546.00	NO	0.00	0	0
LAOTIAN	19.00	494.00	NO	0.00	0	0
ITALIAN	9.00	234.00	NO	0.00	0	0
RUSSIAN	6.00	156.00	NO	0.00	0	0
FRENCH	4.00	104.00	NO	0.00	0	0
PASHTO	3.00	78.00	NO	0.00	0	0
CROATIAN	3.00	78.00	NO	0.00	0	0
THAI	3.00	78.00	NO	0.00	0	0
HEBREW	2.00	52.00	NO	0.00	0	0
GREEK	2.00	52.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
URDU	1.00	26.00	NO	0.00	0	0
INDONESIAN	1.00	26.00	NO	0.00	0	0
FIJIAN	1.00	26.00	NO	0.00	0	0
Total: 29	28,425.00	739,050.00	8	309.00	13.09	7.68

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

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Analysis and Summary Report
Lottery Commission, CA State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California State Lottery Commission (CSLC) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CSLC did not provide an updated copy of its Bilingual Services Policy (Policy) to reflect the changes it made during the last two years. The CSLC policy should continue to demonstrate its commitment to comply with the Act, outline the bilingual services available to its staff to ensure its public contacts are provided an equal level of service, and list the bilingual services coordinator. Once updates are made, the Policy should be printed on letterhead, signed and dated by the director, and distributed to all staff. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Arabic	☐	☐	☐	☐	☑	☐	☐
☑ Cantonese/Yue	☑	☐	☐	☐	☐	☐	☐
☑ Hindi	☐	☐	☐	☐	☑	☐	☐
☑ Korean	☑	☐	☐	☐	☐	☐	☐
☑ Mandarin	☑	☐	☐	☐	☐	☐	☐
☑ Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☑ Vietnamese	☑	☐	☐	☐	☐	☐	☐
The CSLC reported that it has translated 100% of its documents into Spanish (2,272 contacts), Cantonese (515 contacts), Mandarin (362 contacts), Vietnamese (417 contacts), and Korean (451 contacts), which are some of the languages in which the CSLC received a							

2003-04 Language Survey and Implementation Plan
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
substantial number of contacts and identified position deficiencies. However, the CSLC also reported a substantial number of contacts and identified position deficiencies in Arabic (417 contacts), Hindi (257 contacts) and Punjabi (768 contacts) and has only translated one document into these languages. The CSLC should ensure that it is providing an equal level of services to its Arabic, Hindi and Punjab contacts either through translating documents or providing information on alternative methods to ensure compliance with the Act.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The CSLC reported conflicting information regarding the level of participation. The language survey data shows that 309 public contact employees participated in the survey, whereas on its "Compliance Report," the CSLC stated that only 286 employees participated. The CSLC should ensure the accuracy of the information in its survey data and "Compliance Report," since any discrepancy will affect the language survey results. The CSLC also reported inaccurate numbers regarding certified bilingual staff. The CSLC reported 35 certified bilingual employees on its "Compliance Report," but its survey data shows that there are only 34 certified employees. This might affect deficiency and/or recommended staffing data.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The CSLC reported conflicting information regarding the level of participation. The language survey data shows that 309 public contact employees participated in the survey, whereas on its "Compliance Report," the CSLC stated that only 286 employees participated. The CSLC should ensure the accuracy of the information in its survey data and "Compliance Report," since any discrepancy will affect the language survey results.	☐	☐	☐	☐	☑	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The CSLC did not provide a response to this question in its "Compliance Report." However, it reported in its Implementation Plan that it has numerous bilingual resources. The CSLC has Spanish language dictionaries and lists that contain the names of translated documents, certified bilingual employees, an commonly used greetings in various languages. Since the CSLC did not report how it makes these bilingual resources available to its public contact staff, it should make reference to them in its Policy. The CSLC shoulc also contract with an interpreter service that can provid bilingual services in Arabic, Hindi and Punjabi.							
7. Bilingual Resources Available for LEP Public The CSLC reported that posters and signs with a toll-free telephone number are posted at retail outlets such that an individual can call and receive information in their native language. Translated documents are also made available. However, the toll-free telephone number only supports English and Spanish, which is nc adequate to meet the needs of the broad range of LEP contacts received by the CSLC. The CSLC should contract with an interpreter service to ensure it has adequate language resources available for those non-English languages in which it does not have translated documents or internal bilingual staffing.	☐	☐	☑	☐	☐	☐	☐

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Analysis and Summary Report
Lottery Commission, CA State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☑	☐	☐	☐	☐	☐
a. Although the CSLC does not conduct training on th provisions of the Act, it provides written procedures to its public contact staff that details their responsibility to provide an appropriate level of service to LEP customers. The CSLC also covers the provisions of the Act in its New Employee Orientation.							
b. The CSLC reported that it meets with its retailers regarding their concerns and problems and has a toll-free telephone number for clients to call if they have questions. It also posts signs in retailer locations and works with Community Based Organizations to inform the LEP public whom they can contact if they are denied language access. The CSLC also reported that its field agents identify deficiencies and complaints, and to date have not received any. It seems, however that the CSLC complaint process deals with questions about its lottery games as opposed to language access issues. The CSLC must develop a complaint process that deals with language access issues and ensure its field agents and 309 public contact staff members are aware of said process.							
ci. The CSLC reported that it recruits bilingual staff by including bilingual fluency requirements in its job announcements, publicizing bilingual vacancies on the SPB website, identifying current bilingual employees to certify when a need arises, and advertising at							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
community outreach events. cii. The CSLC reported that it determines into which languages it will translate its documents by conducting research and collecting feedback from retailers. The CSLC should also consider the results from its language survey, since the language needs in the CSLC offices may be different than those identified in retail locations. d. The CSLC reported that it utilizes the SPB to certify the oral fluency skills of its bilingual employees. The CSLC reported that advertising agencies are responsible for translating its documents. g. The CSLC reported that it does not contract out any of its public services. h. The CSLC reported that it offers television and radio advertisements in Spanish and Chinese.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CSLC attended 1 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
4.4 Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
2.07 Spanish	☐	☐	☐	☐	☑	☐	☐
1.74 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
1.63 Korean	☐	☐	☐	☐	☑	☐	☐

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Analysis and Summary Report
Lottery Commission, CA State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1.09 Arabic	☐	☐	☐	☐	☑	☐	☐
1.07 Vietnamese	☐	☐	☐	☐	☑	☐	☐
0.57 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.52 Hindi	☐	☐	☐	☐	☑	☐	☐
Comments: The CSLC did not report any proposed action to correct its position deficiencies. Instead, the CSLC reported that its public contact staff did not conduct the survey correctly, thus attributing the reported position deficiencies to erroneous information.							
ii. Plans for Delivery of Services:							
4.4 Punjabi/Panjabi	☐	☐	☐	☐	☐	☑	☐
2.07 Spanish	☐	☐	☑	☐	☐	☐	☐
1.74 Cantonese/Yue	☐	☐	☑	☐	☐	☐	☐
1.63 Korean	☐	☐	☐	☐	☐	☑	☐
1.09 Arabic	☐	☐	☐	☐	☐	☑	☐
1.07 Vietnamese	☐	☐	☐	☐	☐	☑	☐
0.57 Mandarin	☐	☐	☑	☐	☐	☐	☐
0.52 Hindi	☐	☐	☐	☐	☐	☑	☐
Comments: Spanish, Cantonese, Mandarin: The CSLC reported that it would rely on its certified Spanish-, Cantonese- and Mandarin-speaking staff to ensure delivery of services in these languages. Arabic, Hindi, Korean, Punjabi, Vietnamese: The CSLC did not report any plan for delivery of services in Arabic, Hindi, Korean, Punjabi, or Vietnamese.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Implementation Plan:							
i. Progress since Language Survey:							
4.4 Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
2.07 Spanish	☐	☐	☐	☐	☑	☐	☐
1.74 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
1.63 Korean	☐	☐	☐	☐	☑	☐	☐
1.09 Arabic	☐	☐	☐	☐	☑	☐	☐
1.07 Vietnamese	☐	☐	☐	☐	☑	☐	☐
0.57 Mandarin	☐	☐	☐	☐	☑	☐	☐
0.52 Hindi	☐	☐	☐	☐	☑	☐	☐
Comments: Since the CSLC reported that it did not have any position deficiencies, it did not provide any corrective information. Both the nature and possibility of the erroneous data is unclear, as the CSLC receives hundreds of contacts in many languages due to the natur of its business. The Act requires that when there is a substantial level of contacts (5% or more of total contacts) in any non-English language, the entity in question must employ a sufficient number of bilingual public contact staff members to ensure that an equal leve of service is provided to all LEP contacts. If public contact staff are not available that speak the non-English language, the CSLC must identify alternative means to provide adequate service. To prevent this error from occurring in the future, the CSL reported that it would provide training to its entire public contact staff on how to properly collect survey data.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
1.61 Arabic	☐	☐	☐	☐	☑	☐	☐
1.24 Mandarin	☐	☐	☐	☐	☑	☐	☐
1.23 Korean	☐	☐	☐	☐	☑	☐	☐
1.11 Hindi	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
0.6 Farsi/Persian	☐	☐	☐	☐	☑	☐	☐
0.5 Spanish	☐	☐	☐	☐	☑	☐	☐
0.29 Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
0.25 Armenian	☐	☐	☐	☐	☑	☐	☐
0.24 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
0.23 Tagalog	☐	☐	☐	☐	☑	☐	☐
0.22 Vietnamese	☐	☐	☐	☐	☑	☐	☐
0.16 Hmong	☐	☐	☐	☐	☑	☐	☐
Comments: The CSLC reported that there are no recommended staffing needs since the survey contacts were recorded incorrectly. Although the Act does not mandate the employment of bilingual staff when the 5% threshold is not met, a department must evaluate its language needs when it reports a significant number (25 or more contacts of non-English contacts in any unit.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	5	2	1	10	0	3
Part IV: Bilingual Staffing	0	0	3	0	16	5	0
Part V: Recommended Staffing	0	0	0	0	12	0	0
Total Percentages %	10.0%	8.3%	8.3%	1.7%	63.3%	8.3%	

Overall Percentage of Acceptable Services: 28.3%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Managed Health Care, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,843.00	73,918.00	NO	138.65	0	0
SPANISH	101.00	2,626.00	YES	7.00	0.94	0
CROATIAN	5.00	130.00	NO	0.00	0	0
MANDARIN	3.00	78.00	NO	0.00	0	0
JAPANESE	3.00	78.00	NO	0.00	0	0
AMERICAN SIGN	3.00	78.00	NO	0.00	0	0
TAGALOG	1.00	26.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
CAMBODIAN	1.00	26.00	NO	0.00	0	0
ARMENIAN	1.00	26.00	NO	0.00	0	0
ARABIC	1.00	26.00	NO	0.00	0	0
Total: 10	2,962.00	77,012.00	1	145.65	0.94	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Managed Health Care (DMHC) submitted all the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DMHC submitted the same Bilingual Services Policy (Policy) it provided with its 2001-2002 Language Survey. While the Policy contains pertinent information and received a good rating, the State Personnel Board (SPB) identified several areas of improvement that were not adopted. The SPB recommends that the DMHC add the name and telephone number of the person responsible for providing information on/assistance with the Policy and identify available bilingual resources. Also, the DMHC should ensure it understands that a bilingual position is not designated based on its meeting the 10% requirement for bilingual pay. A position designated "bilingual" must be filled with a bilingual public contact employee who has taken the fluency exam to become	☐	☑	☐	☐	☐	☐	☐

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Analysis and Summary Report
Managed Health Care, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
certified. The bilingual pay differential is justified wher said certified employee utilizes his/her bilingual skills 10% or more of the time, unless warranted. Once changes are made to the Policy, it should be dated, signed by the director, printed on department letterhead and distributed to DMHC employees. A copy should also be sent to the SPB.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
☐ Mandarin	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
The DMHC reported that it has translated 100% of its documents into Spanish, which met the 5% threshold and six documents into the Chinese language.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The DMHC reported conflicting information regarding the level of participation in the survey. On the "Language Survey Data Summary," it identified participation from 145.65 employees, whereas on the "Compliance Report" it reported that 160 employees participated. The DMHC should ensure the accuracy of both its survey data and reports, since these discrepancies affect the deficiencies identified.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The DMHC reported that it did not anticipate a need to recruit and fill public contact positions with bilingual staff, since it has enough to provide services. Although the DMHC identified having sufficient bilingual resources to meet the needs of its LEP contacts, it also identified position deficiencies in two units that will be addressed in Part IV of this assessment.	☐	☐	☐	☑	☐	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
The DMHC reported that it developed a list of certified and non-certified bilingual employees that will be available to assist employees with any non-English calls. The SPB recommends that current non-certified bilingual employees take the oral fluency exam to assess their skill level. The DMHC should also ensure that its employees are aware of its contract with Language Line Services, and provide instructions regarding the utilization of the contract should a need arise.							
7. Bilingual Resources Available for LEP Public Although the DMHC reported that its website is available in Spanish and Chinese, it was not easily accessible from its homepage. The SPB recommends that the link to the translated website, as well as links to translated documents be made available via a link on the menu bar located on the homepage. The DMHC also reported having a toll-free telephone number available, but did not identify if non-English callers were able to access the services. The DMHC should ensure that its LEP public has access to translated information about HMOs via posters displayed in its field offices.	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☑	☐	☐	☐	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DMHC reported that it does not provide training to its public contact staff on the provisions of the Act. However, its managers and supervisors provide guidance to employees in public contact positions on how to effectively provide an equal level of service to its LEP contacts. Updated bilingual information and refresher courses are provided annually.							
b. The DMHC reported that it has a Consumer Complaint Form available in the Spanish and Chinese languages that allows a consumer to complain regarding health plans. The DMHC should ensure tha the posters informing its LEP contacts of their right to language access are strategically displayed in areas accessible to the general public. The DMHC should also ensure that its toll-free telephone number receive calls in non-English languages.							
c. The DMHC reported that it recruits bilingual staff by including bilingual fluency requirements on its job announcements, publishing vacancies at the SPB website, and identifying current bilingual employees to certify when a new need arises.							
cii. The DMHC reported that it utilizes the language survey data to identify its translation needs.							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d. & e. The DMHC reported that it is utilizing the services of the SPB and the Los Angeles Unified School District to test the oral fluency and translation skills of its bilingual employees. g. The DMHC reported that it does contract with outside agencies for its public services, but did not report how it ensures these entities comply with the requirements of the Act. Once the DMHC has revised its Policy, it should provide a copy to its contract vendors and ensure they understand the requirements of providing language access to the LEP public.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DMHC attended 1 of the Bilingual Service Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.94 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The DMHC reported that it plans to utilize existing certified staff at other units to correct the deficiencies reported in its Business Management Unit in Los Angles County (.34) and the Administration Unit in Sacramento County (.60). The DMHC reported that it would utilize existing certified staff in other reporting groups as needed							
ii. Plans for Delivery of Services:							
0.94 Spanish	☐	☑	☐	☐	☐	☐	☐

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Managed Health Care, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: The DMHC reported that it will provide each public contact employee in these units a copy of the list of bilingual employees to ensure delivery of services.							
b. Implementation Plan: **i. Progress since Language Survey:** 0.94 Spanish Comments: Although the DMHC reported that it was able to correct these deficiencies, it did not report sufficient information in its Implementation Plan. While the DMHC could have corrected the deficiency in the Administration Unit, with the one non-certified bilingual staff member employed in that location, the Business Management Unit in Los Angeles did not identify having any non-certified bilingual employees that could correct the deficiency. For this unit the SPB recommends that the DMHC continue to utilize the list of bilingual employees to provide services to its LEP contacts in the interim of hiring bilingual staff.	☐	☐	☐	☐	☑	☐	☐
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	9	1	2	2	1	3
Part IV: Bilingual Staffing	0	2	0	0	1	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	18.2%	50.0%	4.5%	9.1%	13.6%	4.5%	

Overall Percentage of Acceptable Services: 81.8%

2003-04 Language Survey and Implementation Plan
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Managed Risk Medical Insurance Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	764.00	19,864.00	NO	11.00	0	0
SPANISH	172.00	4,472.00	YES	7.00	0.28	0
VIETNAMESE	2.00	52.00	NO	0.00	0	0
MANDARIN	2.00	52.00	NO	0.00	0	0
CANTONESE	2.00	52.00	NO	1.00	0	0
JAPANESE	1.00	26.00	NO	0.00	0	0
ARABIC	1.00	26.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
Total: 7	944.00	24,544.00	1	19.00	0.28	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Managed Risk Medical Insurance Board (MRMIB) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The MRMIB submitted a Bilingual Services Policy (Policy) that was incomplete. The SPB recommends that the MRMIB implement a Policy that communicates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), sets service standards for providing services to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information and assistance. The Policy should be printed on department letterhead, signed by the director and distributed to its public contact staff. Since the MRMIB contracts with vendors to administer the Access for Infants and Mothers (AIM) and the Healthy Families Program (HFP) programs, that receive contacts in many non-English languages, it should also send copies of the Policy to them to ensure they understand the requirements of the Act and are identifying all of the languages spoken by its public contact staff.	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Armenian	☑	☐	☐	☐	☐	☐	☐
☐ Cambodian/Khmer	☑	☐	☐	☐	☐	☐	☐
☐ Farsi/Persian	☑	☐	☐	☐	☐	☐	☐
☐ Hmong	☑	☐	☐	☐	☐	☐	☐
☐ Korean	☑	☐	☐	☐	☐	☐	☐
☐ Mandarin	☑	☐	☐	☐	☐	☐	☐
☐ Russian	☑	☐	☐	☐	☐	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☐ Vietnamese	☑	☐	☐	☐	☐	☐	☐
The MRMIB reported that it has translated 100% of its documents that met the 5% threshold that include Spanish. It also has made efforts to translate its documents into other languages including Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Russian and Vietnamese. The MRMIB contracts with a vendor to administer the AIMS and HFP programs, and monitors its enrollment volume. If enrollment in a particular language reaches the 5% threshold, the MRMIB takes immediate action and begins translating documents into those languages.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The MRMIB reported that only 76% of its public contact staff participated in the survey, and did not provide an explanation. The language survey is a mandate of the Act and requires state departments to survey all of their public contact staff to ensure departments have sufficient staff to provide an equal level of service to its LEP clients.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
The MRMIB reported that it made four new hires, none of which were bilingual employees. However, the MRMIB is able to correct its identified position deficiency by certifying existing staff in the Administration Unit.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The MRMIB reported that it has several bilingual resources available for LEP public contact staff that include a master listing of translated documents, Spanish dictionaries, Healthy Families Handbooks and applications translated into various languages, and a listing of translated documents that are available to its staff. The MRMIB also contracts with an interpreter service.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The MRMIB reported that it has over 80 documents translated into Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Russian, Spanish and Vietnamese tha are made available to the LEP public via the internet. The MRMIB also has an "En Español" website for its programs.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Managed Risk Medical Insurance Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☑	☐	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The MRMIB reported that it contracts the AIM and HFP programs to independent contractors that carry out its mission. Each of the contracts specifies that all parties contracted to carry out the work of the MRMIB, must receive public contact training in accordance with the administrative vendors training modules. The MRMIB's public contact employees also receive in-house training; however, it needs to develop standard processes and procedures for training its public contact staff and contractors and ensure it is in compliance with the Act.							
b. Instead of describing its language access complain process, the MRMIB explained how its vendor agreement sets policies to maintain adequate staffing levels within its programs. The MRMIB needs to develop a language access complaint process to ensure its public contact staff are aware of their rights to interpreter services in their language. Although the MRMIB reported that it has information on its website about the complaint process, it was not easily accessible. Since many of its clients may not have access to the internet, the MRMIB should display posters regarding language access and interpreter services in its lobby and ensure that its contractors also display the poster in their offices to ensure their LEP clients are aware of their rights to language access. The SPB recommends that the MRMIB visit							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the Bilingual Services Programs website and downloa copies of the "Interpreter Notice" poster and display in its public locations. The MRMIB also reported that it has information about its complaint process in Armenian, Cambodian, Farsi, Hmong, Korean, Russian, Spanish, and Vietnamese; however, it did no identify whether its toll-free telephone number has messages in these languages. ci. The MRMIB reported that it recruits bilingual staff through job announcements, SPB's website, and identifies current bilingual employee to certify when a new need is identified. d. The MRMIB utilizes the SPB to certify its staff's oral fluency skills. e. The MRMIB provided conflicting information. In Part A1 of the Compliance Report, it states that its internal staff translates its documents and in Part A3, i states that its staff does not translate its documents. The MRMIB needs to ensure that its bilingual staff has their translation skills assessed through a qualified entity such as the CPS Human Resource Services, or another entity that is approved by the SPB. f. Although the MRMIB reported that it receives federal funding and complies with the California Insurance Code, Section 12693.25-12693.54, it did no provide details on how it complies. g. The MRMIB contracts the HFP and the AIM programs two "administrative vendors" that are required to comply with the Act. Although, the MRMIB stated that it monitors the AIM and HFP enrollment data monthly and identifies subscribers' primary language for each program, it needs to ensure the vendors comply with the language access requirements.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The MRMIB attended 3 of the Bilingual Services Program's training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Managed Risk Medical Insurance Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.28 Spanish	☑	☐	☐	☐	☐	☐	☐
Comments: The MRMIB reported .28 position deficiency in the Administration Unit in Sacramento County and its proposed action to correct it, is to certify its identified non-certified employee that works in this unit.							
ii. Plans for Delivery of Services:							
0.28 Spanish	☑	☐	☐	☐	☐	☐	☐
Comments: In the interim of having its staff certified, the MRMIB will utilize existing staff in other locations and contract with a interpreter service, as needed.							
b. Implementation Plan:							
i. Progress since Language Survey:							
0.28 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The MRMIB has not been able to certify its non-certified staff person and has continued to utilize the bilingual services of its certified staff in other units. The SPB recommends that it continue using the non-certified person to handle the calls; however, it should have the person take the oral fluency exam as soon as possible to correct the deficiency.							
2. Survey Recommended Staffing Needs Identified:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	14	4	0	2	6	0	2
Part IV: Bilingual Staffing	2	1	0	0	0	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	55.2%	17.2%	0.0%	6.9%	20.7%	0.0%	

Overall Percentage of Acceptable Services: 79.3%

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Analysis and Summary Report
Mental Health, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	31,024.00	806,624.00	NO	1,408.25	0	0
SPANISH	1,643.00	42,718.00	YES	51.00	1.2	9.23
TAGALOG	349.00	9,074.00	NO	1.00	0	6.53
VIETNAMESE	41.00	1,066.00	NO	4.00	0	0
KOREAN	35.00	910.00	NO	1.00	0	0
FARSI	34.00	884.00	NO	2.00	0	0
AMERICAN SIGN	33.00	858.00	NO	1.00	0	0.5

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
MANDARIN	21.00	546.00	NO	2.00	0	0
GERMAN	11.00	286.00	NO	0.00	0	0
HINDI	10.00	260.00	NO	0.00	0	0
CANTONESE	9.00	234.00	NO	3.00	0	0
JAPANESE	7.00	182.00	NO	0.00	0	0
PUNJABI	3.00	78.00	NO	0.00	0	0
ARABIC	3.00	78.00	NO	0.00	0	0
HMONG	2.00	52.00	NO	0.00	0	0
LAOTIAN	1.00	26.00	NO	0.00	0	0
ARMENIAN	1.00	26.00	NO	0.00	0	0
SAMOAN	1.00	26.00	NO	0.00	0	0
Total: 18	33,228.00	863,928.00	1	1,473.25	1.2	16.26

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The DMH submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DHM submitted a Special Order regarding	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Bilingual Services as its policy. The DMH should revise this document to ensure that it contains sufficient information regarding employees' responsibilities for providing language access (e.g., service standards), include information regarding its responsibilities for complying with Federal language requirements, and the name and telephone number of the person(s) to contact for assistance and guidance. Additionally, the policy implies that the department onl has to meet a non-English language need when it accounts for 5% or more of the public contacts. The intent of the Act and Federal standards are that language access must be provided to all, regardless o the language spoken. The 5% threshold is only relativ to whether or not the department should meet the language need through employment of bilingual staff. The policy should also be issued by the director and distributed to all of its staff, including those in its hospitals.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Armenian	☑	☐	☐	☐	☐	☐	☐
☐ Cambodian/Khmer	☑	☐	☐	☐	☐	☐	☐
☐ Cantonese/Yue	☑	☐	☐	☐	☐	☐	☐
☐ Farsi/Persian	☑	☐	☐	☐	☐	☐	☐
☐ Hmong	☑	☐	☐	☐	☐	☐	☐
☐ Korean	☑	☐	☐	☐	☐	☐	☐
☐ Lao/Laotian	☑	☐	☐	☐	☐	☐	☐
☐ Mandarin	☑	☐	☐	☐	☐	☐	☐
☐ Russian	☑	☐	☐	☐	☐	☐	☐
☑ Spanish	☐	☐	☑	☐	☐	☐	☐
☐ Tagalog	☑	☐	☐	☐	☐	☐	☐
☐ Vietnamese	☑	☐	☐	☐	☐	☐	☐
The DMH only met the 5% threshold in the Spanish language and identified the need to translate its patients' rights document into the other 11 non-English languages, as reflected above. While DMH should							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
certainly be recognized for this additional effort, it should review all of its documents to determine those that serve a vital need (e.g., patient's rights, Medical Authorization Forms, Waivers, etc.) and ensure they are meeting all of its clients' and families' language needs. It is recommended that DMH have a written policy/process to identify its critical documents, ensure ongoing monitoring of its clients' language needs and establish standards for identifying when documents should be translated. This is particularly important since DMH did not report that it employs certified bilingual staff for some of its clients' language needs a some of its hospitals.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☑	☐	☐	☐	☐	☐
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
a. The DMH reported internal population and staffing ratios for its seven hospitals. However, there were some issues identified with the staffing ratios reported, which are discussed in Section IV. b.The DMH reported conflicting information regarding the level of survey participation. In one report, it identified having 1,473.25 public contact employees that participated in the survey, whereas on the compliance report it identified that 1,315 employees participated. Additionally on its internal population counts, it reported more certified bilingual employees (301) than it reported participated in the survey. The DMH should ensure the accuracy of both its survey data and reports, since these discrepancies affect the deficiencies identified.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The DMH reported that it anticipates having 80 full-time vacant public contact positions, and that it would attempt to fill 8 (5-Spanish & 3-ASL) of these with bilingual staff. While this is more than sufficient to address its deficiencies, this does not adequately respond to its internal population needs. The DMH should evaluate its staffing needs within its institutions to address areas of concern discussed in Section IV of this report.	☐	☐	☑	☐	☐	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The DMH reported the availability of a multitude of bilingual resources for its public contact staff. The DMH is also considering establishing a link to its Web site that will include information in Spanish.							
7. Bilingual Resources Available for LEP Public The DMH reported that it has contracts for interpreter services and some translated documents. However, as discussed, the DMH should review its translated documents and evaluate the need for additional translations to better serve its LEP clients.	☐	☑	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
f. Compliance with other State and Federal Language Access Laws	☐	☐	☑	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DMH reported that it distributes handouts that inform its public contact staff of available bilingual resources and is in the process of developing training procedures for them. b. The DMH reported having a complaint process to address language access issues and posters displayed in its facilities and lobbies that outline how a person can file a complaint. However, DMH reported its complaint form is only translated into Spanish. The DMH should ensure its complaint poster and forms adequately serve all of its clients and families languag needs, especially in those facilities that do not employ certified bilingual staff in the language(s) spoken by its clients. c-ii. Although the DMH reported that each unit, branch and facility is responsible for its own translations, it is recommended that it develop processes/procedures for identifying its translation needs, which will serve as a standard guideline in determining appropriate materials requiring translation. d. The DMH has delegated testing authority to administer Spanish oral fluency exams. It utilizes the SPB for its other language needs. f. The DMH reported that it requires counties to meet applicable Title IX, Cultural and Linguistic requirement through submission of Mental Health Plans. The plans cover language access and translation of documents. The DMH should ensure that these plans cover both state and federal requirements and that they include a complaint process for language-access issues. This would serve as a mechanism for DMH to monitor compliance by counties.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☑	☐	☐	☐	☐

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DHM attended 5 of the 9 training classes offered.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
1.2 Spanish	☑	☐	☐	☐	☐	☐	☐

Comments:

The DMH reported deficiencies in the Office of Multicultural Services in Sacramento County (.29) and in the Metropolitan State Hospital in Los Angeles County (.91). Both units have non-certified bilingual staff that they propose to certify to correct these deficiencies.

INTERNAL POPULATION ASSESSMENT

The DMH is one of five departments that not only reports language survey data on public contacts received, it also must provide data on the native language(s) of its interna populations. The DMH has internal population within seven hospitals: Atascadero, Metropolitan, Napa, Patton, Salinas Valley Psychiatric, and Vacaville Psychiatric Hospitals/Programs. (The seventh hospital, Coalinga State Hospital was established after the survey was conducted.) The DMH did complete the Form F, Internal Population Counts that identify the populations b language and the number of staff certified as fluent in a non-English language. However, it did not provide the required service delivery plan. The DMH internal population counts reflect its clients speak numerous different non-English languages. For many of these languages, DMH reported it does not employ certified bilingual staff nor does it have translated documents available. The DMH failed to provide the required service delivery plan that outlines how it ensures it provides an appropriate level of language access in compliance with both state and federal laws.

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Plans for Delivery of Services:							
1.2 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The DMH reported that it utilizes its interpreter services and other certified bilingual staff to ensure delivery of service in the interim of certifying staff for its Spanish language deficiencies. However, as discussed, it did not provide a plan for delivery of service for its internal populations at its facilities.							
b. Implementation Plan: **i. Progress since Language Survey:**							
1.2 Spanish	☑	☐	☐	☐	☐	☐	☐
Comments: The DMH corrected both of its Spanish language deficiencies by certifying existing bilingual staff.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
9.23 Spanish	☐	☐	☑	☐	☐	☐	☐
6.53 Tagalog	☐	☐	☑	☐	☐	☐	☐
0.5 American Sign Language	☐	☐	☑	☐	☐	☐	☐
Comments: The DMH's survey data reflected a total of 33.48 recommended staffing needs. Of these, about 51% were in units that already employed sufficient numbers of certified bilingual staff to meet the identified need. For the remaining 16.26 identified above, the department reported: Spanish: DMH proposed to test non-certified bilingual employees at Atascadero and Patton State Hospitals and use existing certified staff to meet the need. At Napa State Hospital the department reported that it would use contract interpreter services until the hiring freeze is lifted							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
and it can hire staff. DMH did not report any progress towards addressing these recommended staffing needs i its implementation plan. Tagalog: The DMH reported that it would test non-certified employees at Metropolitan State Hospital and use contracted interpreter services at Napa State Hospital until the hiring freeze is lifted. DMH did not report any progress towards addressing these recommended staffing needs in its implementation plan. American Sign Language: The DMH reported that it woul test its non-certified employees at Patton State Hospital and use an existing ASL certified employee in the interim DMH did not report any progress towards addressing this recommended staffing need in its implementation plan. Internal Populations: The DMH did not report any information regarding its internal populations language needs in its implementation plan.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	15	4	6	1	2	0	3
Part IV: Bilingual Staffing	2	0	0	0	1	0	0
Part V: Recommended Staffing	0	0	3	0	0	0	0
Total Percentages %	50.0%	11.8%	26.5%	2.9%	8.8%	0.0%	

Overall Percentage of Acceptable Services: 91.2%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/15/2004 2nd Week: 3/22/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: Although the California Military Department (Department) participated in the 2003-2004 Language Survey, it did not survey two non-consecutive weeks as required by the Stat Personnel Board (SPB). Surveying two non-consecutive weeks is required in order to measure different levels of public contacts during two non-continuous periods.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	1,142.00	29,692.00	NO	293.00	0	0
SPANISH	110.00	2,860.00	YES	0.00	22.6	0
KOREAN	10.00	260.00	NO	0.00	0	0
CROATIAN	10.00	260.00	NO	0.00	0	0
VIETNAMESE	8.00	208.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
JAPANESE	5.00	130.00	NO	0.00	0	0
GERMAN	3.00	78.00	NO	0.00	0	0
TAGALOG	2.00	52.00	NO	0.00	0	0
SAMOAN	2.00	52.00	NO	0.00	0	0
RUSSIAN	2.00	52.00	NO	0.00	0	0
Total: 10	1,294.00	33,644.00	1	293.00	22.6	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation Although the Department submitted all of the required documentation, the "Compliance Report" was partially completed and the Deficiency Report & Corrective Action Plan did not reflect its deficiencies. Instead, the Department left the sample language that was included by the SPB as an example of the detailed information state departments have to complete to demonstrate their compliance with the Dymally-Alatorre Bilingual Services Act (Act). The same holds true for the Implementation Plan. The Department needs to have its survey data reviewed by the bilingual services coordinator and the Director or Chief of Administration to ensure accurate information is being reported by the Department.	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Bilingual Services Policy The Department submitted a one paragraph document that substitutes for its Bilingual Services Policy (Policy). The SPB offered the Department recommendations on developing a Policy; these were not followed. While the SPB recognizes that the Department employs non-civil servants, it also employs civil service employees that are mandated to participate in the survey and comply with the Act. Again, the SPB recommends that the Department develop a Policy that demonstrates its commitment to comply with the Act, lists performance standards, bilingual resources and is dated and signed by its Adjutant General before being disseminated to its employees. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☐
☑ Spanish Since the Department met the 5% threshold in the Spanish language, it is required by the Act to translate its vital documents or develop alternative methods to ensure its public contacts are aware of the services it provides. The Department does not have any of its documents translated into Spanish nor does it have any interpreter service to provide an appropriate level of language access. The SPB recommends that the Department identify bilingual resources such as bilingual staff or interpreter contract services to provide an equal level of language access to all of it public contacts. The Department also received contacts in 8 other non-English languages.	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The Department reported that 28 of its 255 public contacts participated in the survey and did not provide a response as to why this occurred. The Department's bilingual services coordinator is responsible for ensuring that all of its public contact employees participate in the survey. This is the second survey the Department has participated in where it does not survey its public contacts correctly.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The Department reported that it made seven hires; however, none were to bilingual employees and it would utilize the bilingual resources within its department if the need arises. The Department should have attempted to correct some of the deficiencies, since 22.6 Spanish position deficiencies were identified. Part IV of this assessment discusses position deficiencies in detail.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
a. & b.The Department reported that its POC(s) would provide bilingual resources, however, it did not define the "POC" acronym. Since the Department did not identify any bilingual employees, it is not known where these persons are employed. The Department reported on its Policy statement that if necessary, it would utilize the services of bilingual employees in other state agencies. The Department should immediately develop bilingual resources to be in compliance with the Act. While the SPB encourages departments to network and share bilingual services, the Department should identify the departments that will provide bilingual services.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c. The Department should contract with an interpreter service provider to secure resources for the Spanish and 8 other non-English languages that may seek its services through its units.							
7. Bilingual Resources Available for LEP Public The Department reported that it does not have any bilingual resources for its LEP contacts. The Department reported 22.6 position deficiencies in the Spanish language; it is necessary that it take immediate action to correct the deficiencies by hiring bilingual employees and developing bilingual resources.	☐	☐	☐	☐	☑	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☑	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b.The Department reported that it does not conduct training on the provisions of the Act and does not have a complaint process. It is evident that the Department has not made any progress since the last survey and did not implement any of the SPB's recommendations. As no changes have been reported. The SPB recommends that the Department contact the SPB immediately to determine what course of action it will take to comply with the Act.							
ci. The Department reported that it does not recruit for bilingual employees, yet has a need since it reported 22.6 position deficiencies in the survey. The Department should recruit bilingual staff by publicizing							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the need on future job announcements, on the SPB's website, the use of bilingual certification lists, and advertise at its outreach events. cii. Since the Department did not acknowledge that it met the 5% threshold in the Spanish language that requires it to take action and provide bilingual services it reported that it does not translate any documents. d. The Department did not provide a response to this question; however, it should be aware of the sources available to certify its bilingual employees such as the SPB and the Los Angeles Unified School District.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources Since the Department attended five of the Bilingual Services Program's (BSP) training sessions, it is evident that it understands it must comply with the Act however, it has not taken any action to date. The Department should contact the SPB immediately to determine how it will comply with the Act.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
22.6 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The Department did not acknowledge the position deficiencies that were identified in the survey in four of its units. The units that identified deficiencies were: the Ca. National Guard in Orange County (2.95), Ca. National Guard in Sacramento County (13.72), Ca. National Guard Camp Roberts (4.41) and the Ca. National Guard-Camp							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
San Luis Obispo (1.52) (San Luis Obispo). Since the Sacramento County National Guard Unit employs 212 staff and none were bilingual, the survey reported that it needed 13.72 bilingual employees to correct the deficiencies.							
ii. Plans for Delivery of Services: 22.6 Spanish Comments: The department did not respond to this question.	☐	☐	☐	☐	☑	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 22.6 Spanish Comments: The Department did not acknowledge any position deficiencies. However, since the contacts in each unit ranged from 18 to 35 per unit, the SPB recommends that the Department employ one bilingual Spanish speaking staff per unit and contract with an interpreter services contractor.	☐	☐	☐	☐	☑	☐	☐
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	0	1	0	14	0	5
Part IV: Bilingual Staffing	0	0	0	0	3	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	0.0%	5.6%	0.0%	94.4%	0.0%	

Overall Percentage of Acceptable Services: 5.6%

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Motor Vehicles, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 10/6/2003 2nd Week: 10/20/2003

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	1,562,550.00	40,626,300.00	NO	3,548.46	0	0
SPANISH	332,959.00	8,656,934.00	YES	1,424.60	26.97	1.49
VIETNAMESE	14,834.00	385,684.00	YES	47.00	0.57	10.42
CANTONESE	12,947.00	336,622.00	YES	37.00	0.45	7.73
TAGALOG	9,542.00	248,092.00	YES	63.00	0	6.95
MANDARIN	8,689.00	225,914.00	YES	34.00	1.79	7.73
KOREAN	8,619.00	224,094.00	YES	5.00	1.65	13.53

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
JAPANESE	4,175.00	108,550.00	NO	1.00	0	7.41
PUNJABI	3,635.00	94,510.00	YES	16.00	0.8	2.75
ARMENIAN	3,560.00	92,560.00	YES	12.00	0.71	1.66
FARSI	3,224.00	83,824.00	NO	7.00	0	3.77
RUSSIAN	3,153.00	81,978.00	NO	7.00	0	5.51
ARABIC	2,224.00	57,824.00	NO	5.00	0	2.34
HINDI	2,154.00	56,004.00	NO	18.00	0	0.69
PORTUGUESE	1,328.00	34,528.00	NO	7.00	0	1.73
CAMBODIAN	814.00	21,164.00	NO	0.00	0	1.04
THAI	790.00	20,540.00	NO	1.00	0	0.85
FRENCH	737.00	19,162.00	NO	2.00	0	0.59
HEBREW	610.00	15,860.00	NO	0.00	0	0.92
HMONG	532.00	13,832.00	NO	1.00	0	1.15
GERMAN	435.00	11,310.00	NO	0.00	0	0.34
AMERICAN SIGN	392.00	10,192.00	NO	2.00	0	0.2
LAOTIAN	381.00	9,906.00	NO	0.00	0	0.53
OTHER	381.00	9,906.00	NO	0.00	0	0.48
ITALIAN	362.00	9,412.00	NO	2.00	0	0.21
SWAHILI	247.00	6,422.00	NO	0.00	0	0.76
POLISH	175.00	4,550.00	NO	0.00	0	0
AMHARIC	155.00	4,030.00	NO	0.00	0	0.16
SAMOAN	142.00	3,692.00	NO	0.00	0	0.17
INDONESIAN	109.00	2,834.00	NO	0.00	0	0.13
URDU	101.00	2,626.00	NO	3.00	0	0.08
GREEK	94.00	2,444.00	NO	0.00	0	0
ILOCANO	80.00	2,080.00	NO	1.00	0	0.04
CROATIAN	76.00	1,976.00	NO	0.00	0	0
TONGAN	72.00	1,872.00	NO	0.00	0	0.14
ROMANIAN	69.00	1,794.00	NO	0.00	0	0.05

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
SOMALI	56.00	1,456.00	NO	0.00	0	0
TURKISH	50.00	1,300.00	NO	0.00	0	0
MEIN	48.00	1,248.00	NO	1.00	0	0
TIGRINYA	36.00	936.00	NO	0.00	0	0.07
SERBIAN	29.00	754.00	NO	0.00	0	0
HUNGARIAN	26.00	676.00	NO	0.00	0	0
KURDISH	24.00	624.00	NO	0.00	0	0
BURMESE	20.00	520.00	NO	0.00	0	0
UKRANIAN	19.00	494.00	NO	0.00	0	0
BULGARIAN	15.00	390.00	NO	0.00	0	0
SWEDISH	14.00	364.00	NO	0.00	0	0
FIJIAN	13.00	338.00	NO	0.00	0	0
PASHTO	13.00	338.00	NO	0.00	0	0
GUAJARATI	12.00	312.00	NO	0.00	0	0
TAMIL	9.00	234.00	NO	0.00	0	0
BENGALI	9.00	234.00	NO	0.00	0	0
NIGERIAN	8.00	208.00	NO	0.00	0	0
CHAMORO	8.00	208.00	NO	0.00	0	0
CZECH	7.00	182.00	NO	0.00	0	0
ASSYRIAN	6.00	156.00	NO	1.00	0	0
TIBETAN	6.00	156.00	NO	0.00	0	0
LEBANESE	6.00	156.00	NO	0.00	0	0
MALAY	6.00	156.00	NO	0.00	0	0
PERSIAN	6.00	156.00	NO	0.00	0	0
SINHALESE	5.00	130.00	NO	0.00	0	0
DUTCH	5.00	130.00	NO	0.00	0	0
NEPALI	4.00	104.00	NO	0.00	0	0
KANNADA	3.00	78.00	NO	0.00	0	0
SUDANIC	3.00	78.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
PERUVIAN	2.00	52.00	NO	0.00	0	0
MONGOL	2.00	52.00	NO	0.00	0	0
VISAYAN	2.00	52.00	NO	0.00	0	0
TAIWANESE	2.00	52.00	NO	0.00	0	0
FINNISH	2.00	52.00	NO	0.00	0	0
CHALDEAN	2.00	52.00	NO	0.00	0	0
DANISH	1.00	26.00	NO	0.00	0	0
BOSNIAN	1.00	26.00	NO	0.00	0	0
MOROCCAN	1.00	26.00	NO	0.00	0	0
PAKISTANI	1.00	26.00	NO	0.00	0	0
TELUGU	1.00	26.00	NO	0.00	0	0
NORWEGIAN	1.00	26.00	NO	0.00	0	0
CEBUANO	1.00	26.00	NO	0.00	0	0
JAMAICAN	1.00	26.00	NO	0.00	0	0
LITHUANIAN	1.00	26.00	NO	0.00	0	0
DINKA	1.00	26.00	NO	0.00	0	0
FULANI	1.00	26.00	NO	0.00	0	0
Total: 82	1,980,836.00	51,501,736.00	8	5,246.06	32.94	81.62

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Motor Vehicles (DMV) submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DMV reported that it is using the same Bilingual Services Policy (Policy) submitted with the 2001-2002 Language Survey. However, in checking the file, it wa found that the DMV did not submit a Policy. The State Personnel Board (SPB) recommends that the DMV develop a Policy that communicates its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act) outlines its bilingual services, performance standards, and includes the name and telephone number of the person responsible for providing information. The Policy should be on the DMV's letterhead, signed by the director and distributed to its employees. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ American Sign Language	☐	☐	☑	☐	☐	☐	☐
☐ Amharic [Ethiopia]	☐	☐	☑	☐	☐	☐	☐
☐ Arabic	☐	☐	☑	☐	☐	☐	☐
☑ Armenian	☐	☐	☐	☐	☑	☐	☐
☐ Cambodian/Khmer	☐	☐	☑	☐	☐	☐	☐
☑ Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
☐ Croatian	☐	☐	☑	☐	☐	☐	☐
☐ Farsi/Persian	☐	☐	☑	☐	☐	☐	☐
☐ French	☐	☐	☑	☐	☐	☐	☐
☐ German	☐	☐	☑	☐	☐	☐	☐
☐ Greek	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ Hebrew	☐	☐	☑	☐	☐	☐	☐
☐ Hindi	☐	☐	☑	☐	☐	☐	☐
☐ Hmong	☐	☐	☑	☐	☐	☐	☐
☐ Hungarian	☐	☐	☑	☐	☐	☐	☐
☐ Indonesian	☐	☐	☑	☐	☐	☐	☐
☐ Italian	☐	☐	☑	☐	☐	☐	☐
☐ Japanese	☐	☐	☑	☐	☐	☐	☐
☑ Korean	☐	☐	☐	☐	☑	☐	☐
☐ Lao/Laotian	☐	☐	☑	☐	☐	☐	☐
☑ Mandarin	☐	☐	☐	☐	☑	☐	☐
☐ Polish	☐	☐	☑	☐	☐	☐	☐
☐ Portuguese	☐	☐	☑	☐	☐	☐	☐
☑ Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
☐ Romanian	☐	☐	☑	☐	☐	☐	☐
☐ Samoan	☐	☐	☑	☐	☐	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☑ Tagalog	☐	☐	☐	☐	☑	☐	☐
☐ Thai [Thailand]	☐	☐	☑	☐	☐	☐	☐
☐ Tongan	☐	☐	☑	☐	☐	☐	☐
☐ Turkish	☐	☐	☑	☐	☐	☐	☐
☑ Vietnamese	☐	☐	☐	☐	☑	☐	☐
The DMV reported translating 40% to 59% of its documents into the following languages that met the 5% threshold with their corresponding number of translated documents: Armenian (5), Chinese (10), Korean (10), Punjabi (5), Spanish (249), Tagalog (5), and Vietnamese (10). There is a large disparity between the number of documents available for those languages that met the threshold (Spanish 249 documents (332,959 contact) and Tagalog (9,542 contacts). Although the DMV can utilize alternative methods to ensure its LEP contacts are aware of its services, it should attempt to translate more of its commonly used documents into those language that met the threshold, since a need has been identified based on the level of contacts the DMV receives in these languages.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DMV also reported that it has translated documents into the following languages that did not meet the 5% threshold: Russian (6), Japanese and Hindi (4), Arabic and Portuguese (3), Cambodian, German, Greek, Hebrew, Hmong, Hungarian, Italian, Laotian, Romanian, Thai (2), and Croatian, Turkish, Amharic, Farsi, French, Indonesian, Polish, Samoan, and Tongan (1).							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DMV reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
The DMV reported that it anticipates 222 new hires vacancies. The DMV identified 55 hires to employees that are bilingual in the following languages: Spanish (36), Tagalog (6), Cantonese (3), and one each for Farsi, Hindi, Korean, Arabic, and Portuguese.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a & b. The DMV reported that it has the following information available for its public contact staff through the intranet or through its bilingual services coordinator an "En Espanol" website, list of translated materials including the driver license examination forms, translated handbooks and audio tapes, a detailed list of bilingual employees that include their telephone numbe work location and the language they speak, a list of service providers for the hearing impaired and instructions for requesting Braille translations.							
c. The DMV reported that it has a contract with Lan Do and Associates for interpreter services and with							

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Transcend, Paragon, and Terra Span for its translation needs.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The DMV reported that it has the following bilingual tools and resources to assist its LEP customers: driver's handbook, exams, audio tapes available in 12 languages, and a brochure that lists commonly used words and phrases designed to assist driver license applicants available in 11 languages. Also available is road sign chart in 16 languages, articles and outreach i foreign language media, "En Espanol" webpage, and a 1-800 telephone hotline. The DMV also reported that it has posters that are prominently displayed in its field offices advising LEP customers in 12 languages that interpreter services are available at no cost to them.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☑	☐	☐	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DMV reported that all its new staff attend the basic training classes that include a component on hov to provide services to LEP persons, prior to working with its customers. New employees are required to attend training on effective communication for all customers, and informal training is given during weekly office training sessions. Public contact employees also obtain instructions on how to make arrangements for interpreter services for its LEP contacts.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. The DMV reported it has a complaint procedure that requires all language access complaints be handled and processed in a timely manner at its local office level. Customer Survey Cards are available in Armenian, Chinese, Hindi, Japanese, Korean, Portuguese, Punjabi, Russian, Spanish, Tagalog, and Vietnamese languages, and LEP contacts are encouraged to complete them. The Customer Service Cards serves as an avenue for the public to voice their issues/concerns. The written complaints are translated into English and handled by the Language Services Unit, or its Customer Communications Unit. A response is provided for each complaint and mailed to the customer with resolution to their issue. Complaints received over the telephone are forwarded to the bilingual services coordinator who makes arrangements with the bilingual employees to interpret for the customer. In addition, the DMV reported that it has translated posters explaining its complaint process displayed in its offices. ci. The DMV reported that it recruits bilingual staff by dissenimating examination announcements at job fairs through community groups, foreign language media, SPB's web site,and through bilingual certification lists. Also, when the need arises, the DMV identiifed bilingual employees and offers inter office transfers, once the language certification is determined. cii. The DMV reported that its Communications Programs Division's Publishing and Online Information Branch (POIB) has the responsibility of translating and/or coordinating the translation of DMV's documents. The POIB uses the information gathered from the language survey to determine the languages that require translation of documents. The DMV reported that it also identifies written materials for translation based on the following factors: materials that solicit or require the furnishing of information; information solicited or furnished that may affect the individual's rights, duties, or privileges with regard to the department's services or benefits; and the needs of its local offices. Its Forms and Accountable Items Section (FAIS) provides POIB with the list of public forms and publications that fall in the criteria of the Act Since the DMV reported such a large disparity between the documents it has available for those languages that met the 5% threshold, it should conduct an assessment of its vital documents and translate							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
them into Chinese, Korean, Punjabi, Tagalog and Vietnamese to ensure its public contact are able to learn of their services without having to wait for a bilingual employee to explain DMV's services to them. d. The DMV reported it has delegated testing authority to conduct bilingual oral fluency exams in the following languages: Armenian, Cantonese, Japanese, Korean, Russian, Spanish, Tagalog, and Vietnamese. The DMV consults with SPB if they need the exam in other languages. e. The DMV reported that it has developed a translator exam for the Spanish language, that was validated by the language department at California State University of Sacramento. For other language translation needs, the DMV utilizes the services available through its interpreter contracts. f. The DMV complies with Government Code Section 11435.05 - 11435.65 by providing certified interpreters for all its formal driver safety and other legal administrative procedures, or qualifying its staff as interpreters when interpreters are not available. The DMV also provides services for American Sign Language and Braille when the need is identified in order to comply with the G.C. Section 11135. Since a higher level of conversation is required for administrative hearing interpreters, the SPB recommends all bilingual employees that serve as interpreters at administrative hearings, take the CPS Human Resource Services (CPS) administrative hearing exam to ensure correct interpretation is being provided.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DMV attended 3 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
26.97 Spanish	☐	☑	☐	☐	☐	☐	☐
1.79 Mandarin	☐	☑	☐	☐	☐	☐	☐
1.65 Korean	☐	☑	☐	☐	☐	☐	☐
0.8 Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
0.71 Armenian	☐	☑	☐	☐	☐	☐	☐
0.57 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.45 Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐

Comments:

Spanish:

The DMV reported a total of 26.97 bilingual position deficiencies in the Spanish language in 40 of its offices in the following counties: Alameda (1.69 in 3 offices), Contra Costa (1.06 in 1 office), Glenn (.63 in 1 office), Kern (.07 in 1 office), Los Angeles (4.98 in two 2 offices), Marin (1.31 in 1 office), Napa (1 in 1 office), Orange (.43 in 1 office), Sacramento (4.96 in 12 offices), San Bernardino (1.79 in 1 office), San Diego (.78 in 2 offices), San Joaquin (.1 in 1 office), San Mateo (3.2 in 2 offices), Santa Clara (.72 in 2 offices), Shasta (.15 in 1 office), Siskiyou (.35 in 1 office), Solano (.86 in 2 offices), Tehama (.29 in 1 office), Ventura (1.65 in 2 offices), and Yolo (1.05 in 2 offices). The DMV planned to certify its non-certified staff in offices with deficiencies, or use certified staff from other offices to correct the deficiencies.

Korean:

The DMV reported a total of 1.65 bilingual position deficiencies in its Hollywood (.86) and Hollywood-Vine (.79) Field Offices. The DMV will attempt to recruit a

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual employee by listing the position as bilingual on its job announcement and encouraging inner office transfers of bilingual employees. Cantonese: The DMV reported a total of .45 bilingual position deficiency for its Daly City Field Office (.28) and SMOG Impact Refund Unit (.17). The DMV planned to certify the non-certified staff to correct the deficiency at its Daly City Field Office and use its certified staff assigned at other offices to correct the deficiency at the SMOG Impact Refund Unit. It will also utilize the interpreter contracts to ensure an equal level of service. Mandarin: The DMV reported having a total of 1.79 bilingual position deficiencies for the Mandarin language in its Fremont Field Office (1.32) and San Francisco Field Office (.47). It planned to advertise the next vacancy at its Fremont Office as bilingual in Mandarin, and encourage bilingual staff to transfer to this office. For its San Francisco Field Office, its proposed action plan is to use certified staff at other offices to correct the deficiency. Punjabi: The DMV reported having a total of (1.63) bilingual position deficiencies that occurred in its Yuba Field Office (.63) and SMOG Impact Refund Unit (.17). The DMV planned to conduct bilingual recruitment for the next vacancy in the Yuba Field Office and use certified staff at other offices to correct the deficiency for the SMOG Impact Refund Unit. Vietnamese: The DMV reported having (.57) bilingual position deficiency in its Region II San Jose office, and planned to conduct bilingual recruitment for its next vacancy as well as encourage bilingual staff to transfer into this office. The DMV also planned to use its certified staff at other offices to provide bilingual services in the interim of hiring bilingual employees. The DMV can also utilize the services of its interpreter contracts to ensure an equal level of services. Armenian:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DMV reported (.71) bilingual position deficiency in the Armenian language in its Region III Van Nuys Office. The DMV planned to correct the deficiency by recruiting a bilingual staff that speaks Armenian when recruiting for the next vacancy or by encouraging bilingual staff to transfer to this office.							
ii. Plans for Delivery of Services:							
26.97 Spanish	☐	☑	☐	☐	☐	☐	☐
1.79 Mandarin	☐	☑	☐	☐	☐	☐	☐
1.65 Korean	☐	☑	☐	☐	☐	☐	☐
0.8 Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
0.71 Armenian	☐	☑	☐	☐	☐	☐	☐
0.57 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.45 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
Comments: The DMV reported that offices with a less than 0.5 deficiency in any language would have the necessary resources to ensure an equal level of services to its public contacts. While most of the offices that reported 0.5 position deficiencies have certified staff or non-certified staff that will be encouraged to take the oral fluency exam to be certified, it also has the services of it bilingual employees and its interpreter services to meet its LEP needs. Spanish: The DMV reported it will utilize certified staff from other offices or its contract with interpreter services to ensure delivery of services to its LEP contacts in the interim of certifying bilingual employees and hiring additional bilingual employees. Korean: The DMV planned to use bilingual staff in other offices to ensure delivery of services to LEP contacts, or to use its contract with interpreter services.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Cantonese: Although the DMV has certified staff that speak Cantonese in other offices, it still needs utilize its certifie staff to ensure delivery of services in offices with deficiencies, as demonstrated by its SMOG Impact Refund Unit which has no certified nor non-certified staff to ensure delivery of services for its office with .17 deficiency. Mandarin and Punjabi: The DMV reported that it will utilize the certified bilingual staff in other offices to ensure delivery of services in these languages. Vietnamese: The DMV reported using its certified staff assigned in other offices and its interpreter service contracts to ensure delivery of services in this language. Armenian: The DMV reported that it will utilize its telephone interpreter contract to ensure delivery of services in the Armenian language.							
b. Implementation Plan: **i. Progress since Language Survey:**							
26.97 Spanish	☑	☐	☐	☐	☐	☐	☐
1.79 Mandarin	☐	☐	☑	☐	☐	☐	☐
1.65 Korean	☑	☐	☐	☐	☐	☐	☐
0.8 Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
0.71 Armenian	☐	☑	☐	☐	☐	☐	☐
0.57 Vietnamese	☐	☑	☐	☐	☐	☐	☐
0.45 Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish: The DMV reported having corrected all the 26.97 bilingua position deficiencies in its identified 40 offices by employing the following strategies: certifying non-certifie							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
staff, hiring bilingual staff, encouraging bilingual employees to transfer to offices that do not have certified staff, using certified staff from other offices, and using its contract with interpreter services. Korean: The DMV reported having corrected the bilingual position deficiency by hiring bilingual staff. The Hollywood and Hollywood-Vine Field Offices now have sufficient number of bilingual staff to assist its Korean speaking contacts. Cantonese: The DMV reported having corrected the .45 bilingual position deficiency by certifying a non-certified staff at its Daly City Field Office, and using certified staff at other offices to correct the deficiency at its SMOG Impact Refund Unit. Mandarin: The DMV reported that it was not able to correct the 1.32 bilingual position deficiency for the Mandarin language in its Fremont Field Office, but was able to correct the deficiency in its San Francisco Field Office. The DMV can use the certified staff at its Oakland Coliseum Field Office to assist in correcting deficiencies at its Fremont Field Office. Punjabi: The DMV reported having corrected the .8 bilingual position deficiency in the Punjabi language by utilizing certified staff at its other offices. Vietnamese: The DMV reported that it was able to correct the .57 bilingual position deficiency by utilizing certified staff at other offices, and by using its interpreter contract to provide an equal level of service. Armenian: The DMV reported that it was able to correct the deficiency in the Armenian language by utilizing its interpreter service contract.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
13.53 Korean	☐	☐	☑	☐	☐	☐	☐
10.48 Cantonese/Yue	☐	☑	☐	☐	☐	☐	☐
10.42 Vietnamese	☐	☑	☐	☐	☐	☐	☐
7.73 Mandarin	☐	☑	☐	☐	☐	☐	☐
7.41 Japanese	☐	☐	☑	☐	☐	☐	☐
6.95 Tagalog	☐	☑	☐	☐	☐	☐	☐
5.51 Russian	☐	☑	☐	☐	☐	☐	☐
3.77 Farsi/Persian	☐	☑	☐	☐	☐	☐	☐
2.75 Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
2.34 Arabic	☐	☑	☐	☐	☐	☐	☐
1.73 Portuguese	☐	☑	☐	☐	☐	☐	☐
1.66 Armenian	☐	☑	☐	☐	☐	☐	☐
1.49 Spanish	☐	☑	☐	☐	☐	☐	☐
1.15 Hmong	☐	☑	☐	☐	☐	☐	☐
1.04 Cambodian/Khmer	☐	☐	☑	☐	☐	☐	☐
0.92 Hebrew	☐	☐	☑	☐	☐	☐	☐
0.85 Thai [Thailand]	☐	☑	☐	☐	☐	☐	☐
0.76 Swahili	☐	☐	☑	☐	☐	☐	☐
0.69 Hindi	☐	☑	☐	☐	☐	☐	☐
0.59 French	☐	☑	☐	☐	☐	☐	☐
0.53 Lao/Laotian	☐	☐	☑	☐	☐	☐	☐
0.34 German	☐	☐	☑	☐	☐	☐	☐
0.21 Italian	☐	☑	☐	☐	☐	☐	☐
0.2 American Sign Language	☐	☑	☐	☐	☐	☐	☐
0.17 Samoan	☐	☑	☐	☐	☐	☐	☐
0.16 Amharic [Ethiopia]	☐	☐	☑	☐	☐	☐	☐
0.14 Tongan	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
0.13 Indonesian	☐	☑	☐	☐	☐	☐	☐
0.08 Urdu	☐	☑	☐	☐	☐	☐	☐
0.07 Tigrigna [Ethiopia]	☐	☐	☑	☐	☐	☐	☐
0.05 Romanian	☐	☐	☑	☐	☐	☐	☐
0.04 Ilocano	☐	☑	☐	☐	☐	☐	☐

Comments:

The DMV reported that in offices with less than .5 recommended staffing, it would utilize its certified staff located in other offices, translated materials, or its interpretercontract services to ensure its LEP contact are affored an equal level of service. The DMV reported the following corrective action plan for those offices that reported a greater than or equal to .5 recommended staffing needs:

Korean:

The DMV reported a total of 13.53 recommended staffing needs in the Korean language for 58 of its offices, and five of these offices have greater than or equal to .5 recommended staffing needs at its San Francisco (.92), Westminster (.85), Los Angeles (.8), Fullerton (.58), and Bellflower (.55) Field Offices. To fulfill the .5 or greater recommended staffing needs, the DMV planned to advertise and recruit Korean bilingual staff in these offices, or encourage bilingual staff to transfer to these offices. To ensure delivery of services, DMV planned to utilize its bilingual staff in other offices, or use its contract with interpreter services.

Cantonese:

The DMV reported having recommended staffing needs for 42 of its offices, and 6 of these offices have recommended staffing needs that are .5 or greater, at its El Cerrito (1.09), Fremont (.9), West Covina (.52), Hayward (.65), Pomona (.56), Region II San Jose (.53) Field Offices. The DMV planned to recruit by advertising the position as bilingual in the Cantonese language to correct the recommended staffing needs. To ensure delivery of services, the DMV planned to use its bilingual staff at other offices or use its contract with interpreter services.

Vietnamese:

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DMV reported having 10.42 recommended staffing needs at 44 of its offices, and 6 of these have .5 or greater recommended staffing needs as follows: Fremont (.88), Lincoln Park (.64), Hayward (1), Oakland Claremon (.59), El Cerrito (.52), and at Oakland Coliseum (.56) Fiel Offices. The DMV planned to recruit by advertising the position as bilingual in the Vietnamese language, to correct the unmet recommended staffing needs. To ensure delivery of services, the DMV planned to use its bilingual staff in other offices or use its contract with interpreter services. Mandarin: The DMV reported having a 7.73 recommended staffing needs in 30 of its offices, with 3 offices having .5 or greater recommended staffing needs as follows: Montebello (.66), Lincoln Park (1.1), and San Jose (.57) Field Offices. The DMV planned to recruit by advertising the position as bilingual in the Mandarin language to correct the recommended staffing needs. To ensure delivery of services, the DMV planned to use its bilingual staff at other offices or use its contract with interpreter services. Swahili: The DMV reported having a .76 recommended staffing need at its Hayward Field Office. The DMV planned to recruit by advertising the position as bilingual in the Swahili language to correct the recommended staffing needs. To ensure delivery of services, the DMV planned to use its existing translated materials in Swahili, and use its contract with interpreter services. Tagalog: The DMV reported having 6.95 recommended staffing needs in 36 of its offices, and .5 recommended staffing needs in the following three field offices: San Jose (.68), Poway (.6), and Bellflower (.51). The DMV planned to correct the staffing needs by certifying its non-certified staff and encouraging bilingual staff to transfer into these offices. To ensure delivery of service in the interim, the DMV planned to utlized its interpreter contract services in the interim. Russian: The DMV reported having 5.51 recommended staffing							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
needs at 20 of its offices, with a greater than or equal needs of .5 at its San Francisco (.72), and Hollywood (.56) Field Offices. The DMV planned to correct the recommended staffing needs by certifying its non-certified staff and encouraging bilingual staff to transfer to offices with needs. To ensure delivery of services, the DMV planned to use bilingual staff at other offices or use its contract with interpreter services. Japanese: The DMV reported having 7.41 recommended staffing needs for the Japanese language at 43 of its offices, with a greater than .5 need only at the San Francisco Field Office (.87). The DMV planned to recruit bilingual staff in the Japanese language and utilize its contract with interpreter services to ensure delivery of services. The DMV reported the following languages with less than .5 recommended staffing needs and the corresponding number of offices: Spanish (9), American Sign language (3), Amharic (1), Arabic (1), Armenian (8), Cambodian (6), Farsi (25), French (7), German (5), Hebrew (4), Hindi (7), Hmong (6), Ilocano (1), Indonesian (1), Italian (3), Laotian (2), Thai (9), Tigrinia (1), Portuguese (1), Romanian (1), Samoan (2), Tongan (1), and Urdu (1). The DMV reported it will apply the plan mentioned above for offices with less than .5 recommended staffing needs.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	10	24	0	10	0	3
Part IV: Bilingual Staffing	2	17	1	0	1	0	0
Part V: Recommended Staffing	0	21	11	0	0	0	0
Total Percentages %	5.9%	47.5%	35.6%	0.0%	10.9%	0.0%	

Overall Percentage of Acceptable Services: 89.1%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The California Department of Parks and Recreation (DPR) conducted its 2003-2004 Language Survey during what it considers its "slow season." The Dymally-Alatorre Bilingual Services Act (Act) requires state departments to conduct the language survey during two non-consecutive "high peak" and "low peak" weeks to ensure that the samp are reflective of its annual public contacts. It should also be noted that the DPR conducted the language survey during the same month as it conducted the 2001-2002 Language Survey.

Due to the manner in which the DPR conducted its survey, the results do not reflect an accurate account of the volume of public contacts.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:
N/A

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	60,282.00	1,567,332.00	N/A	618.21	0	0
SPANISH	3,670.00	95,420.00	YES	41.00	26.21	1.81

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
RUSSIAN	578.00	15,028.00	YES	0.00	4.13	0.26
GERMAN	476.00	12,376.00	YES	3.00	2.55	0.81
JAPANESE	356.00	9,256.00	YES	0.00	0.19	2.08
FRENCH	332.00	8,632.00	YES	2.00	0.86	0.76
MANDARIN	289.00	7,514.00	NO	0.00	0	1.51
KOREAN	242.00	6,292.00	YES	0.00	1.17	1.05
HEBREW	155.00	4,030.00	YES	0.00	0.7	0.65
ITALIAN	145.00	3,770.00	YES	0.00	1.24	0.28
CANTONESE	123.00	3,198.00	YES	0.00	1.59	0.38
VIETNAMESE	116.00	3,016.00	NO	0.00	0	0.98
FARSI	99.00	2,574.00	NO	0.00	0	0.54
PORTUGUESE	79.00	2,054.00	NO	0.00	0	0
ARMENIAN	60.00	1,560.00	NO	0.00	0	0.2
TAGALOG	60.00	1,560.00	NO	0.00	0	0.16
DUTCH	53.00	1,378.00	NO	0.00	0	0.2
HINDI	53.00	1,378.00	NO	0.00	0	0
AMERICAN SIGN	42.00	1,092.00	NO	2.00	0	0
ARABIC	40.00	1,040.00	NO	0.00	0	0
LAOTIAN	33.00	858.00	YES	0.00	0.32	0
GREEK	30.00	780.00	NO	0.00	0	0
CROATIAN	28.00	728.00	NO	0.00	0	0
HMONG	25.00	650.00	YES	0.00	0.87	0
PAMPANGAN	22.00	572.00	NO	0.00	0	0
CAMBODIAN	21.00	546.00	NO	0.00	0	0
CANADIAN	20.00	520.00	NO	0.00	0	0
SWEDISH	19.00	494.00	NO	0.00	0	0
SAMOAN	18.00	468.00	NO	0.00	0	0
PUNJABI	13.00	338.00	NO	0.00	0	0
POLISH	12.00	312.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
DANISH	12.00	312.00	NO	0.00	0	0
THAI	11.00	286.00	YES	0.00	0.25	0
HAWAIIAN	11.00	286.00	NO	0.00	0	0
SERBIAN	7.00	182.00	NO	0.00	0	0
LITHUANIAN	6.00	156.00	NO	0.00	0	0
tongan	6.00	156.00	NO	0.00	0	0
TAMIL	5.00	130.00	NO	0.00	0	0
MARHAW	5.00	130.00	NO	0.00	0	0
HUNGARIAN	4.00	104.00	NO	0.00	0	0
ROMANIAN	4.00	104.00	NO	0.00	0	0
TELUGU	4.00	104.00	NO	0.00	0	0
MARATHI	4.00	104.00	NO	0.00	0	0
URDU	4.00	104.00	NO	0.00	0	0
GUSARATI	4.00	104.00	NO	0.00	0	0
FINNISH	4.00	104.00	NO	0.00	0	0
WELSH	3.00	78.00	NO	0.00	0	0
BULGARIAN	3.00	78.00	NO	0.00	0	0
SWE	3.00	78.00	NO	0.00	0	0
YUROK	3.00	78.00	NO	0.00	0	0
INDONESIAN	3.00	78.00	NO	0.00	0	0
SLOVENIAN	2.00	52.00	NO	0.00	0	0
UKRANIAN	2.00	52.00	NO	0.00	0	0
CZECH	2.00	52.00	NO	0.00	0	0
ASSYRIAN	2.00	52.00	NO	0.00	0	0
MALTESE	2.00	52.00	NO	0.00	0	0
ILOCANO	2.00	52.00	NO	0.00	0	0
ESTONIAN	2.00	52.00	NO	0.00	0	0
NAVAJO	2.00	52.00	NO	0.00	0	0
AMIS/TAIWANESE	1.00	26.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ALL	1.00	26.00	NO	0.00	0	0
IGLOO	1.00	26.00	NO	0.00	0	0
MAIDU	1.00	26.00	NO	0.00	0	0
NORWEGUAB	1.00	26.00	NO	0.00	0	0
FLEMISH	1.00	26.00	NO	0.00	0	0
JAMAICAN KRIO	1.00	26.00	NO	0.00	0	0
Total: 66	67,620.00	1,758,120.00	12	666.21	40.08	11.67

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium	**2,000 to 3,499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The DPR submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DPR has not submitted a final version of its Bilingual Services Policy (Policy), even though the State Personnel Board (SPB) recommended in the 2001-2002 Language Survey assessment that the DPR revise its Policy before releasing it to employees. Unfortunately, the DPR has not followed this recommendation. The draft Policy demonstrates the DPR commitment to comply with the requirements of the Act, lists program standards, identifies bilingual resources, identifies procedures for employee training,	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
and details the complaint process. Since the DPR has not released its Policy, it should ensure that the Policy contains accurate information and lists the name and telephone number of the person responsible for providing information and assistance. The Policy should be printed on department letterhead, signed by the director and distributed to all DPR employees. A copy should also be sent to the SPB.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
☑ French	☐	☐	☐	☐	☑	☐	☐
☑ German	☐	☐	☐	☐	☑	☐	☐
☑ Hebrew	☐	☐	☐	☐	☑	☐	☐
☑ Hmong	☐	☐	☐	☐	☑	☐	☐
☑ Italian	☐	☐	☐	☐	☑	☐	☐
☑ Japanese	☐	☐	☐	☐	☑	☐	☐
☑ Korean	☐	☐	☐	☐	☑	☐	☐
☑ Lao/Laotian	☐	☐	☐	☐	☑	☐	☐
☑ Russian	☐	☐	☐	☐	☑	☐	☐
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
☑ Thai [Thailand]	☐	☐	☐	☐	☑	☐	☐
The DPR met the 5% threshold in the Cantonese, French, German, Hebrew, Italian, Japanese, Korean, Laotian, Russian, Spanish, and Thai languages; and reported that it has not translated any of its documents. However, in browsing the DPR website, the Hearst Castle in San Simeon identified having brochures translated in 14 languages as well as tours available in the American Sign, French, German, Portuguese, and Spanish languages. The Sacramento Railroad Museum was also found to have translated brochures. Also, according to data provided in the 2001-2002 Language Survey, the DPR has translated documents in its field offices and parks. The DPR was also considering installing computerized "multi-lingual" kiosks to display throughout its parks. Since							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the DPR did not elaborate on how it would develop or operate its “multi-lingual” kiosks, it should ensure that communication is maintained with management in each park in order to identify all of the translated brochures available for display in the kiosks. Since the DPR did not provide any information and did not conduct sufficient research when completing the “Compliance Report” regarding its bilingual services program, it unfortunately is not allowing for a complete and accurate assessment of its available bilingual services. The DPR bilingual services coordinator should survey all state parks and determine the services provided at each one. Once all of the information on its translated material is centralized, it should be added to its website (preferably in order of park and location) to ensure visitors are aware of services available to them. The SPB recommends that the DPR identify all documents that fall within the meaning of the Act and develop a plan to either have those documents translated, or provided by alternate methods. Again, since the DPR did not provide sufficient information, its rating in this area will be reflective of the information it made available.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The DPR reported conflicting information regarding the level of survey participation. The "Language Survey Data Summary" identified 666.21 public contact employees that participated in the survey, whereas the "Compliance Report" identified that 640.21 employees participated. It is not clear why such a small number of its estimated 3,000 employees participated in the survey. Also, since only 79 out of 270 parks participated, it is clear that many of the DPR units either did not participate in the survey, or reported their data erroneously. The DPR should ensure the accuracy of both its survey data and reports, since these discrepancies affect the deficiencies that will be discussed in Part IV of this assessment.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
The DPR reported that due to the hiring freeze, it did not make any bilingual hires. Instead, it attempted to fill bilingual employee positions with internal transfers.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The DPR reported that it does not have any bilingual resources available to its public contact staff, and that it is in the process of distributing the master listing of certified bilingual employees to serve as a resource. The DPR needs to ensure it has sufficient resources available to its contact staff in order to provide an equal level of service to those individuals that visit its parks and campgrounds. Since the DPR did not conduct an adequate job in researching the services available within its parks, it is unknown if (but possible that) there are additional resources available within various locations. As mentioned earlier, the DPR would benefit by having							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
its bilingual services coordinator contact each park and facility to identify all available bilingual resources. Once identified, the resources can be added to the DPR website. The DPR should also contract with an interpreter service that can provide services in all of the 66 languages identified in the survey.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
As mentioned above, the DPR should centralize its bilingual services and contract with an interpreter service vendor to ensure it has resources readily available in a variety of languages. The SPB recommends that the DPR visit SPB's Bilingual Services Program (BSP) website and download copies of the bilingual service materials that were made available at BSP training sessions, such as the "Notice of Interpreter Service" and the "Language Identification Guide" that can be displayed at its parks to alert the public that they are entitled to services in their languages.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The DPR reported that it does not conduct training for its public contact employees on their responsibilities according to the Act, and does not have a complaint process established. While it reported that it is in the process of developing a complaint process, it did not provide enough							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
information for the purposes of an assessment. The DPR should contact the SPB to determine how it will comply with the requirements of the Act in these areas ci. The DPR reported that it recruits bilingual staff through its job announcements, by certifying bilingual employees when a need is identified, and incorporatin bilingual needs in exam planning. cii. The DPR reported that it has neither established procedures to identify the specific translation needs of local offices, nor translated any of its documents into any non-English language. However, in browsing its website, it was found that the DPR does have translated documents. As mentioned earlier, the DPR bilingual services coordinator should contact each par directly and identify its translated documents and translation sources. Once established, a master listin of its translated documents and translation vendors can be added to the DPR "intranet" such that they are available to employees for distribution to the public as necessary. d. The DPR reported utilizing the services of the SPB and other state departments to certify its bilingual employees.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The DPR attended 4 of the BSP training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
26.21 Spanish	☐	☐	☑	☐	☐	☐	☐
4.13 Russian	☐	☐	☐	☑	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2.55 German	☐	☐	☑	☐	☐	☐	☐
1.59 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
1.24 Italian	☐	☐	☐	☐	☑	☐	☐
1.17 Korean	☐	☐	☐	☐	☑	☐	☐
0.87 Hmong	☐	☐	☐	☐	☑	☐	☐
0.86 French	☐	☐	☐	☐	☑	☐	☐
0.7 Hebrew	☐	☐	☐	☐	☑	☐	☐
0.32 Lao/Laotian	☐	☐	☐	☐	☑	☐	☐
0.25 Thai [Thailand]	☐	☐	☐	☐	☑	☐	☐
0.19 Japanese	☐	☐	☐	☐	☑	☐	☐

Comments:

Spanish:

The DPR reported having a total of 26.21 bilingual position deficiencies in the Spanish language distributed as noted in the following counties: Butte (1.44), El Dorad (0.45), Fresno (1.11), Kern (1.22), Los Angeles (4.93), Merced (2.23), Monterey (0.12), Orange (3.72), Riverside (1.76), Sacramento (0.49), San Francisco (0.42), San Luis Obispo (0.96), San Mateo (2.22), Santa Barbara (0.36), Santa Cruz (4.07), Tulare (0.54), and Ventura (0.17). The DPR proposes a plan to survey the language fluency of its employees and certify those that are identified as bilingual, and to recruit to refill vacancies wit bilingual staff. Since not all units have identified non-certified staff, DPR should have specific plans for each individual unit. For example, the Four Rivers, South Valley, Oceano Dunes, Lake Oroville, Historic Sites, and Lake Tahoe Units do not have non-certified staff that can be certified to correct its deficiencies. Also, Malibu and San Mateo Units have non-certified staff who can be certified, but may not be enough to correct its deficiencies in their units.

Russian:

The DPR reported a total of 4.13 bilingual position deficiencies at its Russian River (2.54) and Grover Hot

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Springs (1.59) units, and proposes to certify existing bilingual staff members to correct the deficiencies. However, this will not work for these units, since they did not report having non-certified staff members. The DPR should recruit bilingual staff for these units, or use telephone interpreter services to ensure delivery of services in the Russian language in the interim of hiring bilingual employees. German: The DPR reported a total of 2.55 bilingual position deficiencies in the German language in the following unit Santa Cruz Mountains (1.14), Malibu (0.77), and Big Sur (0.37). The plan to certify existing non-certified bilingual staff to correct the deficiencies in the German language will work in these units. The DPR also reported position deficiencies in other languages ranging from .025 to 1.59 positions, and did not identify having any staff members that speak these languages. The DPR needs to contract with an interpreter service vendor to provide services in these languages. It is not known how the DPR provides an equal level of service to these contacts since it does not have any bilingual resources in these languages. The SPB recommends that the DPR contract with an interpreter service in the interim of hiring bilingual staff in order to provide adequate services to its LEP contacts.							
ii. Plans for Delivery of Services:							
26.21 Spanish	☐	☐	☐	☐	☑	☐	☐
4.13 Russian	☐	☐	☐	☐	☑	☐	☐
2.55 German	☐	☐	☐	☐	☑	☐	☐
1.59 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
1.24 Italian	☐	☐	☐	☐	☑	☐	☐
1.17 Korean	☐	☐	☐	☐	☑	☐	☐
0.87 Hmong	☐	☐	☐	☐	☑	☐	☐
0.86 French	☐	☐	☐	☐	☑	☐	☐
0.7 Hebrew	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Parks And Recreation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
0.32 Lao/Laotian	☐	☐	☐	☐	☑	☐	☐
0.25 Thai [Thailand]	☐	☐	☐	☐	☑	☐	☐
0.19 Japanese	☐	☐	☐	☐	☑	☐	☐
Comments: The DPR reported that it will utilize existing certified staff in other locations and contract with interpreter services a needed to ensure delivery of services in all the language with identified position deficiencies. The plan to utilize existing certified staff at other locations is only applicable to the Spanish, German, and French languages. The DPR does not have any non-certified staff members that speak the Russian, Japanese, French, Korean, Hebrew, Italian, Cantonese, Laotian, Hmong, or Thai languages, and as such cannot use existing staff to correct the deficiencies. The DPR should identify its bilingual resources with certified staff in the interest of ensuring delivery of service in those units that have a need. The SPB recommends that the DPR contract with interpreter service vendors to ensure delivery of services in those languages with identified position deficiencies.							
b. Implementation Plan: **i. Progress since Language Survey:**							
26.21 Spanish	☐	☐	☐	☐	☑	☐	☐
4.13 Russian	☐	☐	☐	☐	☑	☐	☐
2.55 German	☐	☐	☐	☐	☑	☐	☐
1.59 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
1.24 Italian	☐	☐	☐	☐	☑	☐	☐
1.17 Korean	☐	☐	☐	☐	☑	☐	☐
0.87 Hmong	☐	☐	☐	☐	☑	☐	☐
0.86 French	☐	☐	☐	☐	☑	☐	☐
0.7 Hebrew	☐	☐	☐	☐	☑	☐	☐
0.32 Lao/Laotian	☐	☐	☐	☐	☑	☐	☐
0.25 Thai [Thailand]	☐	☐	☐	☐	☑	☐	☐
0.19 Japanese	☐	☐	☐	☐	☑	☐	☐
Comments:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Parks And Recreation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DPR identified and grouped its deficiencies by language rather than by unit, and reported that it was not able to correct any of the reported deficiencies. The SPB recommends that the DPR should immediately contract with an interpreter service since many of these units reported over 100 contacts in non-English languages and did not identify any bilingual employees available to provide assistance to its LEP contacts.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
1.63 Spanish	☐	☐	☐	☐	☑	☐	☐
1.51 Mandarin	☐	☐	☐	☐	☑	☐	☐
1.05 Korean	☐	☐	☐	☐	☑	☐	☐
0.81 German	☐	☐	☐	☐	☑	☐	☐
0.65 Hebrew	☐	☐	☐	☐	☑	☐	☐
0.54 Farsi/Persian	☐	☐	☐	☐	☑	☐	☐
0.45 Japanese	☐	☐	☐	☐	☑	☐	☐
0.38 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
0.28 Italian	☐	☐	☐	☐	☑	☐	☐
0.26 Russian	☐	☐	☐	☐	☑	☐	☐
0.26 Vietnamese	☐	☐	☐	☐	☑	☐	☐
0.2 Dutch	☐	☐	☐	☐	☑	☐	☐
0.2 French	☐	☐	☐	☐	☑	☐	☐
0.2 Armenian	☐	☐	☐	☐	☑	☐	☐
0.16 Tagalog	☐	☐	☐	☐	☑	☐	☐
Comments: The DPR reported recommended staffing needs in 15 languages ranging from .16 to 1.63 positions. While the DPR is not required to hire bilingual staff to correct these deficiencies, it needs to ensure it has sufficient bilingual resources to offer an equal level of service to its LEP contacts. Since the DPR does not have staff members that speak many of these languages, it needs to							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Parks And Recreation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
immediately contract with an interpreter service provider.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	1	1	2	21	0	5
Part IV: Bilingual Staffing	0	0	2	1	33	0	1
Part V: Recommended Staffing	0	0	0	0	15	0	0
Total Percentages %	1.3%	1.3%	3.9%	3.9%	89.6%	0.0%	

Overall Percentage of Acceptable Services: 10.4%

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Analysis and Summary Report
Peace Officer Standards & Training, Commission
on

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/8/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	1,206.00	31,356.00	NO	11.00	0	0
SPANISH	3.00	78.00	NO	0.00	0	0
ARABIC	1.00	26.00	NO	0.00	0	0
Total: 3	1,210.00	31,460.00	0	11.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Peace Officer Standards & Training, Commission
on

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Commission on Peace Officer Standards and Training (POST) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The POST reported that it does not have a formal written Bilingual Services Policy (Policy) since it did no meet the 5% threshold in any non-English language during its last survey. The State Personnel Board (SPB) recommends that each state departments develop a Policy to demonstrate its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act), list its bilingual services, performance standards and the name and telephone number of a contact person responsible for responding to questions. Although the POST reported that it does communicate to employees the importance of compliance, it needs to communicate this in a written Policy. Once the Policy is finalized, it should be placed on department letterhead, signed by its director and distributed to all employees. A copy should also be provided to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

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on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Since the POST did not meet the 5% threshold in any non-English language, it is not required to translate an of its documents.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The POST reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the POST did not meet the 5% threshold in any non-English language, it is not required to hire bilingua employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a. & b. The POST reported that it does not have bilingual resources that can be used by its public contact staff to assist the Limited English Proficient (LEP) persons. Although the POST did not meet the 5% threshold, it should have bilingual resources since it dic receive contacts in Spanish and Arabic.							
c: Since the POST reported that it has a contract with Network Omni Multilingual Services that provides services in many languages, it should ensure that all public contact staff are aware of it and can utilize it in the event they receive calls from LEP contacts.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The POST reported that it does not have bilingual resources for LEP persons because it does not meet the 5% threshold. However, its public contact employees should be aware of its interpreter contract services.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Peace Officer Standards & Training, Commission
on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☑	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☑	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a: Since the POST reported that it does not have a formal training plan for its public contact staff on provision of services to LEP persons, it should contact the SPB to determine how it will meet this requirement of the Act. b: The POST reported that it does not have a formal complaint policy or procedure specific to language access issues. However, it will utilize its complaint processing policy when necessary to meet the needs of its LEP contacts. f: The POST reported that it deals directly with the federal government's coordinator that provides specific training courses to its law enforcement agency clients. The POST needs to ensure that these contract entities are aware of their requirements to comply with language access laws.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The POST did not attend any of the Bilingual Services Program's (BSP) training classes where guidance to comply with the Act were given and bilingual resources were made available. The POST should visit the BSP's website and download the training material							

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Analysis and Summary Report
Peace Officer Standards & Training, Commission
on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
necessary to develop its bilingual program.							
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Peace Officer Standards & Training, Commission
on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	0	0	3	5	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	27.3%	0.0%	0.0%	27.3%	45.5%	0.0%	

Overall Percentage of Acceptable Services: 54.5%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Administration

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	535.00	13,910.00	NO	35.30	0	0
SPANISH	6.00	156.00	NO	0.00	0	0
Total: 2	541.00	14,066.00	0	35.30	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Administration

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Personnel Administration (DPA) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DPA reported that it does not have a Bilingual Services Policy (Policy) since its contacts are too minimal to warrant one. The State Personnel Board (SPB) requires all departments to develop a Policy tha demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Service Act (Act), sets standards for providing service to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources, and provides the name and telephone number of a contact person for obtaining information and assistance. The Policy should be signed by the director before it is distributed to staff. A copy of the signed Policy should also be provided to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Administration

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DPA reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The DPA is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☑	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☑	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The DPA reported that it does not have any bilingual resources available for its LEP public contact staff. However, it will utilize bilingual staff and resources from other departments when necessary. Since the DPA did not report having any bilingual staff, the SPB recommends that the DPA develop and make available to its staff a list of departments and the resources they provide, to utilize if and when the need arises.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☑	☐	☐	☐
The DPA reported that it would utilize bilingual staff and bilingual resources from other departments when necessary, in order to provide bilingual services to its LEP public. As mentioned above, the SPB recommends that the DPA develop and make available to its staff a list of departments and the resources they provide, to utilize if and when the need arises.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Administration

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The DPA reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act, nor does it have a language access complaint process. The DPA should contact the SPB to determine how it can meet these requirements and ensure it is in compliance with the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The DPA attended one of the Bilingual Services Program's (BSP) training classes.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Administration

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Administration

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	0	0	3	4	0	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	22.2%	0.0%	0.0%	33.3%	44.4%	0.0%	

Overall Percentage of Acceptable Services: 55.6%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Board, State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/1/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	1,905.00	49,530.00	NO	45.70	0	0
SPANISH	3.00	78.00	NO	3.80	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
Total: 3	1,909.00	49,634.00	0	49.50	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Board, State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California State Personnel Board (SPB) submitted all the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The SPB submitted a copy of its Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act). The Policy identifies bilingual employees that are able to provide assistance in communicating with its Limited English Proficient (LEP) contacts, bilingual services, and the name and telephone number of the person responsible for responding to questions. The Policy is on department letterhead and signed by the director. A copy was sent to all employees.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check ☐ Spanish Although the SPB did not meet the 5% threshold in an non-English language, it has translated several documents into Spanish and has an "en espanol" website.	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Board, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The SPB reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The 2003-2004 Language Survey results demonstrate that the SPB did not meet the 5% threshold in any non English language. Thus, it is not required to hire bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a. & b. The SPB reported that it has bilingual resources available that include a list of certified bilingual employees, a card that contains phonetic pronunciation of phrases in 25 non-English languages, "Point to Your Language" sheet containing 32 non-English languages, and a notice of interpreter services displayed in its office.							
c. The SPB reported that it has a contract with Network Omni Multilingual Communications that provides interpreter and translation services when needed.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The SPB reported it has bilingual resources available for its LEP public that include an "en Espanol" website, translated documents available in Spanish, and an interpreter/translator contract.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Board, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☑	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☑	☐	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☑	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑

a. The SPB reported that it conducts training for its public contact staff on the provision of services to LEP persons that include instructions on accessing interpreters through its Network Omni Multilingual Communications, the list of SPB bilingual employees, use of a "point to your language sheet", and guidelines for providing appropriate services to LEP persons. Since the SPB did not report when this training is provided to staff, a recommendation is that the training be given during its new orientation for new employees and yearly for all employees to ensure they are aware of updates to bilingual services and any changes in the Act.

b. The SPB reported that its complaint process includes a Notice of Interpreter Services that contains a statement in Spanish, Chinese, and Tagalog that informs the LEP person of their right to interpreter services. The notice also contains the name and telephone number of the person responsible for resolving complaints. However, the SPB did not provide information on the process used to handle the complaint; therefore, it should contact the Bilingual Services Program (BSP) to determine how it will meet this requirement of the Act.

ci. The SPB reported that it recruits bilingual employees through job announcements, its web site, and through bilingual certification lists.

cii. The SPB reported that its documents are translated on an as needed basis and its bilingual services

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
coordinator consults with its Service Center annually to determine its translation needs. The SPB should develop a plan to utilize its language survey results to identify its translation needs and develop procedures to ensure that identified documents are translated in a timely manner. d. The SPB reported having delegated testing authority to conduct bilingual oral fluency exams in all languages. f: The SPB reported that it complies with Government Code Section 11435.15 by securing certified interpreters for its administrative hearings. g: The SPB reported that it has a contract with CPS Human Resource Services (CPS) to administer proficiency exams for administrative hearing and medical interpreters. To ensure that CPS complies with the state's language access requirements, the SPB makes the CPS aware of its responsibility to provide language access in non-English languages in compliance with the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The SPB attended 3 of the BSP's training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Board, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Personnel Board, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	7	6	0	1	2	0	5
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	43.8%	37.5%	0.0%	6.3%	12.5%	0.0%	

Overall Percentage of Acceptable Services: 87.5%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Pesticide Regulation, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 4/12/2004 2nd Week: 4/26/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	3,810.00	99,060.00	NO	214.89	0	0
SPANISH	140.00	3,640.00	YES	10.00	1.81	0
CROATIAN	10.00	260.00	NO	0.00	0	0
MANDARIN	9.00	234.00	NO	0.00	0	0
DUTCH	9.00	234.00	NO	0.00	0	0
TAGALOG	4.00	104.00	NO	0.00	0	0
FARSI	3.00	78.00	NO	1.00	0	0

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Pesticide Regulation, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
PUNJABI	2.00	52.00	NO	0.00	0	0
LAOTIAN	2.00	52.00	NO	0.00	0	0
URDU	1.00	26.00	NO	0.00	0	0
KOREAN	1.00	26.00	NO	0.00	0	0
JAPANESE	1.00	26.00	NO	0.00	0	0
ILOCANO	1.00	26.00	NO	0.00	0	0
FRENCH	1.00	26.00	NO	0.00	0	0
ARMENIAN	1.00	26.00	NO	0.00	0	0
Total: 15	3,995.00	103,870.00	1	225.89	1.81	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Pesticide Regulation (DPR) submitted the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DPR reported that its Bilingual Services Policy (Policy) has been in draft format since the 2001-2002 Language Survey and did not report why its release has been delayed. The draft Policy demonstrates its commitment to comply with the Dymally-Alatorre	☐	☐	☐	☐	☑	☐	☐

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Analysis and Summary Report
Pesticide Regulation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Bilingual Services Act (Act), lists bilingual services, term definitions, performance standards, and the name and telephone number of the person responsible for obtaining information and assistance. Before the DPR releases a final version of the Policy to its employees, it should be signed by its director. A copy of the Policy should also be sent to the State Personnel Board (SPB).							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☐	☑	☐	☐	☐	☐
The DPR reported that 20% to 39% of its documents (14) have been translated into the Spanish language, which met the 5% threshold. The DPR should develop a process to determine which of its remaining documents fall within the meaning of the Act and either have them translated or make them available in alternative methods fro the non-English speaking public.							

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Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DPR reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
The DPR reported that it hired 12 full-time staff and none were bilingual employees. Since it reported 1.81 position deficiencies in the Spanish language, it should have made an effort to hire bilingual staff. The position deficiencies will be discussed in detail in Part VI of this assessment.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
The DPR reported that it has a glossary of commonly used terms in the Spanish language and translated consumer fact sheets available on its website. The DPR identified having 48 non-certified staff in over 10 non-English languages that once certified, can be added to a resource list of certified bilingual employees that can serve as a resource. Also, since the DPR received public contacts in 13 languages, it would benefit by having a contract with an interpreter service vendor to ensure services in these languages.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The DPR reported that it has 14 translated documents available on its website and informational videotapes in the Hmong language. In reviewing the DPR's website, was difficult to locate its translated documents, since a link doesn't exist that specifies their availability. The DPR also has a link on its homepage that takes the public to the "California Poison Action Line" that has information translated into 11 languages. This							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
information should be made available via a link entitled "Translations" on DPR's homepage.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☑	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☑	☐	☐	☐	☐	☐
a. The DPR reported that it does not currently provide training for its public contact staff on the provisions of the Act. Its public contact staff are provided with written procedures that detail their responsibilities in identifying LEP clients during the initial contact, and these LEP persons are offered the opportunity to request an interpreter at no cost. The SPB recommends that the DPR include language about its training process in its Policy.							
b. The DPR's "draft Policy" makes reference to resolving language access complaints quickly; however, it did not mention how this will be done. Also, on its Implementation Plan, the DPR makes reference to a complaint form that has been translated into Spanish; however, it was not among the 14 documents it reported having translated. The DPR should contact the SPB to determine how it will meet the requirements of the Act in this area.							
ci. The DPR reported that it recruits bilingual staff by publishing bilingual positions at SPB's website, including bilingual fluency requirement on its job announcements, identifying and certifying its bilingual staff, and advertising at its community outreach events							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
cii. The DPR reported that it does not have a set of procedures to identify its translation needs, however, its field staff conduct a survey to determine the language needs by geographical areas it serves. The DPR also reported that it makes every attempt to translated documents into other languages when requested. d. The DPR reported that the oral language fluency an translation skills of its bilingual employees are certified by the following institutions: SPB, Motor Vehicles, Food and Agriculture, and the Los Angeles Unified School District. While the SPB does recognize these testing entities, it does not recognize the University of Iran that the DPR reported using to test its Farsi speaking employee; therefore, it should contact the SPB to validate this certification. e. The DPR reported that its certified bilingual staff translate its documents. The SPB recommends that the DPR ensure its employees' translation skills have been assessed and that all translated documents are proofread by a qualified bilingual employee. f. The DPR reported that all of its contracts contain language that states it complies with Title VI of the Civ Rights Act. g. The DPR reported that all of its contracts contain a non-discrimination clause that includes providing language access to its public contacts. h. The DPR reported that it is collaborating with the Fresno County Agricultural Commissioners Office, Fresno Farm Bureau, KNXT Channel 40, and the Binational Center for the Development of Oaxacan Indigenous Communities to develop a series of informational video tapes regarding the proper use and disposal of pesticides for its Mixtec Indians public contacts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DPR attended 2 of the Bilingual Services Program's training classes.	☐	☐	☐	☐	☑	☐	☐

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Analysis and Summary Report
Pesticide Regulation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
1.81 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The DPR reported having 1.81 bilingual position deficiency in the following three units: the Enforcement Branch-SRO (1.08), Worker Health and Safety Branch (.57), and the Division Services (.16). The DPR reported that it planned to recruit Spanish-speaking employees to correct these deficiencies.							
ii. Plans for Delivery of Services:							
1.81 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The DPR reported that it will utilize existing certified staff at other locations to ensure delivery of services to its units in the interim of hiring staff.							
b. Implementation Plan:							
i. Progress since Language Survey:							
1.81 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The DPR reported that it was able to correct the .57 position deficiency in its Worker Health and Safety Branch by certifying one of its non-certified bilingual staff. However, it was not able to correct the 1.08 deficiencies found at its Enforcement Branch in Orange County and the .16 deficiency in the Division Services Unit in Sacramento County. The DPR will utilize its certified bilingual employees to meet the needs in this un							

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Pesticide Regulation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
in the interim of hiring bilingual employees.							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Pesticide Regulation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	7	1	4	5	0	1
Part IV: Bilingual Staffing	0	2	0	0	1	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	9.1%	40.9%	4.5%	18.2%	27.3%	0.0%	

Overall Percentage of Acceptable Services: 72.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Pollution Control Financing Authority, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	683.00	17,758.00	NO	10.86	0	0
Total: 1	683.00	17,758.00	0	10.86	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Pollution Control Financing Authority, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Pollution Control Finance Authority (Authority) submitted all of the required documentation	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Authority is chaired by the State Treasurer's Office (STO). The STO issued a Bilingual Services Policy (Policy) to all employees, including its associated boards, commissions and authorities.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the Authority did not meet the 5% threshold in any non-English language, it is not required to translat any of its documents.							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Authority reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Authority did not meet the 5% threshold in any no English language to require it to employ bilingual publi contact staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The Authority has access to the STO's bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages. The Authority has a contract with Languag Line Services to assist with its interpreter needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The STO has a contract with Language Line Services, Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The State Personne Board (SPB) recommends that the link to the Spanish website be placed near the top of the page, where it ca be easily accessible.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑

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Analysis and Summary Report
Pollution Control Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Authority reported that all new employees are required to attend a mandatory New Employee Orientation training that provides an overview of its commitment to fulfill the needs of the Limited English Proficient (LEP) customer and provides detailed information on accessing and using Language Line Services. Updates to bilingual services are also provided to public contact staff as they are made available. b. The Authority reported that it has posted a notice at each public contact counter informing its customers of their right to obtain interpreter services and the contact information to address complaints if they are not satisfied with the interpreter services provided. However, it did not identify the process or procedure to ensure LEP contacts are provided equal access to its services. f. The Authority reported that it is not subject to any other state language access laws and that it does not receive any federal funding to require it to comply with Federal language access requirements. g. The Authority reported that it currently does not address the language access requirements in its contracts. However, it will review and discuss with legal staff and the Department of General Services the need to include this requirement in future contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The STO attended 2 of the Bilingual Services Program's training classes.	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Pollution Control Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N//A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Pollution Control Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	3	0	0	2	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	54.5%	27.3%	0.0%	0.0%	18.2%	0.0%	

Overall Percentage of Acceptable Services: 81.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Postsecondary Education Commission, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant $\geq$ 5% d. ☑ NonSignificant $\leq$ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Postsecondary Education Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Postsecondary Education Commission (CPEC) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CPEC submitted a revised Bilingual Services Policy (Policy) which demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act), identifies performance and service standards, outlines the bilingual services available to its staff to assist in providing an equal level of service to Limited English Proficient (LEP) contacts, lists a name and telephone number of the person responsible for responding to questions, is dated and signed by the director.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check ☐ Spanish Since the CPEC did not meet the 5% threshold in any non-English language, it is not required to translate an of its documents. However, in recognition of its mission to serve the public it has translated one of its documents into Spanish.	☐	☑	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Postsecondary Education Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CPEC reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CPEC is not required to hire bilingual staff, since i did not meet the 5% threshold in any non-English language.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a. & b. The CPEC reported that it has a variety of bilingual resources available for its public contact staff that include a list of the department's bilingual employees and a list of translated documents.							
c. The CPEC reported that it has an interpreter service contract to provide bilingual services when the need arises.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The CPEC has one translated document, a contract with an interpreter service, and a translation tool on its web site to facilitate the translation of its web pages int the native languages of its LEP customers. Since the CPEC did not explain in detail about how its translation tool is used, the SPB was not able to provide recommendation on the proper use of the tool. However, the CPEC should ensure that if the tool is used to create translations, the documents should be proofread by qualified persons that possess written and reading translation skills in the native language to ensu the accuracy of the translated documents.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Postsecondary Education Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The CPEC reported that it does not have a process or procedure developed for training its public contact staff on the provisions of the Act. The CPEC should contact the SPB to determine how it will meet this requirement of the Act.							
b. The CPEC reported that its Personnel Office processes complaints and makes recommendations to management, but it does not report any details on how it addresses language access complaints in particular. The CPEC should contact the Bilingual Services Program (BSP) for guidance on complying with the Act in this area.							
d. The CPEC reported that it utilizes the SPB to certify employees' oral language fluency.							
e. The CPEC reported that it does not have a process to certify its language translation skills; however, it utilizes its bilingual staff that have background in the language to translate its documents. This is not an appropriate method for translating written materials. The SPB recommends that the CPEC ensure that its bilingual employees that translate and proofread its documents take the written bilingual exam given by the Los Angeles Unified School District (LAUSD) to measure their translation skills.							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
f. The CPEC reported that it complies with federal laws through its Commission's Federal Program Unit.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CPEC did not attend any of the BSP training classes in which guidance and resources are provided to assist in meeting the requirements of the Act. The SPB recommends that the CPEC visit the BSP website, download the training materials and contact the SPB for guidance on developing its bilingual resouces and program.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Postsecondary Education Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Postsecondary Education Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	5	4	0	0	5	0	7
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	35.7%	28.6%	0.0%	0.0%	35.7%	0.0%	

Overall Percentage of Acceptable Services: 64.3%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Prison Terms, Board of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☐ Yes 1st Week: 2nd Week:

☑ No - Reason for non-participation:

☑ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: The Board of Prison Terms (BPT) was exempted from participation in the 2003-2004 Language Survey, since it demonstrated that it received limited or no contact with the Limited English Proficient (LEP) public. The Dymally-Alatorre Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one language survey; therefore, the Board will be required to participate in the 2005-2006 Language Survey.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Prison Terms, Board of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The BPT was exempted from the 2003-2004 Languag Survey.	☐	☐	☐	☐	☐	☐	☑
2. Bilingual Services Policy The BPT reported that it submitted a Bilingual Service Policy (Policy) with its 2001-2002 language survey, however, the SPB's records cannot substantiate this claim. The SPB recommends that the BPT develop a Policy that demonstrates its commitment to comply with the Act, sets service standards for providing services to LEP persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information and assistance. The Policy should be placed on department letterhead, signed by the directo and distributed to its public contact staff. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the BPT was exempted from participation in the Language Survey, information regarding the level of public contacts was not provided. However, the BPT reported in its Implementation Plan that it is in the							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Prison Terms, Board of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
process of developing translated documents, guides, and other materials.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☐	☐	☑
Since the BPT was exempted from participation in the language survey, information regarding the level of participation was not provided.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the BPT was exempted from participation in the language survey, information regarding efforts to refill vacancies with bilingual employees was not provided.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☑	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☑	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
a. & b. The BPT reported that it has a list of bilingual staff that are available to provide assistance. The SPB recommends that the BPT have these employees' bilingual skills tested to ensure they are providing adequate services.							
c. Although the BPT reported that it has access to interpreter services, it did not provide enough information to assess these services. The SPB recommends that the BPT ensure that interpreters used at its board hearings are certified through the Judicial Council.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The BPT reported that its has interpreter services available to assist its LEP public; however; it did not elaborate on whether or not it used its bilingual staff or an actual interpreter service. Since the BPT falls under the jurisdiction of the California Department of							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Prison Terms, Board of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Corrections and Rehabilitation (CDRC), it should consider utilizing the bilingual resources identified by CDRC to ensure it has resources to meet its bilingual needs.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The BPT's did not report having processes and procedures in place for training its public contact staff. However, it reported that all public contact employees are provided with written procedures that detail their responsibilities for providing an appropriate level of services to LEP customers; including identification of available bilingual resources. The BPT should contact the SPB to determine how it will meet this requirement of the Act.							
b. The BTP reported that since it never has had a language access complaint, it does not have a complaint process. The BTP should contact the SPB to determine how it will comply with the Act in this area							
ci. The BPT reported that it recruits bilingual staff by identifying current bilingual employees to certify when need arises. The BPT should also consider recruiting bilingual employees through its job announcements ar certification list.							
d. The BPT utilizes the SPB to certify employees' oral language fluency.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Prison Terms, Board of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
f. The BPT reported that it complies with the CA Government Code Section 11435.05-11435.65 by providing translation/interpretation assistance at all hearing proceedings.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources. The BPT attended 1 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Prison Terms, Board of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified: ☐ The Department's language survey did not identify any recommended staffing. Comments: N/A							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Prison Terms, Board of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	2	1	3	5	0	8
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	0
Total Percentages %	0.0%	18.2%	9.1%	27.3%	45.5%	0.0%	

Overall Percentage of Acceptable Services: 54.5%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Defender, Office of the State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/9/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	570.00	14,820.00	NO	26.00	0	0
SPANISH	0.00	0.00	NO	1.00	0	0
Total: 2	570.00	14,820.00	0	27.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Defender, Office of the State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Office of the State Public Defender (OSPD) did not complete the language survey documents correctly Instead of including the public contact staff and their time-base on the Unit Staff Summary (Form D), it reported the number of contacts that should have been added to the Unit Contact Summary (Form E).	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy The OSPD submitted a copy of a Bilingual Services Policy (Policy) that states it is committed to providing equal access to the public; however, it states in the Policy that it does not provide services or information to the public. The OSPD is mandated by the Dymally-Alatorre Bilingual Services Act (Act) to provide services to non-English contacts seeking services fron its office. Since the OSPD has developed bilingual resources, it recognizes its responsibility to provide services. The SPB recommends that the OSPD revise its Policy to demonstrate its commitment to the Act, provide services to the public, list its bilingual resources, and be signed by the director to confirm its commitment to provide services to the Limited English Proficient (LEP). The Policy should be placed on department letterhead and disseminated to its employees. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Defender, Office of the State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
All languages that met the 5% threshold are identified with a check Since the OSPD did not meet the 5% threshold in any non-English language, it is not required to translate an of its documents.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The OSPD reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The OSPD is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
a. & b. The OSPD reported that it has bilingual resources available for its LEP public contact staff that include Spanish language videos, Spanish dictionaries, glossary of terms and internet data. It also allowed bilingual employees to take Spanish courses at local community colleges. The OSPD needs to ensure that all of it bilingual employees take the oral fluency exam to assess their bilingual skills.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The OSPD reported that it does not have any bilingual resources available for its LEP public. However, it reported having Spanish speaking public contact employees to provide services. The SPB recommends that these employees have their bilingual skills assessed by taking the oral fluency exam. Since the							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Defender, Office of the State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
OSPD did not elaborate on the Spanish language videos nor the glossary of terms it has available, it is not known if these tools can also be utilized by its Spanish speaking contacts. The OSPD should conduc an assessment of its available bilingual resources that i has available for the LEP public and ensure they are available within its offices and internet.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a.& b. Although the OSPD was exempt from participating in the Implementation Plan where it wouldc have provided detailed information regarding its training process on the provision of the Act for its public contact staff and its language access complaint process, it should contact the SPB to determine what alternatives it may have available to comply with the Act in these areas.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The OSPD attended one of the Bilingual Services Program's (BSP) training classes.							
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Defender, Office of the State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Defender, Office of the State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	1	1	0	4	2	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	11.1%	11.1%	11.1%	0.0%	44.4%	22.2%	

Overall Percentage of Acceptable Services: 33.3%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employees Retirement System

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☐ Yes 1st Week: 2nd Week:

☑ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☑ Survey package not submitted to the SPB
- ☐ Other:

Comments: The California Public Employees Retirement System (CalPERS) requested an exemption from participation in the 2003-2004 Language Survey. The decision on whether or not to grant the exemption was based on the progress CalPERS made in addressing the deficiencies found it its 2001-2002 Language Survey assessment. Sinc CalPERS did not comply in addressing its position deficiencies or in making the recommended changes that are now requirements of the Dymally-Alatorre Bilingual Services Act (Act), the exemption request was not granted. CalPERS continued communication with the State Personnel Board (SPB) regarding the steps it planned to take to improve its bilingual services program and in August of 2005, submitted a memorandum and a copy of its Bilingual Services Policy (Policy).

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☑ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

CalPERS did not submit an Implementation Plan as required by the Act. The Implementation Plan, in addition to meeting a requirement of the Act, would allow the SPB to determine what progress has been made to the CalPERS bilingual services program.

Part II: Language Survey Data Summary

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employees Retirement System

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation CalPERS did not participate in the 2003-2004 Language Survey.	☐	☐	☐	☐	☐	☑	☐
2. Bilingual Services Policy CalPERS submitted a copy of its Policy. The Policy explains its commitment to comply with the Act, sets program and customer service guidelines, and lists the name and telephone number of a person available to provide assistance/information. However, CalPERS does not provide sufficient information to determine if the bilingual resources discussed in the program guidelines are in fact available to its public contact employees. For example, the guidelines mention that CalPERS contracts with an interpreting service, but do not provide the name or telephone number of the vendor. The Policy also mentions that CalPERS has a complaint process and visibly posted public notices regarding bilingual resources in its reception areas. CalPERS should ensure that the resources listed on the Policy are in fact available to its public contact employees. The SPB recommends that the Policy be reviewed and only currently available resources be identified on said Policy. Once the Policy is revised, signed by the director and distributed to all employees to ensure they understand their responsibilities in providing services to its Limited English Proficient (LEP) contacts, a copy should be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employees Retirement System

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
All languages that met the 5% threshold are identified with a check Since CalPERS did not participate in the 2003-2004 Language Survey, it is unknown how many documents it has translated.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☐	☑	☐
Since CalPERS did not participate, the level of LEP contacts for the 2003-2004 Language Survey period is unknown.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
Since CalPERS did not participate in the 2003-2004 Language Survey, it is unknown how many hires were made to address its bilingual needs.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☑	☐	☐
a. & b. CalPERS reported in its Policy that it has a list of certified and non-certified bilingual employees that are available to provide assistance. The SPB recommends that CalPERS review the list of bilingual employees and have all uncertified employees take the bilingual oral fluency exam to assess their bilingual skills. Once the list of certified bilingual employees is revised, it should be shared with all public contact employees. c. The SPB recommended in its 2001-2002 Language Survey assessment that CalPERS contract with an interpreter service since it reported LEP contacts in 21 languages. To date, it is not known if CalPERS took action on the recommendation.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employees Retirement System

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
7. Bilingual Resources Available for LEP Public CalPERS reported in its Policy that it would research new bilingual services as necessary to assist LEP contacts. As mentioned earlier, the SPB recommended that CalPERS contract with an interpreter service to ensure it can provide an equal level of service to its LEP contacts.	☐	☐	☐	☐	☑	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☑	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☑	☐
CalPERS did not submit an Implementation Plan that would have allowed the SPB to assess its bilingual services program in these areas. CalPERS should contact the SPB to determine how it will meet the requirements of the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources. CalPERS attended 2 Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employees Retirement System

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: Since CalPERS did not participate in the 2003-2004 Language Survey, the SPB was unable to determine its level of LEP contacts. During the 2001-2002 Language Survey, CalPERS met the 5% threshold in the Spanish language and reported position deficiencies in said language. In addition, CalPERS received phone calls in 21 other languages. Had CalPERS responded by correcting those deficiencies identified in the 2001-2002 Language Survey and submitted an Implementation Plan its overall rating would have reflected the improvements made in ensuring that its LEP contacts are afforded an equal level of service.							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employees Retirement System

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	0	2	0	4	12	2
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	0.0%	11.1%	0.0%	22.2%	66.7%	

Overall Percentage of Acceptable Services: 11.1%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employment Relations Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 12/15/2020 2nd Week: 1/12/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Public Employment Relations Board (PERB) was exempted from participation in the 2003-2004 Implementation Plan, since it demonstrated that it received limited or no contact with the public. The Dymally-Alatorre Bilingual Services Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one Implementation Plan; therefore, the PERB will be required to participate in the 2005-200 Implementation Plan.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	699.00	18,174.00	NO	23.00	0	0
SPANISH	1.00	26.00	NO	0.00	0	0
FARSI	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employment Relations Board

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
Total: 4	702.00	18,252.00	0	23.00	0	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The PERB submitted all of the required documentatior	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The PERB did not submit a Bilingual Services Policy (Policy). The Policy should communicate the PERB's commitment to comply with the Act, set service standards for providing services to Limited English Proficient (LEP) persons, inform public contact employees of their responsibilities, identify available bilingual resources and provide the name and telephone number of a contact person for obtaining information and assistance. The Policy should also be printed on department letterhead, signed by the director, and distributed to all public contact staff. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the PERB did not meet the 5% threshold in any							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employment Relations Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
non-English language, it is not required to translate an documents.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The PERB reported conflicting information regarding the level of survey participation. In one report, it identified having 23 public contact employees that participated in the survey, whereas on the compliance report it identified that 30 employees participated. The PERB should ensure the accuracy of both its survey data and reports, since these discrepancies affect the number of bilingual employees it has available to its LEP contacts.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The PERB is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The PERB reported that it has non-certified Spanish speaking employees that can assist its Spanish LEP contacts and also has Spanish dictionaries, that are available to staff. The SPB recommends that the PERB have its Spanish speaking staff take the oral fluency exam to test their skill level to ensure they are providing adequate services.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The PERB has Spanish speaking employees that are available. As mentioned above, the SPB recommends that these employees take the oral fluency exam to assess their skill level.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employment Relations Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☐	☑
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☐	☑
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☑	☐	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. Since the PERB received an exemption from submitting an Implementation Plan, it should make sur that it has processes and procedures developed for training its public contact staff on the provisions of the Act and a complaint process to resolve language access issues. The PERB should contact the Bilingua Services Program (BSP) for alternatives on providing training regarding the provision of the Act and an avenue for the LEP public to complain about language access issues.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource	☐	☐	☐	☐	☑	☐	☐
The PERB attended 2 of the BSP's training classes.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employment Relations Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Survey Corrective Action Plan: **i. Proposed Actions:** Comments: N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Employment Relations Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	0	3	0	3	0	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	33.3%	0.0%	33.3%	0.0%	33.3%	0.0%	

Overall Percentage of Acceptable Services: 66.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Utilities Commission

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	10,346.00	268,996.00	NO	105.00	0	0
SPANISH	518.00	13,468.00	YES	6.00	0.37	0.35
TAGALOG	47.00	1,222.00	YES	3.00	0.16	0.29
MANDARIN	11.00	286.00	NO	1.00	0	0
CANTONESE	6.00	156.00	NO	0.00	0	0
RUSSIAN	1.00	26.00	NO	0.00	0	0
Total: 6	10,929.00	284,154.00	2	115.00	0.53	0.64

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Utilities Commission

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small to Medium	**500 to 1,999**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Public Utilities Commission (PUC) submitted the required documentation. However, the "Department Summary Report" was not signed by the Director. The Director's signature demonstrates that the survey data was reviewed and approved by management before submitting it to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy The PUC submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act). The Policy ensures that the Limited English Proficient (LEP) people are provided with equal access to its services and information by training its staff on how to assist LEP persons. The Policy states its legal authority, lists the PUC's bilingual resources, defines terms, contains its complaint process and its performance standards for providing services to its LEP contacts, and lists the name and telephone number of the person responsible for responding to questions. The PUC should ensure that the Policy is placed on its letterhead and signed by its director before it is disseminated to all of its employees. A copy should also be provided to the SPB.	☐	☐	☑	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Utilities Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ Mandarin	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
☑ Tagalog	☐	☐	☐	☐	☑	☐	☐
The PUC reported that it has translated 19% or fewer of its documents into the languages that met the 5% threshold. Although the PUC reported that it has translated some documents into Spanish, Tagalog and Mandarin, it did not mention how many documents it has translated. In reviewing its website, it was found that the PUC has seven documents translated into Spanish. However, it has over 20 documents that discuss its consumer services and programs, telecommunications, water, mobile home parks, energy, and transportation, which should be translated into Spanish and Tagalog. Although the PUC can provide information by alternate methods, it should determine which of its vital documents it will translate into Spanish and Tagalog to ensure its LEP contacts are aware of its services.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The PUC reported that 100% of its public contact staff participated in the survey. However, there were discrepancies in the PUC's reported number of certified bilingual employees. In the "Language Survey Data Summary," it reported that it has six certified Spanish-speaking employees, while in the "Compliance Report," it listed seven certified employees. There was also a discrepancy in the number of certified employees in the Tagalog and Mandarin languages. In addition, the "Compliance Report," listed one certified bilingual employee in the Somali language; however, this was not reported on the "Language Survey Data Summary." The PUC also reported information on the "Unit Staff Summary," Form D that was not reflected on any of the reports. The PUC should find out the actual number of certified bilingual employees it has available to provide assistance to its LEP contacts, because it can change the outcome of the number of deficiencies and available resources.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Utilities Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The PUC reported that it was able to hire 8 staff to fill its anticipated vacancies during the year following the language survey. Of the 8 new appointments, bilingua staff were hired in the following languages: Spanish (2 Chinese (1), and Somali (1).	☑	☐	☐	☐	☐	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a. & b. The PUC reported having bilingual resources available for public contact staff that include Spanish/English and Chinese/English dictionaries, internet access to various language websites, a list of certified bilingual staff, a list of non-certified volunteer bilingual staff, and a Chinese/English computer software program. The PUC should have its non-certified employees take the oral fluency exam to ensure they are providing adequate services. In addition the PUC should ensure that certified staff use the software and documents produced using the software, are proofread by a qualified employee. c. The PUC reported that it has a contract with Language Line Services, which provides services in 150 languages.							
7. Bilingual Resources Available for LEP Public The PUC reported that its web site has links to its translated Spanish documents, a toll-free telephone lin and a contract with Language Line Services. The PUC will be adding its translated Chinese documents to its website in the near future.	☐	☑	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Utilities Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
i. Recruiting Qualified Bilingual Staff	☑	☐	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The PUC reported that its public contact staff are trained to provide appropriate services to LEP persons and are required to view the "Your Responsibilities under the Dymally-Alatorre Bilingual Services Act" video provided by the SPB. The Language Line Services video that provides instructions on the proper manner in which to provide assistance over the telephone is also part of their training requirement.							
b. Although the PUC does not have a specific language access complaint process, it reported that its standard agency complaint procedure could be used to accommodate language access complaints. The PUC also incorporated a page on its website that discusses how to file a language access complaint in the Spanish language. Complaints regarding language access are forwarded to the bilingual coordinator, and signs /posters informing LEP customers of their language rights are prominently displayed in local offices.							
c i. The PUC reported recruiting bilingual staff by including bilingual fluency requirements in job announcements, identifying bilingual employees that can be certified when the need arises, using bilingual certification list, incorporating bilingual needs in exam planning, and advertising at community outreach events.							
c ii: The PUC reported that translation needs are determined based on the request that are received in its Consumers Affairs Branch, Public Advisors Office, and through investigation recommendations. Based on the requests, a list of documents is developed and documents are translated. The PUC should ensure							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
that those documents are translated in a timely manne to ensure that the LEP public will be afforded an equal level of service. The PUC should also utilize the results of its language survey to assist in determining its translation needs. d. The PUC reported that it utilizes the services of the SPB, the Los Angeles Unified School District (LAUSD), and the Department of Motor Vehicles to certify its bilingual employees. e. The PUC reported that the LAUSD certifies the translation skills of its bilingual employees and these employees only translate the less technical documents/correspondence. All other documents of technical nature are translated by contractors. f. While the PUC reported that it does not have to comply with other state and federal access laws, because it receives federal funding and it is mandated to comply with Title VI of the Civil Rights Act. The PUC also administers the Deaf and Disabled Telecommunications Program (DDTP). The DDTP has two components: The California Relay Service (CRS) that includes speech-to-speech communication and the California Telephone Access Program (CTAP), which provides assistant telecommunications equipment. The PUC needs to ensure that the CRS and the CTAP comply with providing language access to its hearing impaired and non-English speaking publi contacts. g. Although the PUC reported that it does not contract out any of it services, it was found that it does contract with DDTP and needs to ensure this company is complying with the requirements of the state and federal language access guidelines.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The PUC attended 4 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Utilities Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.37 Spanish	☐	☑	☐	☐	☐	☐	☐
0.16 Tagalog	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish: The PUC reported 0.37 bilingual position deficiencies in its 164 CIU - SF unit, and planned to utilize existing certified employees in other units to correct the deficiencies. It also reported assigning two Spanish language certified staff from its 163 CAB - SF unit to the 164 CIU - SF unit to correct the deficiencies. Tagalog: The PUC reported 0.16 bilingual position deficiencies in the Tagalog language at its Human Resources Unit, and planned to certify its non-certified staff in the same unit to correct the deficiencies.							
ii. Plans for Delivery of Services:							
0.37 Spanish	☐	☑	☐	☐	☐	☐	☐
0.16 Tagalog	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish: The PUC reported that it utilizes its contract with Language Line Services to ensure delivery of services in the Spanish language in the interim of hiring bilingual sta Tagalog: The PUC plans to utilize its contract with Language Line							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Utilities Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Services, as needed to ensure delivery of services in this language.							
b. Implementation Plan:							
i. Progress since Language Survey:							
0.37 Spanish	☐	☐	☐	☐	☑	☐	☐
0.16 Tagalog	☑	☐	☐	☐	☐	☐	☐
Comments: Spanish: The PUC reported that it had five deficiencies based on the SPB's finding. Since the PUC reported erroneous information, it needs to address how it plans to correct the .37 deficiencies. As reported above, the PUC can utilize other existing certified staff in other areas in the interim of hiring bilingual employees to meet the needs of this unit. Tagalog: The PUC reported that it was able to certify two bilingual staff to correct the position deficiencies in its Human Resources Unit.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
0.35 Spanish	☐	☑	☐	☐	☐	☐	☐
0.29 Tagalog	☐	☑	☐	☐	☐	☐	☐
Comments: Spanish: The PUC reported an unmet recommended staffing need of 0.35 in the Spanish language at its Utility & Transportation Enforcement SF Unit. It will certify its non certified staff in the same unit to correct the unmet recommended staffing needs. The SPB recommends that the PUC utilize certified staff in surrounding units to meet the needs of its LEP contacts and correct the							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Utilities Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
staffing need. Tagalog: The PUC reported an unmet recommended staffing need of 0.29 in the Tagalog language at its Utility & Transportation Enforcement SF Unit. It planned to certify its non-certified staff in the same unit to correct the unme recommended staffing needs. The SPB recommends that the PUC utilize certified staff in surrounding units to meet the needs of its LEP contacts and correct the staffing need.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Public Utilities Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	6	3	2	5	1	2
Part IV: Bilingual Staffing	1	4	0	0	1	0	0
Part V: Recommended Staffing	0	2	0	0	0	0	0
Total Percentages %	14.3%	42.9%	10.7%	7.1%	21.4%	3.6%	

Overall Percentage of Acceptable Services: 75.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Real Estate, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/5/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	25,339.00	658,814.00	NO	264.09	0	0
SPANISH	128.00	3,328.00	YES	7.00	0	0
TAGALOG	16.00	416.00	NO	1.00	0	0
ARMENIAN	16.00	416.00	NO	0.00	0	0
MANDARIN	5.00	130.00	NO	0.00	0	0
ILOCANO	4.00	104.00	NO	0.00	0	0
Pampangan	3.00	78.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Real Estate, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
KOREAN	2.00	52.00	NO	0.00	0	0
CEBUANO	2.00	52.00	NO	0.00	0	0
Total: 9	25,515.00	663,390.00	1	272.09	0	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Real Estate (DRE) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DRE submitted a revised copy of its Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act). The Policy includes a policy statement, performance standards, list of translated documents, language survey compliance, and the bilingual pay process. The Policy lists the name and telephone number of the person responsible for responding to questions, and is dated and signed by the director.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Real Estate, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☐ Mandarin	☑	☐	☐	☐	☐	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
The DRE reported translating 100% of its documents into Spanish and ten documents into Chinese, even though it did not meet the 5% threshold. The DRE also has these documents available on its " En español" and "Chinese" website located on its homepage.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The DRE reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the DRE did not meet the 5% threshold in any non-English language, it is not required to hire bilingua employees; however, it has certified employees that speak Spanish (7), and Tagalog (1). The DRE also has non-certified employees that claim fluency in American Sign Language (1), Armenian (1), Cambodian (1), Cantonese (2), Danish (1), Farsi (3),French (4), German (3), Greek (1), Hebrew (1), Hindi (3), Ilocano (4), Italian (1), Creole (1), Japanese (1), Kapangpangan (1), Kiswahili (1), Korean (4), Mandarin (3), Pampangan (4), Portuguese (1), Punjab (3), Russian (2), Spanish (24), Tagalog (6), Vietnamese (1) and Visaya (1). The DRE should assess these employees' language skills and create a list of certified bilingual employees that can be used to provide services within its department.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
a. & b. The DRE reported that all of its employees are							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
provided with a list of bilingual employees and information on the Telelanguage Interpreter Services. It also reported that this information is part of the new employee package. The DRE has an "En español" and a "Chinese" website where the LEP public contact staff can obtain information and provide it to the LEP public. The SPB recommends that the DRE certify its non-certified employees to create an internal list of employees that can provide assistance when necessar c.The DRE reported that it has a contract with Telelanguage Interpreter Services for its interpreter/translation needs.							
7. Bilingual Resources Available for LEP Public The DRE reported that its bilingual resources that it has services available through Telelanguage Interpreter Services, a list of bilingual employees, translated documents, an "En español" and a "Chinese" website.	☐	☑	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DRE reported that it does not conduct training for its public contact staff on the provisions of the Act; however, its public contact staff are provided with written procedures that detail their responsibilities to comply with the Act, and are issued individual packets which contain its Bilingual Services Guidelines, the Ac and a memorandum that explains how to use its							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Telelanguage Interpreter Services. In addition, public contact staff receive updated bilingual resource information on a quarterly basis. b: Although the DRE reported that a policy is distributed to all section managers and serves as a reminder that language access complaints must be directed to bilingual services coordinator, it did not describe the process it uses to resolve the complaints. The DRE should contact the SPB to discuss how it complies with this requirement of the Act. ci: To recruit bilingual staff, the DRE includes bilingual fluency requirement on its job announcements, publicizes its positions on the SPB web site, and identifies current bilingual staff that can be certified when necessary. ci. The DRE reported that it relies on the survey results to determine its translation needs. d & e: The DRE reported utilizing the services of the SPB and other state agencies to certify its employees' oral fluency and translation skills. The SPB recommends that if the DRE has its bilingual staff's written skills certified, it should ensure that the testing department has SPB's approval to conduct written skills certification. f: The DRE reported that it complies with the Government Code Section 11135 that requires the availability of written materials in an alternative format when requested by a disabled individual.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DRE attended six of the Bilingual Services Program's (BSP) training sessions.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies.							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Survey Corrective Action Plan: **i. Proposed Actions:** Comments: N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	5	7	2	2	1	0	4
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	29.4%	41.2%	11.8%	11.8%	5.9%	0.0%	

Overall Percentage of Acceptable Services: 94.1%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☑ Other:

Comments:
The Department of Rehabilitation (DOR) did not comply with the Dymally-Alatorre Bilingual Services Act (Act) in submitting an Implementation Plan. Instead, the DOR developed a plan that will be discussed in Part III of this assessment.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	80,978.00	2,105,428.00	NO	876.27	0	0
SPANISH	6,424.00	167,024.00	YES	292.90	1.26	2.3
AMERICAN SIGN	2,060.00	53,560.00	YES	74.00	2.01	0
VIETNAMESE	542.00	14,092.00	YES	22.00	0	0
CANTONESE	310.00	8,060.00	YES	9.00	0	0
TAGALOG	302.00	7,852.00	YES	9.00	0	0.2

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
MANDARIN	293.00	7,618.00	NO	2.00	0	1.84
KOREAN	213.00	5,538.00	YES	5.00	0.18	0
ARMENIAN	130.00	3,380.00	NO	4.00	0	0
HINDI	113.00	2,938.00	YES	2.00	0	0.33
PUNJABI	111.00	2,886.00	YES	2.00	0.11	0
CAMBODIAN	108.00	2,808.00	NO	2.00	0	0
FARSI	77.00	2,002.00	NO	1.00	0	0.49
RUSSIAN	29.00	754.00	NO	1.00	0	0
ARABIC	18.00	468.00	NO	0.00	0	0
FRENCH	12.00	312.00	NO	0.00	0	0
JAPANESE	12.00	312.00	NO	0.00	0	0
CROATIAN	8.00	208.00	NO	0.00	0	0
HMONG	8.00	208.00	NO	1.00	0	0
LAOTIAN	6.00	156.00	NO	0.00	0	0
SAMOAN	6.00	156.00	NO	0.00	0	0
PORTUGUESE	4.00	104.00	NO	0.00	0	0
HEBREW	3.00	78.00	NO	0.00	0	0
TONGAN-TOV	3.00	78.00	NO	0.00	0	0
TGN	2.00	52.00	NO	0.00	0	0
PAMPAGAN	2.00	52.00	NO	0.00	0	0
NAVAJO	2.00	52.00	NO	0.00	0	0
SERBO-CROATIAN	1.00	26.00	NO	0.00	0	0
AFRIKAANS	1.00	26.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
KURDI	1.00	26.00	NO	0.00	0	0
DUTCH	1.00	26.00	NO	0.00	0	0
ITALIAN	1.00	26.00	NO	0.00	0	0
INDONESIAN	1.00	26.00	NO	0.00	0	0
HUN	1.00	26.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
URDU	1.00	26.00	NO	0.00	0	0
AMHARIC	1.00	26.00	NO	0.00	0	0
Braille	0.00	0.00	NO	1.00	0	0
Total: 38	91,786.00	2,386,436.00	8	1,304.17	3.56	5.16

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium	**2,000 to 3,499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The DOR did not submit the required documentation that is used to assess its bilingual services program that includes a "Compliance Report" that asks questions about its translated documents, public contact positions and bilingual resources; and an "Implementation Plan" that outlines progress made to its bilingual program and efforts to correct any position deficiencies identified in the survey. The DOR did not submit the Form D, "Unit Staff Summary" for each unit that allows the State Personnel Board (SPB) to review and assess if the department added all of its information to the "Language Survey On-Line System" that generates the survey reports. Instead, the DOR submitted a report entitled "Action Plan to Serve Limited English Proficient Consumers." Although the report submitted contains information regarding its program, it did not address all of the questions contained in the "Compliance Report" and "Implementation Plan" to allow for a complete assessment. The SPB will assess the DOR Bilingual	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Services Program based on the information that was provided.							
2. Bilingual Services Policy	☐	☑	☐	☐	☐	☐	☐
The DOR submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), includes a definition of terms, Performance and Service Standards, outlines its bilingual resources, references state and federal laws that mandate language access to Limited English Proficient (LEP) persons, and lists a contact person that can provide information/assistance. Although the Policy is on department letterhead, it should be signed by the director before it is distributed to DOR employees. Once the Policy is revised to include the director's signature, a copy should be sent to the SPB.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ American Sign Language	☑	☐	☐	☐	☐	☐	☐
☐ Braille	☐	☑	☐	☐	☐	☐	☐
☐ Cambodian/Khmer	☐	☐	☑	☐	☐	☐	☐
☑ Cantonese/Yue	☐	☐	☐	☑	☐	☐	☐
☑ Hindi	☐	☐	☐	☑	☐	☐	☐
☑ Korean	☐	☐	☐	☑	☐	☐	☐
☐ Mandarin	☐	☑	☐	☐	☐	☐	☐
☑ Punjabi/Panjabi	☐	☐	☐	☑	☐	☐	☐
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☑ Tagalog	☐	☐	☐	☑	☐	☐	☐
☑ Vietnamese	☐	☐	☐	☑	☐	☐	☐
The DOR reported that it met the 5% threshold in the American Sign, Cantonese, Hindi, Korean, Punjabi, Spanish,Tagalog and Vietnamese languages, and that it has translated documents in these languages. The DOR has identified approximately 30 documents that will be translated into various frequently encountered							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
languages by 2006. The SPB recommends that the DOR ensure that it translates its documents into the languages that met the requirements of the Act, or determine what alternate resources it will use, such as its Network Omni Multilingual Communications contract that provides interpreting service, to ensure it LEP contacts are afforded an equal level of service. The DOR also reported having its documents available in large print and on audiotape.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☐	☑	☐
Although the DOR reported on its "Language Survey Data Summary" that 104.17 of its public contact employees participated in the survey, it did not submit a "Compliance Report" that provided additional information to substantiate this number.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
The DOR did not submit a "Compliance Report." The SPB was therefore unable to assess the efforts of the DOR to hire bilingual employees to correct those identified positions deficiencies that will be discussed in Part VI of this assessment.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The DOR has numerous bilingual resources available for its public contact staff including a language identification guide, a translation website (offering word for-word translation), a list of bilingual employees, a list of Community Based Organizations (CBO) that provide assistance when needed, and translated documents. The DOR also has a contract with Network Omni Multilingual Communications that provides interpreting service in over 100 languages, and contracts with over 22 statewide hearing impaired entities.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The DOR reported that it has bilingual resources available for its LEP public including translated documents, an interpreter notice poster, contracted interpreter services and a language access complaint procedure. The SPB recommends that the DOR make its documents easily accessible on its website.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☑	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☑	☐
a. The DOR did not submit its "Compliance Report." The SPB was therefore unable to assess the training that DOR staff receives on the provisions of the Act. The DOR should contact the SPB to determine how it will comply with this particular requirement of the Act.							
b. The DOR reported that all language access complaints are initially referred to a Rehabilitation Supervisor in the local office for resolution. Complaints that cannot be resolved at that level are escalated to the District Administrator in the Civil Rights Office. The DOR also has interpreter notice posters available in various languages informing its LEP contacts of their rights to language access. However, the DOR did not explain the process for resolving the complaints, nor did it include any information on how follow-up is conducted to ensure service was provided.							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ci. The DOR did not submit an "Implementation Plan," in which this information is required. cii. The DOR did not submit an "Implementation Plan, in which this information is required. d. The DOR reported that it utilizes the SPB and the Los Angeles Unified School District (LAUSD) to certify its bilingual employees. e. The DOR did not submit an "Implementation Plan," in which this information is required. However, it reported that it utilizes the Office of the State Publishe for its translation services. The DOR also reported that it relies on its bilingual staff to translate correspondence to and from non-English speakers. The SPB recommends that the DOR make sure that it bilingual staff is certified and their written skills in a second language are properly assessed to ensure the are providing adequate services. The DOR should contact the CPS Human Resource Services or the LAUSD to learn about available exams to assess written skill level in a second language. h. The DOR did not submit an "Implementation Plan," in which this information is required.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The DOR attended 4 of the Bilingual Services Progran (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
2.01 American Sign Language	☐	☑	☐	☐	☐	☐	☐

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Rehabilitation, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1.26 Spanish	☐	☑	☐	☐	☐	☐	☐
0.18 Korean	☐	☐	☐	☑	☐	☐	☐
0.11 Punjabi/Panjabi	☐	☐	☐	☑	☐	☐	☐
Comments: American Sign Language: The 2.01 reported position deficiencies ranging from 0.17 to 1.14 positions in 4 units. The DOR has identified individuals proficient in American Sign Language who wil be tested and become certified, and this action will correct most of its deficiencies. The DOR also reported that it utilizes contracted interpreting services and local community resources to assist in correcting the deficiencies in these units. Spanish: The DOR reported 1.26 position deficiencies ranging from 0.05 to 0.44 positions in 5 units. The DOR has identified an individual proficient in Spanish who can be tested and certified to correct the deficiency in the Long Beach unit. Since all Spanish deficiencies identified are less than 0.5 positions in each unit, the DOR will utilize it telephone interpreting services to meet the needs of its Spanish-speaking customers. Korean and Punjabi: The DOR utilizes its telephone interpreting services to correct these deficiencies.							
ii. Plans for Delivery of Services:							
2.01 American Sign Language	☐	☐	☐	☐	☐	☑	☐
1.26 Spanish	☐	☐	☐	☐	☐	☑	☐
0.18 Korean	☐	☐	☐	☐	☐	☑	☐
0.11 Punjabi/Panjabi	☐	☐	☐	☐	☐	☑	☐
Comments: The DOR did not submit an "Implementation Plan," in							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
which this information is required.							
b. Implementation Plan:							
i. Progress since Language Survey:							
2.01 American Sign Language	☐	☐	☐	☐	☐	☑	☐
1.26 Spanish	☐	☐	☐	☐	☐	☑	☐
0.18 Korean	☐	☐	☐	☐	☐	☑	☐
0.11 Punjabi/Panjabi	☐	☐	☐	☐	☐	☑	☐
Comments: The DOR did not submit an "Implementation Plan," in which this information is required.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
2.3 Spanish	☐	☐	☐	☐	☐	☑	☐
1.84 Mandarin	☐	☐	☐	☐	☐	☑	☐
0.49 Farsi/Persian	☐	☐	☐	☐	☐	☑	☐
0.33 Hindi	☐	☐	☐	☐	☐	☑	☐
0.2 Tagalog	☐	☐	☐	☐	☐	☑	☐
Comments: The DOR did not submit an "Implementation Plan," in which this information is required.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	4	2	7	1	9	1
Part IV: Bilingual Staffing	0	2	0	2	0	8	0
Part V: Recommended Staffing	0	0	0	0	0	5	0
Total Percentages %	13.0%	13.0%	4.3%	19.6%	2.2%	47.8%	

Overall Percentage of Acceptable Services: 50.0%

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San Gabriel & Lower L.A. Rivers & Mountains Conservancy

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 11/16/2004 2nd Week: 11/30/2003

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	45.00	1,170.00	NO	2.00	0	0
Total: 1	45.00	1,170.00	0	2.00	0	0

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Analysis and Summary Report
San Gabriel & Lower L.A. Rivers & Mountains Conservancy

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The San Gabriel & Lower Los Angeles River and Mountains Conservancy (RMC) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The RMC did not submit a Bilingual Services Policy (Policy). The RMC should develop a Policy that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), ensures it identifies standards for providing service to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources, and provides the name and telephone number of a contact person for obtaining information/assistance. The policy should be signed by the director and distributed to its staff. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check ☐ Spanish Although the RMC did not receive contacts in any non English language, it has translated various press releases and information sheets into Spanish.	☑	☐	☐	☐	☐	☐	☐

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San Gabriel & Lower L.A. Rivers & Mountains Conservancy

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The RMC reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The RMC is not required to hire bilingual staff, as it dic not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☐	☑	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
Although the RMC did not respond to this question, it did report that it has translated documents that staff car provide to the its Spanish speaking contacts.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☐	☑	☐
Although the RMC did not respond to this question, it did report that it has translated documents that staff car provide to the its Spanish speaking contacts.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
San Gabriel & Lower L.A. Rivers & Mountains Conservancy

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The RMC reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act nor does it have a complaint process to resolve language access issues. The RMC should contact the Bilingual Services Program (BSP) for alternatives on providing training regarding the provisions of the Act and an avenue for the LEP public to complain about language access issues.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The RMC did not attend any of the BSP training classes where guidance was provided, to meet the requirements of the Act, and resources where made available. The SPB recommends that the RMC visit the BSP's website, download the training material and contact the BSP for guidance on developing its bilingual services program.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
San Gabriel & Lower L.A. Rivers & Mountains Conservancy

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
San Gabriel & Lower L.A. Rivers & Mountains Conservancy

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	0	0	0	4	3	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	30.0%	0.0%	0.0%	0.0%	40.0%	30.0%	

Overall Percentage of Acceptable Services: 30.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Audits, Bureau of State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/9/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Bureau of State Audits (BSA) was exempted from participation in the 2003-2004 Implementation Plan, since it demonstrated that it received limited or no contact with the public. The Dynmally-Alatorre Bilingual Services Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one language survey; therefore, the BSA will be required to participate in the 2005-2006 Implementation Plan.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	854.00	22,204.00	NO	4.03	0	0
SPANISH	2.00	52.00	NO	0.00	0	0
Total: 2	856.00	22,256.00	0	4.03	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Audits, Bureau of State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The BSA submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The BSA submitted a Bilingual Services Policy (Policy that demonstrates its commitment to comply with the Act, outlines the bilingual services available to its staff to ensure its public contacts are provided an equal level of service, and lists the bilingual services coordinator. The BSA should ensure the Policy is signed by the director before disseminating to its staff.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The BSA reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The BSA is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a. & b. The BSA reported that it has a listing of bilingua staff, instructions on how to provide services to Limited English Proficient (LEP) contacts. The SPB recommends that the BSA have its bilingual staff take the oral fluency exam to ensure they are providing adequate services.							
c. The BSA has a contract with Language Line Services to assist its staff when assisting LEP contacts							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The BSA reported that it has a list of bilingual employees and a contract with Language Line Services to assist its LEP public. The BSA also reported that it has two Telecommunication Device for the Deaf (TDD) to assist its hearing impaired contacts.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Audits, Bureau of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☑	☐	☐	☐	☐	☐	☐
a. The BSA reported in its 2001-2002 Implementation Plan that all of its public contact employees receive written procedures detailing their responsibility to provide an appropriate level of services to its LEP contacts, including identification of available bilingual resources. b. The BSA reported that any complaints regarding language access will be directed to a contact person for assistance and resolved quickly. h. The BSA reported that it provides audit reports in alternate formats for visually impaired individuals and uses the TDD machine for the hearing impaired.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The BSA did not attend any of the Bilingual Services Program (BSP) training classes where guidance was provided and resources where made available to assist in meeting the requirements of the Act. The SPB recommends that the BSA visit the BSP's website and download the training and language access materials to learn how they can improve their bilingual services program.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Audits, Bureau of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Audits, Bureau of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	7	2	1	0	1	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	63.6%	18.2%	9.1%	0.0%	9.1%	0.0%	

Overall Percentage of Acceptable Services: 90.9%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Bar, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/21/2004 2nd Week: 2/22/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium	**2,000 to 3,499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Bar, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents							
☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☑	☐	☐	☐	☐	☐
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Bar, CA

Description	Excellent ☐	Good ☐	Average/Fair ☐	Other Acceptable Alternatives ☐	Poor/Needs Improvement ☑	Non-Responsive ☐	Not Applicable ☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☐
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments:							
ii. Plans for Delivery of Services:							
Comments:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Bar, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Implementation Plan: **i. Progress since Language Survey:** Comments:							
2. Survey Recommended Staffing Needs Identified: ☐ The Department's language survey did not identify any recommended staffing. Comments:							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Bar, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	6	2	0	3	0	2
Part IV: Bilingual Staffing	0	0	0	0	0	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	0
Total Percentages %	0.0%	54.5%	18.2%	0.0%	27.3%	0.0%	

Overall Percentage of Acceptable Services: 72.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Controller, Office of the

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	9,295.00	241,670.00	NO	81.63	0	0
SPANISH	554.00	14,404.00	YES	5.50	0	0
MANDARIN	23.00	598.00	NO	0.00	0	0
TAGALOG	18.00	468.00	NO	0.00	0	0
VIETNAMESE	18.00	468.00	NO	0.00	0	0
RUSSIAN	15.00	390.00	NO	0.00	0	0
CANTONESE	14.00	364.00	NO	0.00	0	0

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Analysis and Summary Report
State Controller, Office of the

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ARABIC	13.00	338.00	NO	0.00	0	0
HINDI	10.00	260.00	NO	0.00	0	0
HMONG	8.00	208.00	NO	0.00	0	0
JAPANESE	7.00	182.00	NO	0.00	0	0
French	6.00	156.00	NO	0.00	0	0
KOREAN	4.00	104.00	NO	0.00	0	0
ITALIAN	4.00	104.00	NO	0.00	0	0
GERMAN	3.00	78.00	NO	0.00	0	0
ARMENIAN	2.00	52.00	NO	0.00	0	0
LAOTIAN	1.00	26.00	NO	0.00	0	0
PAM	1.00	26.00	NO	0.00	0	0
GREEK	1.00	26.00	NO	0.00	0	0
FARSI	1.00	26.00	NO	0.00	0	0
PUNJABI	1.00	26.00	NO	0.00	0	0
CROATIAN	1.00	26.00	NO	0.00	0	0
RELAY	1.00	26.00	NO	0.00	0	0
CAMBODIAN	1.00	26.00	NO	0.00	0	0
SAMOAN	1.00	26.00	NO	0.00	0	0
Total: 25	10,003.00	260,078.00	1	87.13	0	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Controller, Office of the

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Office of the State Controller (SCO) submitted a revised hardcopy of Form D for its Unit 7 with an updated number of public contact staff on April 5, 2004. It also reentered the information into the survey system. However, it did not provide the State Personnel Board (SPB) with an updated "Department Totals by Language" report (with signature) or a "Units by Reporting Group" report.	☐	☐	☑	☐	☐	☐	☐
2. Bilingual Services Policy The SCO submitted a "Language Guidelines" document, which serves as a guide for all of its employees on their responsibility to provide appropriate services to Limited English Proficient (LEP) customers.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Spanish The SCO reported that it has translated 2 documents into Spanish and it is in the process of translating some forms into other non-English languages. In addition, the SCO has certified bilingual Spanish-speaking staff members who can interpret/explain documents to its LEP customers.	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Controller, Office of the

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The SCO survey data shows a slight conflict regarding the level of participation. The language survey data shows that 87.13 public contact employees participated in the survey, whereas the compliance report states that only 86.14 employees participated. The SCO should ensure the accuracy on both its survey data and compliance report. The SCO also reported inaccurate numbers on the certified bilingual staff section. It reported 5 certified Spanish-speaking employees, while SCO survey data shows that there were 5.5 certified Spanish-speaking employees. This might affect its deficiency and/or recommended staffing data. Lastly, there is a slight discrepancy regarding the total number of non-certified bilingual staff. The hardcopy Forms D identify up to 13.66 non-certified bilingual staff members but its language survey data only shows 13.31 members.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The SCO reported that hiring has been frozen and that no vacancies are expected to be refilled for 2 years. However, it is not required to hire additional bilingual staff, as there were no bilingual positions needs identified.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
The SCO has a multitude of bilingual resources available to its public contact staff including foreign language dictionaries, translation tools, the SCO Language (Bilingual Staff) Directory, a language							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Controller, Office of the

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
identification sheet, a communication assistance resolution process and contracted interpreter services. The SPB would like to remind the SCO that only certified resources should be used to assist LEP customers.							
7. Bilingual Resources Available for LEP Public The SCO has bilingual resources such as translated documents, interpreting services, a language access complaint process and Spanish-language toll-free telephone lines.	☐	☑	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☑	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☑	☐	☐	☐	☐	☐
a. The SCO reported that all public contact staff members are given training from their supervisors. All SCO employees receive updated bilingual resources information annually, or whenever there are changes. The SCO is working on providing the language policy and SCO Language Directory at the time of orientation b. The SCO has developed a Communication Assistance Resolution Process in English and Spanish to assist its LEP customers in resolving any language or communication issues. However, the SCO should consider having this process available in other non-English languages as well. c ii. The SCO conducted a public contact survey to							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
find out which forms are most frequently requested in non-English languages and is in the process of translating said forms. It should also review its language survey data to assist in determining its translation needs. d. The SCO reported that it utilizes the resources of the Department of Motor Vehicles (DMV) to certify the oral language fluency skills of its bilingual employees. e. The SCO reported that it certified the translation skills of its internal staff members through the Department of Motor Vehicles (DMV) and the Department of Social Services (DSS). The SCO might have mistaken translation for interpretation, as both DMV and DSS offer an oral, rather than a written, fluency exam. The SCO needs to ensure that staff members producing translations have the skill level to translate as assessed by CPS Human Resource Services. Translated documents should also be proofread and appropriately edited before distribution. f. The SCO reported that it is not subject to other state or federal laws. g. The SCO reported that it only contracts with certified interpreters and does not contract out any of its public services. h. The SCO reported that apart from its certified bilingual public contact staff, it has two other staff members who are certified bilingual in the Spanish language in addition to speaking fluent French. Another employee in the department is a certified American Sign Language (ASL) interpreter, Braille transcriber, and real-time captioner. These staff members are all available to assist LEP customers at any time.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The SCO staff attended 6 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Controller, Office of the

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Controller, Office of the

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	8	5	0	2	0	4
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	6.3%	50.0%	31.3%	0.0%	12.5%	0.0%	

Overall Percentage of Acceptable Services: 87.5%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Lands Commission

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/5/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The California State Lands Commission (CSLC) was exempt from participation in the 2003-2004 Implementation Plan, since it demonstrated that it received limited or no contact with the public. The Dymally-Alatorre Bilingual Services Act (Act) enables the SPB to exempt a department from participation in only one language survey; therefore, the CSLC will be required to participate in the 2005-2006 Implementation Plan.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	1,227.00	31,902.00	NO	24.00	0	0
SPANISH	4.00	104.00	NO	1.00	0	0
TAGALOG	1.00	26.00	NO	0.00	0	0
Total: 3	1,232.00	32,032.00	0	25.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Lands Commission

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The CSLC submitted all of the required documentation	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CSLC submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Act, outlines the bilingual services available to its staff to ensure its public contacts are provided with an equal level of services, and lists the contact telephone number of the bilingual services coordinator. The Policy should also be signed by the director to further demonstrate the CSLC's commitment to comply with the Act.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check The CSLC is not required to translate any of its documents since it did not meet the 5% threshold in any non-English language.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Lands Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CLSC reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CSLC is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
As reported in its Policy, the CSLC provides guidance to its public contact staff on how to handle LEP customers, a Language Identification Card to identify client's native language, and a list of bilingual staff who can provide interpreter assistance to its LEP public.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
In addition to the bilingual staff it reported in its Policy, the CSLC reported that it would seek assistance from SPB and/or contracted interpreter services, when necessary, to assist its LEP public. The CSLC should ensure that its bilingual staff are certified so that its LEP contacts can receive proper services.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Lands Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a.& b. The CSLC received an Implementation Plan exemption and updated information was not provided on the progress of meeting these requirements of the Act. The CSLC should ensure that it has processes and procedures developed for training its public contact staff on the provisions of the Act and a complaint process to resolve language access issues. The CSLC should contact the Bilingual Services Program (BSP) for guidance on complying with the Ac in these areas.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource	☐	☐	☐	☐	☑	☐	☐
The CSLC did not attend any of the BSP training classes where guidance was provided to meet the requirements of the Act and resources were made available. The SPB recommends that the CSLC visit the BSP's website, download the training material and contact the SPB for guidance on developing this part of their bilingual service program.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Lands Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Lands Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	3	3	0	0	1	2	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	33.3%	33.3%	0.0%	0.0%	11.1%	22.2%	

Overall Percentage of Acceptable Services: 66.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Library, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☐ Yes 1st Week: 2nd Week:

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments: The California State Library (CSL) was exempted from participation in the 2003-2004 Language Survey, since it demonstrated that it received limited or no contact with the Limited English Proficient (LEP) public. The Dymally-Alatorre Bilingual Services Act (Act) allows the State Personnel Board (SPB) to exempt a department from participatio in only one language survey. As such, the CSL will be required to participate in the 20 2006 Language Survey.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Library, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The CSL was exempted from the 2003-2004 Languag Survey.	☐	☐	☐	☐	☐	☐	☑
2. Bilingual Services Policy In early 2004, the CSL submitted to the SPB a copy of its Bilingual Services Policy (Policy) in draft form that communicates its commitment to comply with the Act, identifies its bilingual resources and provides the nam and telephone number of a contact person for obtaining information and assistance. The Policy should be printed on department letterhead and signe by the director before being disseminated to CSL staff. A copy should also be sent to the SPB.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check The CSL was exempted from participation in the 2003 2004 Language Survey. However, it reported in its Implementation Plan that it does not have any translated materials.							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Library, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☐	☐	☑
N/A							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
N/A							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☑	☐	☐	☐
b. Accessibility to Staff	☐	☐	☐	☑	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The CSL provided the name and telephone number of a contact person who handles all requests for translation and interpretation of its Policy.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☑	☐	☐	☐
The CSL has a dedicated person who handles all requests for translation and interpretation. The CSL should also display signs/posters in its local offices to make its LEP customers properly aware of their rights to service in their respective native languages.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Library, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. Although the CSL did not report having processes and procedures in place for training its public contact staff, it did identify that it provides its staff with written procedures that detail their responsibility to provide an appropriate level of services to LEP customers, including identification of available bilingual resources. The CSL anticipated finalizing its training procedures by March 2004, but no updated document has been provided to the SPB. The CSL should contact the SPB to obtain guidance on how it can best meet the requirement of training its staff on the provisions of the Act. b. The CSL reported that all language access complaints are resolved quickly and to the satisfaction of the complainants in accordance with the established procedures. It also provided the name and telephone number of the contact person for obtaining information and assistance. However, the CSL did not explain the process for resolving the complaints. d. The CSL reported that it utilizes the SPB to certify the oral language fluency of its employees.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources. The CSL attended 2 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Library, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Survey Corrective Action Plan: **i. Proposed Actions:** Comments: The CSL was exempted from participation in the 2003-2004 Language Survey, which yields data used to determine staffing deficiencies according to the number of LEP contacts. However, since the CSL has minimal o no contact with the LEP public, it should not have any bilingual staffing deficiencies.							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☐ The Department's language survey did not identify any recommended staffing. Comments: The CSL was exempted from participation in the 2003-2004 Language Survey, which yields data used to determine staffing deficiencies according to the number of LEP contacts. However, since the CSL has minimal o no contact with the LEP public, it should not have any recommended staffing needs.							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Library, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	1	1	4	1	0	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	0
Total Percentages %	12.5%	12.5%	12.5%	50.0%	12.5%	0.0%	

Overall Percentage of Acceptable Services: 87.5%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Mandates, Commission on

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/8/2004 2nd Week: 3/22/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	5.00	130.00	NO	3.50	0	0
Total: 1	5.00	130.00	0	3.50	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Mandates, Commission on

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Commission on State Mandates (CSM) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CSM submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act). The Policy includes the legal authority to comply with the Act, definition of terms, standard procedures, and the name and telephone number of the person responsible for responding to questions. The Policy is signed by the director and was disseminated to all of its employees.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the CSM did not meet the 5% threshold in any non-English language, it is not required to translate an of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Mandates, Commission on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☑	☐	☐	☐	☐	☐
The CSM reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the CSM did not meet the 5% threshold in any non-English language, it is not required to hire bilingua employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☐	☑	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
a. & b. The CSM reported conflicting information regarding its bilingual resources. In its Policy it stated that it has bilingual resources, but in its "Compliance Report" it does not identify any. Although the CSM did not receive any LEP contacts, it needs to be knowledgeable of bilingual resources in the event it needs to provide assistance to LEP contacts.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☐	☑	☐
As stated above, it appears that the CSM reported inaccurate information and does not have any bilingual resources for its LEP public. The CSM should be knowledgeable of bilingual resources in the event a need arises.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The CSM reported that it does not provide any training on the provisions of the Act nor does it have a complaint process to handle language access complaints. The CSM should contact the State Personnel Board (SPB) to determine how it will meet the requirements of the Act in these areas.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The CSM did not attend any of the Bilingual Services Program's (BSP) training classes where guidance on the provisions of the Act were provided and bilingual resources made available. The CSM should visit the BSP's website and download its training material that will assist it in developing its bilingual services progran							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Mandates, Commission on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
State Mandates, Commission on

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	1	0	0	3	3	11
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	22.2%	11.1%	0.0%	0.0%	33.3%	33.3%	

Overall Percentage of Acceptable Services: 33.3%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Stephen P. Teale Data Center

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/5/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	81.00	2,106.00	NO	7.00	0	0
SPANISH	1.00	26.00	YES	0.00	0.06	0
Total: 2	82.00	2,132.00	1	7.00	0.06	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Stephen P. Teale Data Center

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☑ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Stephen P. Teale Data Center (Teale) submitted all the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Teale submitted a Bilingual Services Policy that was not signed by its director, and not addressed to be disseminated to all employees. It can be noted that the policy provides for the enactment of procedures and processes of providing services to LEP. The Teale should have its policy signed by its director and disseminated to all its employees to ensure compliance with the Dymally-Alatorre Bilingual Services Act (Act).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Spanish The Teale survey reported meeting the 5% threshold i the Spanish language at the Personnel Unit of its Human Resources Group. It also reported not having any of its documents translated into any non-English language. The Teale should use the results of its survey to identify its translation needs. It should have its services documents translated into the Spanish, the non-English language that met the 5% threshold.	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Stephen P. Teale Data Center

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Teale reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Teale reported that there were no anticipated vacancies after the 03-04 survey.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
The Teale reported that it has contract with Language Line Services to provide accessible interpreter and translation services that can be used by its public contact staff in assisting LEP clients.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The Teale reported that it has contract with Language Line Services to provide accessible interpreter and translation services to its LEP clients. Although the Teale reported that it has several bilingual employees that can assist with Spanish-speaking calls, the Form D and the survey does not reflect any bilingual public contact staff. The Teale should properly identify its bilingual resources, certified and non-certified staff, and have their information listed on its Form D.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Stephen P. Teale Data Center

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Teale reported that its Bilingual Coordinator provides informational training to employees most likely to receive public contact. The training consists of the following: brief overview of the Act, using Language Line Services for incoming calls, overview of Teale's Bilingual Services Policy and complaint procedures, how to request translation services, and a list of bilingual employees who volunteer to provide interpretive assistance.							
b. The Teale reported that it has a complaint process where written complaints are directed to its Bilingual Services Coordinator. It has a complaint form that is available on-line. However, the complaint procedure and the complaint form does not contain the contact person and the telephone number that can be used by LEP to file complaints on language access. The complaint procedure of Teale should have the contact information on its complaint form for the LEP language access complaints to be properly filed.							
ci. The Teale reported that it did not meet the 5% threshold in any non-English language for it to be required to recruit for a bilingual staff. The Teale failed to identify that it met the 5% threshold in the Spanish language at its Personnel unit. The Teale should refer to its survey to identify the bilingual staffing needs of its units.							
cii. The Teale reported using the survey to identify its translation needs. The Teale reported receiving 6 calls in the Spanish language even though Teale does not provide any public service. The Teale's survey however demonstrated getting a 5% threshold from a single contact at its Personnel Unit.							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d. The Teale reported that it does not have delegated testing for certifying its employees oral language fluency and translation skills. It utilizes the services of the State Personnel Board for the certification of its staff.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The Teale attended 2 training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.06 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The Teale survey reported a .06 bilingual position deficiency in the Spanish language at its Personnel Unit. It planned to certify the non-certified bilingual staff in the same unit to correct the deficiency.							
ii. Plans for Delivery of Services:							
0.06 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The Teale reported that it will use its contract with interpreter services and its employee volunteers assisting Spanish-speaking calls to ensure delivery of services in the Spanish language.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Stephen P. Teale Data Center

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Implementation Plan: **i. Progress since Language Survey:** 0.06 Spanish Comments: The Teale reported that SPB did not identify any unmet language needs in Teale's last Language Survey and Analysis Report, thus it was not able to provide a progress report on its bilingual position deficiency of its Personnel unit. The Teale should use the results of its survey to identify the unmet bilingual position deficiencies of its units, and provide the corrective action plans on its IP.	☐	☐	☐	☐	☑	☐	☐
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Stephen P. Teale Data Center

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	3	4	1	5	0	6
Part IV: Bilingual Staffing	0	2	0	0	1	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	5.9%	29.4%	23.5%	5.9%	35.3%	0.0%	

Overall Percentage of Acceptable Services: 64.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Student Aid Commission

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	6,346.00	164,996.00	NO	25.00	0	0
SPANISH	181.00	4,706.00	NO	0.00	0	0.11
VIETNAMESE	11.00	286.00	NO	0.00	0	0
MANDARIN	10.00	260.00	NO	0.00	0	0
ARABIC	9.00	234.00	NO	0.00	0	0
RUSSIAN	8.00	208.00	NO	0.00	0	0
KOREAN	5.00	130.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Student Aid Commission

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
JAPANESE	4.00	104.00	NO	0.00	0	0
TAGALOG	3.00	78.00	NO	0.00	0	0
HMONG	3.00	78.00	NO	0.00	0	0
PUNJABI	2.00	52.00	NO	0.00	0	0
LAOTIAN	2.00	52.00	NO	0.00	0	0
CANTONESE	2.00	52.00	NO	0.00	0	0
CROATIAN	1.00	26.00	NO	0.00	0	0
Total: 14	6,587.00	171,262.00	0	25.00	0	0.11

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Student Aid Commission (CSAC) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy A Bilingual Services Policy (Policy) was not submitted by the CSAC, although it stated in its 2001-2002 Language Survey that it was in draft form. The SPB recommends that CSAC develop a Policy that communicates its commitment to comply with the Act, sets service standards for providing services to LEP persons, informs public contact employees of their	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Student Aid Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information and assistance. The policy should be placed on departmer letterhead, signed by the director and distributed to its public contact staff. A copy should also be sent to the SPB.							
3. Translation of Documents							
☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check							
☐ Spanish	☑	☐	☐	☐	☐	☐	☐
The CSAC reported that it has translated 39% to 20% of its documents into Spanish and six other languages that it did not identify. Informational videos have been developed and made available in Spanish.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CSAC reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CSAC is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The CSAC reported that its public contact staff have access to its translated documents and make them available to its LEP public.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Student Aid Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
7. Bilingual Resources Available for LEP Public The CSAC reported that it has translated documents and informational videos available to the public on its website. The SPB recommends that the CSAC develop a link on its website to make them easily accessible.	☐	☐	☑	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☑	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The CSAC reported that each unit manager is responsible for training his/her staff and provides training semi-annually as necessary. The CSAC should develop training standards on the provisions of the Act and make them available to all managers. b. The CSAC reported that it is in the process of developing a complaint process for resolving language access issues and that the bilingual services coordinator will be responsible for handling all of the complaints it receives. c-i. Although the CSAC did not meet the 5% threshold in any non-English language to require it to recruit bilingual staff, it advertises bilingual Spanish fluency a a desirable qualification for its public contact positions c-ii. The CSAC reported that it evaluates its stakeholders request to translate documents.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Student Aid Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
e. The CSAC reported that the SPB certifies its bilingual staff.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CSAC staff attended 3 of the Bilingual Services Program's training classes	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☐ The Department's language survey did not identify any recommended staffing.							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Student Aid Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
0.11 Spanish Comments: The CSAC reported 0.11 recommended staffing needs i Spanish in its Call Center Reporting Unit in Sacramento County. The CSAC will utilize Spanish speaking staff in non public contact positions to provide assistance in handling these calls. As stated above, the CSAC should have these employees take the oral fluency exam to ensure they are providing adequate services to its LEP contacts.	☐	☑	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Student Aid Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	2	5	0	2	0	8
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	1	0	0	0	0	0
Total Percentages %	28.6%	21.4%	35.7%	0.0%	14.3%	0.0%	

Overall Percentage of Acceptable Services: 85.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Summer School for the Arts, CA State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 5/3/2004 2nd Week: 5/10/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: Although the California State Summer School for the Arts (CSSSA) did participate in th survey, it did not survey two non-consecutive weeks as required. Surveying two non-consecutive weeks is required to in order to measure different levels of public contacts during two non-contiguous periods.

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

☑ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

The CSSSA was exempted from participation in the 2003-2004 Implementation Plan, since it demonstrated that it received limited or no contact with the Limited English Proficient (LEP) public. The Dymally-Alatorre Bilingual Services Act (Act) enables the State Personnel Board (SPB) to exempt a department from participation in only one Implementation Plan; therefore the CSSSA will be required to submit an Implementatior Plan for the 2005-2006 Language Survey.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	520.00	13,520.00	NO	4.00	0	0
Total: 1	520.00	13,520.00	0	4.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Summer School for the Arts, CA State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The CSSSA submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CSSSA submitted a revised Bilingual Services Policy (Policy) to the SPB in October 2005, which demonstrates its commitment to comply with the Act, identifies performance and service standards, outlines the bilingual services available to its staff to assist in providing an equal level of service to LEP contacts, lists a bilingual services coordinator and is dated and signed by the director.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold.							☑
All languages that met the 5% threshold are identified with a check ☐ Spanish The CSSSA did not meet the 5% threshold in any non English language. However, in recognition of its mission to serve the public it has translated one document, the "Peterson's Summer Opportunities for Kids and Teenagers" catalog, into the Spanish language.	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Summer School for the Arts, CA State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CSSSA reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CSSSA is not required to hire bilingual staff, as it did not meet the 5% threshold in any language.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☑	☐	☐	☐
The CSSSA has translated one document into the Spanish language, and SPB has agreed to provide the CSSSA with interpreter assistance if the need arises.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The CSSSA reported that it does not have any bilingua resources available to its LEP public. The CSSSA should display signs/posters in its local offices to make its LEP customers aware of their rights to request for interpreter services should the need arise.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Summer School for the Arts, CA State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The CSSSA received an Implementation Plan exemption and updated information was not provided on the progress of meeting these requirements of the Act. The CSSSA should ensure that it has processes and procedures developed for training its public contact staff on the provisions of the Act and a complaint process to resolve language access issues. The CSSSA should contact the Bilingual Services Program for guidance on complying with the Act in these areas.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
The CSSSA did not attend any of the Bilingual Services Program's training classes, in which guidance and resources are provided to assist departments in meeting the requirements of the Act. The SPB recommends that the CSSSA visit the BSP website, download the training materials and contact the SPB for guidance on developing this part of their bilingual services program.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Summer School for the Arts, CA State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Summer School for the Arts, CA State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	1	1	1	2	2	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	36.4%	9.1%	9.1%	9.1%	18.2%	18.2%	

Overall Percentage of Acceptable Services: 63.6%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	385.00	10,010.00	NO	12.00	0	0
Total: 1	385.00	10,010.00	0	12.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Tax Credit Allocation Committee (Committee) submitted all of the required documentations.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Committee is chaired by the State Treasurer's Office (STO) and issued a Bilingual Services Policy (Policy) to all employees, including its associated boards, commissions and authorities.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the Committee did not meet the 5% threshold requirements of the Dymally-Alatorre Bilingual Services Act (Act), it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Committee reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Committee did not meet the 5% threshold in any non-English languages to require it to employ public contact bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The Committee has access to the STO's bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages. The Committee has a contract with Language Line Services to assist with its interpreter needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Committee has a contract with Language Line Services, a Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, where it is readily accessible.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Committee reported that all new employees are required to attend a mandatory New Employee Orientation training which provides an overview of its commitment to fulfill the needs of the Limited English Proficient (LEP) customer and provides detailed information on accessing and using Language Line Services. Updates to bilingual services are also provided to public contact staff as they are made available.							
b. The Committee reported that it has posted a notice at each public contact counter informing its customers of their right to obtain interpreter services and the contact information to address complaints if they are not satisfied with the interpreter services provided. However, it did not identify the process or procedure it takes to ensure LEP contacts are provide equal access to its services.							
f. The Committee reported that it is not subject to any other state language access laws and that it does not receive any federal funding to require it to comply with Federal language access requirements.							
g. The Committee reported that it currently does not address the language access requirements in its contracts. However, it will review and discuss with legal staff and the Department of General Services the need to include this requirement in future contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The STO attended 2 of the Bilingual Services Program's training classess.							
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	2	1	0	2	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	54.5%	18.2%	9.1%	0.0%	18.2%	0.0%	

Overall Percentage of Acceptable Services: 81.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teacher Credentialing, CA Commission

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/9/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,850.00	74,100.00	NO	49.00	0	0
SPANISH	31.00	806.00	YES	0.00	1.08	0
HINDI	1.00	26.00	NO	0.00	0	0
AMERICAN SIGN	1.00	26.00	NO	0.00	0	0
Total: 4	2,883.00	74,958.00	1	49.00	1.08	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teacher Credentialing, CA Commission

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Commission on Teacher Credentialing (CCTC) submitted all of the requried documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CCTC submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act); however, provides conflicting information. The Policy outlines the bilingual services available to its staff to ensure its Limited English Proficient (LEP) public contacts are provided an equal level of service, identifies Performance and Service Standards and list the bilingual services coordinator. However, its "Language Survey Data Summary," did not identify any bilingual staff and, the "Compliance Report", does not make mention of the bilingual services outlined in the Policy. The CCTC should ensure its public contact staff is aware of its bilingual services to ensure they are making them available to its LEP contacts.	☐	☐	☑	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Spanish The CCTC met the 5% threshold in the Spanish language and reported 1.08 position deficiencies. Meeting the 5% threshold is the criteria set for state	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teacher Credentialing, CA Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
agencies to either have bilingual staff available to assist its LEP contacts, translate its vital documents, or provide its documents in alternative methods to ensure its LEP contacts have meaningful access to its services. Since the CCTC did not identify having any bilingual staff, the CCTC should contract with a telephone interpreter service to ensure it can provide language access to its Spanish speaking contacts.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CCTC reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The CCTC reported that it does not anticipate any appointments to public contact positions. However, since the language survey results identified a position deficiency in the Spanish language and it did not repor having any bilingual staff. The CTCC should ensure that when able, it will hire a Spanish speaking staff person in the DPP Unit in Sacramento County, where the position deficiency occurred.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☐	☑	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☑	☐
The CCTC reported that it does not have to have any bilingual resources for its LEP public contact staff. Since the CCTC met the 5% threshold in the Spanish language and identified position deficiencies, it needs to identify how it will ensure its LEP contacts are provided meaningful access to its services.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☐	☑	☐
As mentioned above, the CCTC is required by the Act							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teacher Credentialing, CA Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
to identify bilingual resources to ensure its public contacts are provided equal access to its services, since it met the 5% threshold in Spanish.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The CCTC reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act, nor does it have a language access complaint process. The CCTC should contact the SPB to determine how i can meet these requirements.							
c i. The CCTC reported that it does not recruit bilingual staff because it did not meet the 5% threshol for any non-English languages. However, since the CCTC's level of Spanish speaking contact fell within the meaning of the Act, it should recruit for bilingual staff through the use of SPB's website, job announcements, certification list and outreach events.							
c ii. The CCTC reported that it does not have a procedure to identify its translation needs. However, since it met the 5% threshold in Spanish, it should identify which documents it will translate or identify which alternative means it will use to ensure its Spanis speaking contacts are provided an equal level of service.							
d. The CCTC reported that it utilizes the services of							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the State Personnel Board (SPB) to certify its bilingual employees' oral language fluency.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CCTC attended 1 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan: **i. Proposed Actions:** 1.08 Spanish Comments: The CCTC reported that it would certify one of its bilingual employees.	☐	☑	☐	☐	☐	☐	☐
ii. Plans for Delivery of Services: 1.08 Spanish Comments: The CCTC reported that it would contract with an interpreter services in the interim of certifying staff.	☐	☐	☑	☐	☐	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 1.08 Spanish Comments: The CCTC corrected the deficiency by certifying one	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teacher Credentialing, CA Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual staff person; however, the person was not reassigned to the DPP unit where the need was identified. While this is acceptable since the CCTC is a small commission, it should ensure its public contact staf are aware of this resource.							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teacher Credentialing, CA Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	3	1	0	5	4	5
Part IV: Bilingual Staffing	0	1	2	0	0	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	11.1%	22.2%	16.7%	0.0%	27.8%	22.2%	

Overall Percentage of Acceptable Services: 50.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teachers Retirement System, State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	39,143.00	1,017,718.00	NO	538.00	0	0
SPANISH	3.00	78.00	NO	2.00	0	0
PORTUGUESE	1.00	26.00	NO	0.00	0	0
Total: 3	39,147.00	1,017,822.00	0	540.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teachers Retirement System, State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California State Teachers' Retirement Systems (CalSTRS) submitted all of the required documentatio	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CalSTRS submitted a Bilingual Services Policy (Policy) that communicated its commitment to providing language access in compliance with the Dymally-Alatorre Bilingual Services Act (Act). The Policy also contained information regarding the bilingual services it has available to its staff for providing service to Limited-English Proficient (LEP) people. However, the Policy did not provide employees with information on how to access these resources nor contain the name and telephone numbe of a contact person for questions or assistance. The CalSTRS should revise its Policy to include information to assist its public contact staff in accessing available bilingual resources, effectively conveying CalSTRS' commitment to providing language access, and have it signed by the Executive Officer.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teachers Retirement System, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
CalSTRS reported that it has not identified a need to translate documents.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CalSTRS reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CalSTRS did not identify a need to hire bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The CalSTRS reported that it has a Spanish dictionary as its only resource. However, in its Policy it listed the availability of interpreters, should the need arise. As discussed, the CalSTRS should provide its employees with information regarding how to access its available bilingual resources, and the name and telephone number of a contact person should they require assistance in providing service to a LEP customer.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The CalSTRS reported it rarely receives LEP contacts, but stated in its Policy that it is fully committed to providing its LEP customers (e.g., beneficiaries) with equal access to its information and services. The State Personnel Board (SPB) recommends that CalSTRS contact the Bilingual Services Program (BSP) to discuss utilizing BSP's resources and ways of informing its LEP public of their availability.							
8. Departmental Processes and Procedures							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teachers Retirement System, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☐	☑
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☐	☑
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
The CalSTRS was exempted from submitting a 2003-2004 Implementation Plan (IP). Therefore, it was not required to provide this information to SPB. CalSTRS will be required to participate in the 2005-2006 IP, at which time it will report the available processes and procedures it has in place to comply with the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
CalSTRS attended 1 of the BSP's training classes.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teachers Retirement System, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teachers Retirement System, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	1	3	0	1	0	13
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	28.6%	14.3%	42.9%	0.0%	14.3%	0.0%	

Overall Percentage of Acceptable Services: 85.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Toxic Substances Control, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 2/9/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	11,451.00	297,726.00	NO	633.43	0	0
SPANISH	264.00	6,864.00	YES	15.00	0	0
MANDARIN	41.00	1,066.00	NO	0.00	0	0
URDU	20.00	520.00	NO	0.00	0	0
HINDI	19.00	494.00	NO	2.00	0	0
TAGALOG	15.00	390.00	NO	0.00	0	0
PUNJABI	14.00	364.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Toxic Substances Control, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
FINNISH	13.00	338.00	NO	0.00	0	0
ARMENIAN	7.00	182.00	NO	0.00	0	0
RUSSIAN	7.00	182.00	NO	0.00	0	0
ARABIC	3.00	78.00	NO	0.00	0	0
FARSI	3.00	78.00	NO	0.00	0	0
CROATIAN	2.00	52.00	NO	0.00	0	0
KOREAN	2.00	52.00	NO	0.00	0	0
SWAHILI	2.00	52.00	NO	0.00	0	0
TAMIL	2.00	52.00	NO	0.00	0	0
JAPANESE	2.00	52.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
LAOTIAN	1.00	26.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
AMERICAN SIGN	1.00	26.00	NO	0.00	0	0
MALAYALAM	0.00	0.00	NO	2.00	0	0
Total: 23	11,872.00	308,672.00	1	652.43	0	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small to Medium	**500 to 1,999**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Toxic Substances Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Toxic Substances Control (DTSC) submitted all the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DTSC submitted a draft copy of its "Environmental Justice Policy" in response to the request for a Bilingual Services Policy (Policy). The DTSC was advised in its 2001-2002 Language Survey Assessment that rather than address compliance with the Dymally-Alatorre Bilingual Services Act (Act), its "Environmental Justice Policy" is more of a non-discrimination policy that outlines how its services will ensure protection to all populations regardless of color national origin or income. The State Personnel Board (SPB) recommended that the DTSC develop a Policy that demonstrates its commitment to comply with the Act, identifies performance and service standards, outlines the bilingual services available to its staff to ensure its Limited English Procifient (LEP) contacts are provided an equal level of service, lists a bilingual services coordinator and is dated and signed by the director. The DTSC should print the policy on department letterhead and distribute it to all departmer staff. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Armenian	☐	☑	☐	☐	☐	☐	☐
☐ Korean	☐	☑	☐	☐	☐	☐	☐
☐ Mandarin	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☐ Vietnamese	☐	☑	☐	☐	☐	☐	☐
The DTSC reported that it translated 20% to 39% of its documents into the Spanish language, which met							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Toxic Substances Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the 5% threshold. TheDTSC is commended for having translated documents in languages that did not meet the 5% threshold that include Armenian, Korean, Chinese and Vietnamese.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The department reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
The DTSC reported that it had 132 new hires and does not know how many of these were made to public contact positions. Since the DTSC did not identify any position deficiencies, it does not have to hire bilingual staff. However, since the DTSC reported contacts in over 21 languages, it should be aware of which units report public contacts in non-English languages and determine when it should hire bilingual staff to these units.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a., b. & c. The DTSC reported that it has a list of certified bilingual employees, a list of translated documents and the SPB "Language Assistance for Limited-English Proficient (LEP) Persons: Your Responsibilities under the Dymally-Alatorre Services Act" video. In addition, a Spanish glossary of commonly used technical terms is currently being developed and will be distributed to all employees upon completion. DTSC also has a contract with Chico State University for its translation needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Toxic Substances Control, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DTSC reported that it has translated documents and access to a website with a bilingual search key to obtain bilingual information. The DTSC is also in the process of developing a Spanish language website.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☑	☐	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DTSC reported that its public contact staff receive training from their supervisors and are informed of the resources available for use in providing LEP contacts with services. The public contact staff also receives updated information regarding DTSC interpreter/translation contracts either annually or as needed, as well as updates made to available bilingual resources.							
b. The DTSC reported that it has developed a complaint process that is in draft form. However, upon review of the draft copy, it was found that the draft did not provide a description of the process the DTSC will use to resolve language access issues. The DTSC should contact the SPB to determine how it will meet this requirement.							
ci. The DTSC reported that it recruits qualified bilingual staff by identifying currently uncertified bilingual employees to certify when a new need arises and advertises in foreign language media and at community outreach events.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
cii. The DTSC reported that it uses its language survey results to identify its language needs. d. The DTSC reported using the services of the SPB and other state departments to certify the oral language fluency of its employees. For its needs in th Los Angeles area, the DTSC reported that it would consider using the Los Angeles Unified School District to certify the bilingual skills of its employees. However, as the SPB administers the oral fluency exams over the telephone, the DTSC should contact the SPB for assistance upon determining its bilingual exam needs. f. The DTSC reported that it complies with Title VI of the Civil Rights Act, Executive Order 13166 by employing a Title VI coordinator who applies the Bilingual Implementation Plan and evaluates those bilingual needs identified by the survey.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DTSC attended 9 Bilingual Services Program's (BSP) training classes.	☑	☐	☐	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	11	1	2	2	0	4
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	20.0%	55.0%	5.0%	10.0%	10.0%	0.0%	

Overall Percentage of Acceptable Services: 90.0%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	669.00	17,394.00	NO	18.00	0	0
SPANISH	14.00	364.00	YES	1.00	0	0
CANTONESE	2.00	52.00	NO	0.00	0	0
HINDI	1.00	26.00	NO	0.00	0	0
Total: 4	686.00	17,836.00	1	19.00	0	0

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1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report **1. Submission of Required Documentation** The Office of the Traffic Safety (OTS) did not submit the required "Compliance Report" that identifies the bilingual resources, processes and procedures it has i place to serve its Limited-English Proficient (LEP) public. The OTS assessment will be based on the survey information received, as well as the Implementation Plan (IP), subsequently submitted to the State Personnel Board (SPB). In addition to not submitting all of the required documentation, the OTS survey data contained erroneous information that included inaccurate survey data entered into the SPB automated system and inconsistencies in the information. In addition, the "Language Survey Data Summary" report was not signed and certified by the OTS. The SPB Bilingual Services Program (BSP) contacted the OTS' Bilingual Coordinator and its Assistant Director of Administration on several ocassions to request that the "Compliance Report" be submitted an to clarify some of the inconsistencies in the survey data that was submitted. Although the OTS staff indicated that the Compliance Report and responses to the inconsistencies in survey data would be forthcoming, the BSP did not receive the documentation or clarifying information.	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy The OTS submitted a Bilingual Services Policy (Policy that communicated its commitment to comply with the Dymally Alatorre Bilingual Services Act (Act) and	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
contained the recommended information to inform employees of their responsibilities for providing language access and the bilingual resources available to serve LEP customers. However, it did not specifically identify or provide employees with information on how to access its bilingual resources.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☐	☐	☐	☐	☑	☐
The OTS did not submit a Compliance Report identifying its translated documents. However, it did report in its IP that its Executive Staff and Information Officer review its traffic safety information and determine which documents it should translate to mee its Spanish language needs. The OTS reported in its IP that it also uses its language survey results to determine which documents should be translated. Since the OTS primarily approves funding for other public entities to promote traffic safety, its survey data may not be the most reliable source for identifying its LEP public. The SPB recommends that the OTS utilize census information as an additional means of identifying its translation needs. The use of populatior data and expanding its community outreach/public relations to include other LEP populations may result i better serving all of California's diverse communities.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The OTS did not submit a Compliance Report that identified the number of public contact positions it has and their level of participation in the survey. Additionally, the Forms C (Public Contact Employee Information) that were submitted by OTS did not match the information it entered into the SPB automated language survey system.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The OTS did not submit a Compliance Report to identify what efforts it makes to refill vacancies with bilingual employees. The OTS merely stated in its IP that it already employs an individual fluent in the Spanish language as its process for recruiting qualified bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☑	☐
The OTS did not submit a Compliance Report to identify all of its bilingual resources and their availability to its public contact employees. In its Policy, the OTS advised employees that it employs one bilingual employee with Spanish language fluency and makes translated documents available, but did not include information on how to access any of these resources. In its IP, the OTS did state that its employees have access to its translated documents via its Web site.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The OTS reported in its IP that it has translated some of its documents into Spanish and makes them available to LEP people through its Web site, community outreach, public service events, and foreign							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
language media. Initially, the SPB was unable to locate any translated documents or information on the OTS Web site. However, after making a search on "En español", it was able to located a Web page (http://www.ots.ca.gov/kids/index.htm) that contained traffic safety information available in Spanish and English targeted at Kids, Teens and Adults. The SPB recommends that the OTS prominently place an "En Espanol" link on its Home Page to make this information more easily accessible. As previously discussed, the SPB recommends the OTS utilize other data, such as population (census) data to identify California's LEP populations and consider expanding its translated documents and community outreach programs to include other LEP communities.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☑	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☑	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The OTS reported that it does not provide training to its public contact staff, but instead provides all new staff with written procedures that detail their responsibilities and identify its available bilingual resources. The OTS indicated this information is provided to new employees and that updated information or training is not provided to existing employees.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. The OTS reported that all complaints can be filed through its customer survey, in writing or on its Web site and are reviewed by its senior staff in their regular meeting when necessary. Although the OTS stated that complaint information in Spanish is accessible on its Web site, the SPB was unable to locate any of this information. The OTS also reported that it was working with a consultant to translate its complaint form. The SPB recommends the OTS evaluate its overall language needs and translate its complaint information in the non-English languages that would best serve California's diverse LEP populations. ci. The OTS stated it already employs one certified Spanish-speaking employee as its process for recruiting qualified bilingual staff. cii. The OTS reported that it uses its language survey results to determine its translation needs. The OTS's senior staff review documents, forms, and brochures that will be translated and then coordinates with appropriate parties to develop the translated materials. As mentioned, the SPB recommends the OTS utilize population data and community outreach into other LEP populations to identify its translation needs. d. The OTS reported that it utilizes the SPB to certify employees' oral language fluency. e. The OTS did not submit a Compliance Report to identify whether or not it uses its internal staff to perform translations and any process it might use for certifying these individual's skill level. f. The OTS reported that it complies with federal language access laws by reviewing all federal funding requirements to ensure compliance prior to the award of grants to governmental entities. However, it did not report how it integrates this review process to ensure that meaningful language access is provided by federally funded traffic safety programs. g. The OTS reported that its Public Information Officer notifies its contractors regarding the state language access requirements, reviews reports, and meets with them regularly to ensure compliance. It is unclear how the OTS ensures meaningful language access by contractors. The SPB reviewed the grant							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
proposal forms on the OTS Web site and was unable to locate any information related to ensuring language access in compliance with state and federal requirements.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The OTS attended two of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	1	5	1	6	5	2
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	5.6%	27.8%	5.6%	33.3%	27.8%	

Overall Percentage of Acceptable Services: 38.9%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 12/15/2003 2nd Week: 1/9/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	22,312.00	580,112.00	NO	1,805.00	0	0
SPANISH	576.00	14,976.00	YES	13.00	15.95	2.13
PUNJABI	74.00	1,924.00	YES	0.00	1.88	1.05
HINDI	57.00	1,482.00	NO	0.00	0	0.88
TAGALOG	54.00	1,404.00	YES	0.00	9.53	0
RUSSIAN	17.00	442.00	YES	0.00	0.29	0
FARSI	15.00	390.00	YES	0.00	0.99	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
VIETNAMESE	7.00	182.00	NO	1.00	0	0
PORTUGUESE	5.00	130.00	NO	0.00	0	0
AMERICAN SIGN	4.00	104.00	YES	0.00	1	0
JAPANESE	3.00	78.00	NO	1.00	0	0
ARMENIAN	3.00	78.00	NO	0.00	0	0
ARABIC	3.00	78.00	YES	1.00	8.89	0
GERMAN	2.00	52.00	YES	0.00	0.05	0
HEBREW	2.00	52.00	NO	0.00	0	0
CROATIAN	2.00	52.00	NO	0.00	0	0
FRENCH	2.00	52.00	NO	0.00	0	0
KOREAN	2.00	52.00	NO	0.00	0	0
MANDARIN	2.00	52.00	NO	0.00	0	0
SOMALI	2.00	52.00	NO	0.00	0	0
UKE	2.00	52.00	NO	0.00	0	0
YUH	1.00	26.00	NO	0.00	0	0
HMONG	1.00	26.00	NO	0.00	0	0
LGBO	1.00	26.00	NO	0.00	0	0
PASHTO	1.00	26.00	NO	0.00	0	0
TTD	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	YES	0.00	4.45	0
gaelic/irish	0.00	0.00	NO	1.00	0	0
Total: 28	23,152.00	601,952.00	9	1,822.00	43.03	4.06

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Transportation (department) submitted all the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The department reported that it submitted a copy of a draft Bilingual Services Policy (policy) with its 2001-2002 Language Survey, and it is awaiting final approva by the director. The department should have had its policy revised to include the recommendations made by the SPB. While the draft policy contains good information, it does not contain appropriate guidance for its employees on the provisions of the Dymally-Alatorre Bilingual Services Act (the Act). The department should ensure its policy identifies standards for providing services to LEP persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information/assistance. The director should also sign the policy before it is distributed to department staff, and a copy should be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ American Sign Language	☐	☐	☐	☐	☑	☐	☐
☑ Arabic	☐	☐	☐	☐	☑	☐	☐
☑ Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
☑ Farsi/Persian	☐	☐	☐	☐	☑	☐	☐
☑ German	☐	☐	☐	☐	☑	☐	☐
☑ Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
☑ Russian	☐	☐	☐	☐	☑	☐	☐
☑ Spanish	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ Tagalog	☐	☐	☐	☐	☑	☐	☐
The department reported that it has translated 4 of its identified documents into Spanish. However, it did not translate documents into the other languages that met the 5% threshold, including American Sign Language (ASL), Arabic, Cantonese, Farsi, German, Punjabi, Russian and Tagalog. The department reported fewer translated documents than it did during the last survey. Since the department allows each district and division office to translate its own documents, the SPB recommends that it review the number of documents that it has translated and designate a centralized office to receive the translations and maintain a master list of the translated documents. The department can ensure that its public contact staff has access to adequate resources by providing the information through its bilingual services staff, an interpreter service, or other alternative methods. Position deficiencies reported in these languages will be discussed at length in Part IV of this assessment.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The department reported conflicting information regarding the level of survey participation. In the "Department Totals By Language" report, it identified 1,822 public employees that participated in the survey whereas the "Compliance Report" states that 1,627 employees participated. The department should ensure the accuracy of both its survey data and reports, since these discrepancies affect the deficiencies identified. The department also reported conflicting information regarding its certified bilingual staff. The "Compliance Report" identified 62 certified Spanish bilingual staff that receive bilingual pay, but the survey results, it only reported participation from 17 certified Spanish bilingual staff members.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The department reported that it filled 1,807 full-time, 281 part-time, and 121 intermittent/temporary positions. Of these hires, 22 were made to correct its Spanish position deficiencies. However, the department did not attempt to correct any of its other 21.03 position deficiencies.	☐	☐	☐	☐	☑	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☑	☐	☐	☐	☐
The department reported having a multitude of bilingua resources available to its public contact staff, including a list of bilingual employees, foreign language dictionaries, language identification flash cards, a list of translated documents, and a glossary of commonly used terms. The department has a contract with H & R Interpreting that translates its documents into Spanish and NorCal Center on Deafness that provides sign language interpreters. Since the department received contacts in over 27 non-English languages, it should also consider contracting with an interpreter service.							
7. Bilingual Resources Available for LEP Public The department reported that it has bilingual resources available for its LEP public and makes them available through its website, a toll-free telephone number, mass mailings, public notices, posters, newspaper articles, automated billboards, displays in its field offices, and bilingual staff.	☑	☐	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☑	☐	☐	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☑	☐	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☑	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The department reported that it provides training including instructions on how to obtain language assistance services and access bilingual resources including bilingual staff, interpreters and translators. The department should contact the SPB to obtain guidance on how to enhance its training according to the provisions of the Act.							
b. The department reported that its language access complaints are forwarded to its Title VI Discrimination Complaint Investigation Unit, where the investigator prepares and submits an investigative report to the Equal Employment Opportunity Officer. The SPB recommends that the language access complaints be handled on a case-by-case basis, since many of the complaints can be resolved by having a bilingual staff person contact the LEP contact and provide them with information, such as a copy of a translated document or information on an upcoming public hearing.							
c.i. The department reported that it recruits bilingual staff by including a fluency requirement on its job announcements, using the current bilingual list on the SPB web site to identify bilingual position needs, incorporating bilingual needs in its exam planning, and advertising at community outreach events.							
c.ii. The department reported conflicting information. On the "Compliance Report" it reported that each district and division is allowed to identify documents to be translated, whereas on its "Implementation Plan," it reported that it relies on the survey data to determine its translation needs. The SPB recommends that the department use the survey data and provide the information to its districts and divisions in order to ensure that their LEP contacts have translated documents available in their native language (if it met the 5% threshold), or that alternative methods, such as							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual staff or an interpreter service that can communicate with the LEP contacts, are available. d & e. The department reported that it has delegated testing authority to conduct bilingual oral fluency exams. It also reported using other departments to certify the oral language fluency and translation skills o its bilingual employees. The department needs to ensure the department that gives the written exam to assess translation skills is approved by the SPB. f. The department reported that it is complying with th requirements of Title VI of the Civil Rights Act and the LEP Executive Order 13166 by focusing on eliminating discrimination in federally funded programs, and providing alternative language service at public counters to provide LEP persons with meaningful access to its services. The department also reported that it is also complying with Government Codes 12951, 11425.1, Street and Highways Code section 8, and the Code of Civil Procedure section 412.2, by making it an unlawful practice to adopt or enforce a policy that limits or prohibits the use of any language i any workplace unless the language restriction is justified by a business necessity, or the employer has notified its employees of the circumstances, the time the language restriction is required to be observed, an the consequences of violating the language restriction In addition, in complying with the Government Code 11425.1, the department shall make language assistance available during the conduct of its adjudicative proceedings.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The department attended 4 of the BSP training sessions.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☐ The Department's language survey did not identify any deficiencies.							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation, CA Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
16.71 Spanish	☐	☐	☐	☐	☑	☐	☐
9.53 Tagalog	☐	☐	☐	☐	☑	☐	☐
8.89 Arabic	☐	☐	☐	☐	☑	☐	☐
4.45 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
1.88 Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
1 American Sign Language	☐	☑	☐	☐	☐	☐	☐
0.99 Farsi/Persian	☐	☑	☐	☐	☐	☐	☐
0.29 Russian	☐	☐	☐	☐	☑	☐	☐
0.05 German	☐	☐	☐	☐	☑	☐	☐

Comments:

Spanish:

The department identified 15.95 bilingual position deficiencies in 16 of its offices located in the following Counties: San Joaquin (4.94), San Bernardino (3.3), Sacramento (4.18), Los Angeles (1.6), Fresno (.69), Alameda (.57), San Luis Obispo (.32), Santa Clara (.22), and Shasta (.12). The department has an incorrect number of bilingual position deficiencies for the Spanish language at its District 10 Maintenance office, reporting 26.68 bilingual position deficiencies instead of the 4.45 for that office. The department reported that it plans on certifying bilingual staff identified in units that reported deficiencies. While this will work in some units, the Maintenance, Construction Branch H, Accounts Receivable, Small Business/DVBE, External Affairs, Planning, Maintenance South Bay, Administration Maintenance, and Admin/Bus Mgmt Receptionist offices did not identify any non-certified bilingual staff.

American Sign Language (ASL):

The department reported that it proposes to correct its 1 identified position deficiency in its Public Affairs office by certifying non-certified ASE bilingual public contact staff.

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Transportation, CA Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Tagalog: The department reported 9.53 bilingual position deficiencies in the Tagalog language at its Maintenance, Property Management, and Office of Project Studies units, and plans on certifying additional non-certified staff in those units. The department will work with each unit to develop a plan to eliminate the remaining deficiencies. However, the department failed to identify its 8.89 bilingual position deficiencies in the Tagalog language at the San Joaquin County Maintenance office in the Deficiency Report & Corrective Action Plan. Russian: The department reported a .29 bilingual position deficiency for the Russian language at its Right of Way office in Alameda County, and planned to certify additional non-certified staff in the office to correct the bilingual position deficiency. However, the department has neither certified nor non-certified bilingual staff in the Russian language. Farsi/Persian: The department reported a .29 bilingual position deficiency in the Farsi language at its Structural Materials Mets office in Sacramento County, and planned to certify one non-certified staff member in that office to correct the deficiency. There is one non-certified staff member at its Transportation Information System unit in Sacramento County that can be certified to correct the .99 position deficiency at its Structural Materials unit, which is also located in Sacramento. Arabic: The department reported a bilingual position deficiency for the Arabic language at the incorrect office. The Action Plan reported a .5 bilingual position deficiencies at the District 10 – Planning office, instead of the 8.89 bilingual position deficiency at its Maintenance office in San Joaquin County. The department did not identify a plan to correct the deficiencies. Cantonese, Punjabi, German: The department reported bilingual position deficiencies in the following languages: Cantonese (4.45), Punjabi (1.88							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
and German (.05). However, the department did not identify these bilingual position deficiencies on its Deficiency Report & Corrective Action Plan. German: The department failed to identify and report the certified bilingual staff in the German language assigned at its Right of Way unit in Alameda County and listed on its Form D. No corrective action plan for this language was reported on the department's compliance report.							
ii. Plans for Delivery of Services:							
16.71 Spanish	☐	☑	☐	☐	☐	☐	☐
9.53 Tagalog	☐	☐	☐	☐	☑	☐	☐
8.89 Arabic	☐	☐	☑	☐	☐	☐	☐
4.45 Cantonese/Yue	☐	☐	☐	☐	☐	☑	☐
1.88 Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
1 American Sign Language	☐	☐	☑	☐	☐	☐	☐
0.99 Farsi/Persian	☐	☐	☐	☐	☑	☐	☐
0.29 Russian	☐	☐	☐	☐	☑	☐	☐
0.05 German	☐	☐	☐	☐	☑	☐	☐
Comments: Spanish: The department reported that it planned to utilize its certified staff at other locations to assist units without certified staff and ensure delivery of services to LEP contacts. American Sign Language (ASL): The department planned to utilize its certified staff at other locations to ensure delivery of services. It should certify the two non-certified staff members located in Alameda County and utilize them to assist with ASL contacts. Tagalog, Punjabi, Farsi/Persian, and Russian:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The department reported that it would use existing certified staff in other locations as needed. However, it does not have any staff certified in these languages in any unit. The department should utilize its contract with language interpretation/translation services to ensure delivery of services to LEP contacts. Arabic: The department reported that it would use the existing certified staff in other locations as needed to ensure delivery of services in this language. The deficiency is a result of 2 public contacts at the Maintenance unit in San Joaquin County, which can be corrected by using its one Arabic bilingual certified staff member employed at its Headquarters unit in Sacramento County. Cantonese: The department can correct its deficiencies by certifying 1 of its 6 non-certified bilingual staff. German: The department did not submit a plan to ensure delivery of services for this language, and its certified bilingual staff listed on the Form D was not reported in the compliance report or the survey. The deficiency can be corrected by using its certified staff listed on the Form D, or by certifying either of its two non-certified staff members.							
b. Implementation Plan: **i. Progress since Language Survey:**							
16.71 Spanish	☐	☐	☐	☐	☑	☐	☐
9.53 Tagalog	☐	☐	☐	☐	☑	☐	☐
8.89 Arabic	☐	☐	☐	☐	☐	☑	☐
4.45 Cantonese/Yue	☐	☐	☐	☐	☐	☑	☐
1.88 Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
1 American Sign Language	☐	☐	☐	☐	☑	☐	☐
0.99 Farsi/Persian	☐	☐	☐	☐	☑	☐	☐
0.29 Russian	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
0.05 German	☐	☐	☐	☐	☐	☑	☐
Comments: Spanish: The department reported on its Implementation Plan that it has not corrected the bilingual position deficiencies in 10 of the units with identified deficiencies, but reported correcting the deficiencies in the following 5 units: Engineering Services (.8), Property Management (.57), Administration Division (.37), Permits (.32), and Maintenance South Bay (.22). There was no response on the corrective action plan for the .5 position deficiency in its Planning unit. The department does not have non-certified staff that can be certified, and deficiencies were not corrected in the following 5 units with one or more bilingual position deficiencies: Maintenance (4.45), Construction Branch (2.13), Accounts Receivable (1.93), Small Business/DVBE (1.56), and External Affairs (1.25). ASL, Tagalog, Russian, Farsi, Arabic, and Punjabi: The department reported on its Implementation Plan that deficiencies for these languages were not corrected. The Department neither reported on certifying its non-certified staff, nor hired bilingual staff to correct these deficiencies. Cantonese: The department does not have a response on the progress to correct the deficiency for this language. German: The department failed to identify the deficiency in the German language, and as such was not able to report the position deficiency on its Compliance report. Also, it was not able to identify the information in the Form D that confirms a certified German bilingual staff member.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
2.13 Spanish	☐	☑	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1.05 Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
0.88 Hindi	☐	☑	☐	☐	☐	☐	☐

Comments:

Spanish:

The department reported that it has a total of 2.13 recommended staffing needs for the Spanish language between its Reception Area Headquarters unit (1.24) and Encroachment Permits unit (.89). The department planned to use certified staff from other units for its recommended staffing needs. It also reported hiring 22 bilingual staff in the Spanish language to correct its bilingual position deficiency. There is one certified staff member and one non-certified staff member that can be certified in the Reception Area Headquarters unit, and tw non-certified staff members in the Encroachment Permits unit that can be certified to comply with the recommende staffing needs.

Punjabi:

The department reported that it has 1.05 recommended staffing needs at its Reception Area Headquarters unit, and reported that it will certify its non-certified bilingual staff in the Punjabi language in the same unit to correct it recommended staffing needs.

Hindi:

The department reported that it was not able to correct its .88 recommended staffing needs for the Hindi language. However, it planned to certify its non-certified bilingual staff in the same unit to correct the recommended staffin needs

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	6	3	0	13	0	2
Part IV: Bilingual Staffing	0	3	2	0	18	4	0
Part V: Recommended Staffing	0	3	0	0	0	0	0
Total Percentages %	7.1%	21.4%	8.9%	0.0%	55.4%	7.1%	

Overall Percentage of Acceptable Services: 37.5%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/1/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	312.00	8,112.00	NO	4.00	0	0
Total: 1	312.00	8,112.00	0	4.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Transportation Commission (CTC) submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CTC submitted a copy of its Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act). The Policy lists its authority to comply with the Act, definition of terms, performance standards, bilingual resources and the name of the office responsible for providing responses. The State Personnel Board (SPB) recommends that the CTC revise the Policy to place it on its department letterhead, include the name and telephone number of the person responsible for responding to questions and signed by the director before it is distributed to its employees. A copy should also be sent to the SPB.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the CTC did not meet the 5% threshold in any non-English language, it is not required to translated any of its documents.							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The CTC reported conflicting information regarding the level of participation in the survey. On its "Compliance Report", it reported that 12 public contact employees participated in the survey, whereas, on its "Language Survey Data Summary", it reported that only 4 employees participated in the survey. While the CTC did not receive any non-English public contacts that would have affected the number of employee bilingual resources, it is still responsible for reporting accurate information that reflects a true count of its public contact employees.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the CTC did not meet the 5% threshold in any non-English language, it is not required to hire bilingua employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☑	☐	☐	☐
The CTC reported that it has Language Identification Guides and telephone interpreter services available through the California Department of Transportation (Caltrans) to assist employees to communicate with the LEP public.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
As mentioned above, the CTC has bilingual services available through Caltrans to utilize when necessary to communicate with the LEP public. The CTC needs to ensure that its public contact employees are given the person's name and telephone number at Caltrans that i responsible to handle its bilingual resources and to ensure that public contact employees have immediate							

2003-04 Language Survey and Implementation Plan
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
access to these services when necessary.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☑	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The CTC reported conflicting information regarding its training. On the "Compliance Report", it reported that employees receive training on appropriate procedures for providing services to non-or limited English-speaking people; however, it reported that training was not provided on its "Implementation Plan" Instead, employees are provided with written procedures that detail their responsibilities for providing appropriate level of services to LEP customers. Since Caltrans is allowing the CTC to utilize its bilingual resources, when the need arises, th CTC should consider attending Caltran's training for public contact employees on the provisions of the Act. b. The CTC does not have a Policy or procedure to address or resolve language access complaints. As mentioned above, the CTC utilizes some of the Caltran's bilingual resources. It may also want to consider utilizing its complaint process. The CTC should contact the SPB once it has determined how it will meet the requirements of the Act in this area. c. Since the CTC did not meet the 5% threshold in an non-English language, it is not required to recruit bilingual staff nor translate any of its documents.							

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Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CTC attended one of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments:							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	4	2	1	3	0	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	40.0%	20.0%	10.0%	30.0%	0.0%	

Overall Percentage of Acceptable Services: 70.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,798.00	72,748.00	NO	82.10	0	0
SPANISH	3.00	78.00	NO	1.00	0	0
HINDI	2.00	52.00	NO	0.00	0	0
GREEK	1.00	26.00	NO	0.00	0	0
Total: 4	2,804.00	72,904.00	0	83.10	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The State Treasurer's Office (STO) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The STO submitted a copy of its revised Bilingual Services Policy (Policy) dated March 2003. The Policy communicates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), lists bilingual services definitions, its authority, performance standards, bilingual resources and the name and telephone number of the person responsible for obtaining information and assistance. While the Policy is not on the STO's department letterhead, it is signed by the director and was distributed to its employees. When the STO revises its Policy, it should ensure it prints it on department letterhead and submits a copy to the State Personnel Board (SPB).	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the STO did not meet the 5% threshold in any non-English language; it is not required to translate any of its documents.							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The STO reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the STO did not meet the requirements of the Act, it does not anticipate refilling any vacancies with bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The STO has bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages. The STO has a contract with Language Line Services to assist with its interpreter service needs.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The STO has a contract with Language Line Services, Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, rather than at the bottom of the page.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑

a. The STO reported that all new employees are required to attend a mandatory New Employee Orientation training that provides an overview of its commitment to fulfill the needs of its Limited English Proficient (LEP) customer and provides detailed information on accessing and using Language Line Services. Updates to bilingual services are also provided to public contact staff as they are made available.

b. The STO reported that it has posted a note at each public contact counter informing its customers of their right to obtain interpreter services and the contact information to address complaints if they are not satisfied with the interpreter services provided. However, it did not identify the process or procedure it takes to ensure LEP contacts are provided equal access to its services.

d. The STO reported that it utilizes SPB to certify its bilingual employees' oral language fluency skills.

e. The STO reported that it does not use internal staff to translate documents.

f. The STO reported that it is not subject to any other state or federal language access laws.

g. The STO reported that it currently does not address language access requirements in its contracts. However, it will have discussions with its Legal Office to determine the need to include this requirement in future contracts.

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The STO attended 2 of the Bilingual Services Program's training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	3	1	0	2	0	8
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	50.0%	25.0%	8.3%	0.0%	16.7%	0.0%	

Overall Percentage of Acceptable Services: 83.3%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	22,485.00	584,610.00	NO	293.92	0	0
SPANISH	3,363.00	87,438.00	YES	72.12	0	1.09
VIETNAMESE	122.00	3,172.00	YES	3.00	0	0.37
TAGALOG	77.00	2,002.00	NO	1.00	0	0.37
MANDARIN	61.00	1,586.00	NO	1.89	0	0
CANTONESE	54.00	1,404.00	NO	1.00	0	0.33
AMERICAN SIGN	27.00	702.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ARMENIAN	19.00	494.00	NO	0.00	0	0
FARSI	11.00	286.00	NO	0.00	0	0
PUNJABI	9.00	234.00	NO	0.00	0	0
PERSIAN	8.00	208.00	NO	0.00	0	0
RUSSIAN	6.00	156.00	NO	0.00	0	0
KOREAN	6.00	156.00	NO	0.00	0	0
JAPANESE	6.00	156.00	NO	0.00	0	0
HINDI	5.00	130.00	NO	1.00	0	0
ILOCANO	4.00	104.00	NO	0.00	0	0
HMONG	4.00	104.00	NO	0.00	0	0
LAOTIAN	4.00	104.00	NO	0.00	0	0
KURDISH	3.00	78.00	NO	0.00	0	0
GREEK	2.00	52.00	NO	0.00	0	0
BURMESE	2.00	52.00	NO	0.00	0	0
PORTUGUESE	2.00	52.00	NO	0.00	0	0
INDONESIAN	2.00	52.00	NO	0.00	0	0
TOISHANESE	1.00	26.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
FRENCH	1.00	26.00	NO	0.00	0	0
ITALIAN	1.00	26.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
ARABIC	1.00	26.00	NO	0.00	0	0
AMHARIC	1.00	26.00	NO	0.00	0	0
SAMOAN	1.00	26.00	NO	0.00	0	0
Total: 31	26,290.00	683,540.00	2	373.93	0	2.16

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small to Medium	**500 to 1,999**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Umemployment Insurance Appeals Board submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Bilingual Services Policy (Policy) reiterates the CUIAB's commitment to comply with the Act, identifies program standards, has a list the bilingual resources and the name and telephone number of the person responsible for responding to questions. However, it is not known if the Policy was signed by the director and disseminated to its public contact staff. The CUIAB should have the Policy signed by the director and disseminated to all of its employees.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☑ Vietnamese	☐	☐	☐	☑	☐	☐	☐
Spanish - The CUIAB met the 5 percent threshold in the Spanish language and has made a decision to translate all of its publications in to the Spanish language. Vietnamese - The CUIAB has not translated any of its documents into Vietnamese and relies on certified							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual employees and certified interpreters to explai documents to its Vietnamese speaking contacts.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CUIAB reported 100% level of participation in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
Of the 50 new appointments made since the last survey, seven were to bilingual staff. None of these hires were made to correct deficiencies, since the CUIAB did not report any.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The CUIAB has a multitude of bilingual resources including a contract with Language Line Services to assist its public contact staff provide an equal level of service to its LEP contacts.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The CUIAB reported that it ensures all of the LEP hearings are assigned an interpreters in target languag and that the interpreters are proficient, professional anc understand the importance of interpreting at the hearings. The CUIAB also has translated documents, is in the process of revising its English documents and will have them translated into Spanish. These documents will be assessible through its website.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Language Access Complaint Process	☑	☐	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☑	☐	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☑	☐	☐	☐	☐	☐	☐

a. The CUIAB provides training on the provisions of the Act for all of its public contact employees and its certified interpreters which is commendable.

b. The language access complaint process allows a person who has a language access issue to formally file a complaint with the bilingual services coordinator and it will attempt to resolve the issue within five working days. Language access complaint posters are displayed in CUIAB's lobbies and is also translated into Spanish.

ci. The CUIAB uses four effective methods to recruit bilingual staff which include: using bilingual certificatio lists, job announcements, and the identification of current bilingual employees.

Cii. Although the CUIAB reported that it will translate a of its documents into Spanish, it should focus on translating its most requested documents into Vietnamese since it also met the 5% threshold.

d. The CUIAB utilizes the services of the Los Angeles Unified School District to certify its bilingual employees

e. The CUIAB reported that it utilizes Employment Development Department (EDD) staff to translate some of its documents and has certified or provisionally qualified interpreters to review translated documents for accuracy; however, it didn't report how EDD certifies its staff that translates its documents.

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
f. The CUIAB complies with Government Code Section 11435-11435.65 which requires certified interpreters at their administrative hearings. h. The CUIAB has developed training sessions for its certified interpreters to understand their responsibility when serving as interpreters at their hearings.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CUIAB attended six of the 12 training sessions.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
1.09 Spanish	☑	☐	☐	☐	☐	☐	☐
0.38 Vietnamese	☑	☐	☐	☐	☐	☐	☐
0.37 Tagalog	☑	☐	☐	☐	☐	☐	☐
0.33 Cantonese/Yue	☑	☐	☐	☐	☐	☐	☐
Comments: The CUIAB reported that it will use certified staff as well as the Language Line Services interpreters to provide assistance to its LEP contacts in these languages.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	12	3	2	1	0	1	2
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	4	0	0	0	0	0	0
Total Percentages %	69.6%	13.0%	8.7%	4.3%	0.0%	4.3%	

Overall Percentage of Acceptable Services: 95.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☐ Yes 1st Week: 2nd Week:

☑ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☑ Other:

Comments: The California Urban Waterfront Area Restoration Financing Authority (Financing Authority) did not participate in the 2003-2004 Language Survey because it did not hav any public contact employees during the survey period.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Financing Authority did not participate in the 2003 2004 Language Survey.	☐	☐	☐	☐	☐	☐	☑
2. Bilingual Services Policy The Financing Authority is chaired by the State Treasurer's Office (STO) and issued a Bilingual Services Policy (Policy) to all employees, including its associated boards, commissions and authorities.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check The Financing Authority did not participate in the 2003 2004 Language Survey.							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☐	☐	☑
The Financing Authority did not participate in the 2003 2004 Language Survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Financing Authority did not participate in the 2003 2004 Language Survey.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The Financing Authority has access to the STO's bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages. The Financing Authority has a contract with Language Line Services to assist with its interpreter needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Financing Authority has a contract with Language Line services, a Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, where it is readily accessible.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Financing Authority reported that all new employees are required to attend a mandatory New Employee Orientation training which provides an overview of its commitment to fulfill the needs of the Limited English Proficient (LEP) customer and provides detailed information on accessing and using Language Line Services. Updates to bilingual service are also provided to public contact staff as they are made available. b. The Financing Authority reported that it has posted a notice at each public contact counter informing its customers of their right to obtain interpreter services and the contact information to address complaints if they are not satisfied with the interpreter services provided. However, it did not identify the process or procedure it takes to ensure LEP contacts are provide an equal access to its services. f. The Financing Authority reported that it is not subjec to any other state language access laws and that it does not receive any federal funding to require it to comply with Federal language access requirements. g. The Financing Authority reported that it currently does not address the language access requirements i its contracts. However, it will review and discuss with legal staff and the Department of General Services the need to include this requirement in future contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The STO attended 2 of the Bilingual Services Program's classes.	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	5	1	1	0	2	0	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	55.6%	11.1%	11.1%	0.0%	22.2%	0.0%	

Overall Percentage of Acceptable Services: 77.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/8/2004 2nd Week: 3/22/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,023.00	52,598.00	NO	24.50	0	0
SPANISH	23.00	598.00	YES	3.50	2	0
TAGALOG	22.00	572.00	YES	1.00	0	0
AMERICAN SIGN	1.00	26.00	NO	0.00	0	0
Total: 4	2,069.00	53,794.00	2	29.00	2	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Veterans Affairs (DVA) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DVA reported that it is awaiting approval of its Bilingual Services Policy (Policy). The State Personnel Board (SPB) recommends that the Policy communicate commitment on the part of the DVA to comply with the Dymally-Alatorre Bilingual Services Ac (Act), set service standards for providing services to Limited English Proficient (LEP) persons, inform public contact employees of their responsibilities, identify available bilingual resources and provide the name an telephone number of a contact person for obtaining information and assistance. The Policy should be printed on DVA letterhead, signed by the director and distributed to all public contact staff. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
☑ Tagalog	☐	☐	☐	☐	☑	☐	☐
The DVA language survey data identified that it met the 5% threshold in the Spanish and Tagalog							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
languages and reported two (2) position deficiencies in the Spanish language. While the Act requires state departments to translate those documents that provide vital information, it also allows them to identify alternative methods by which they will provide information to LEP contacts in order to afford an equal level of service. The SPB recommends that the DVA identify its documents and determine which ones it will translate to ensure its LEP contacts and their families understand the services available to the residents in its facilities.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☑	☐	☐	☐	☐
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The DVA reported that only (52%) 29 out of 56 public contact staff members participated in the survey. The DVA should improve its participation rate by informing its staff members of their responsibility to participate in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
The DVA does not anticipate having any vacant public contact positions, and as such does not anticipate hiring bilingual staff. The survey data showed that the DVA has Spanish-speaking staff deficiencies in the Admissions Unit, which resulted from the receipt of 6 Spanish language contacts during the survey period. The use of the existing certified Spanish-speaking staff members in the Admissions Unit should be sufficient to assist Spanish-speaking customers in the interim of hiring bilingual employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☑	☐	☐	☐
The DVA did not provide a response to this question in the "Compliance Report." However, in its "Implementation Plan" it reported that it would rely on							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the Department of Social Services to translate documents should the need arise. The DVA also mentioned that the veterans it serves "must speak and read English." Although most veterans probably do speak English, they may have family members that do not speak English who may need to communicate with the DVA. Also, due to their respective illnesses veterans may revert back to their native language. The DVA must be prepared to handle such eventuality, and should consider disseminating a list of its bilingual employees to all public contact employees. Also, all non-certified bilingual employees should take the oral fluency exam to assess their language skill level and ensure that they are providing adequate services. The DVA may also consider contracting with an interpreter service to provide interpreters in Spanish, Tagalog and American Sign Language (ASL).							
7. Bilingual Resources Available for LEP Public The DVA did not provide a response to this question. It must take into consideration that it does in fact receive contacts in non-English languages, and that some of those languages meet the 5% threshold as delineated by the Act. Although the DVA reported that it would post a "Notice of Interpreter Services," it must also have means to provide an interpreter as requested by LEP contacts.	☐	☐	☐	☐	☑	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
h. Other Information and/or Bilingual Resources Reported a. & b. The DVA reported that it does not provide training, nor does it have a language access complain process. The DVA does provide information to employees regarding their responsibility to provide an equal level of service to LEP contacts at employee orientation sessions. The SPB recommends that the DVA contact the Bilingual Services Program (BSP) to determine how it will better meet the requirements of the Act in these areas. c. The DVA reported that it does not have procedures for recruiting qualified bilingual staff or determining translation needs. As stated above, the DVA needs to contact the SPB for guidance on how it can improve its bilingual services program. e. The DVA reported that it utilizes the SPB to certify the oral language fluency skills of its bilingual employees.	☐	☐	☐	☐	☐	☐	☑
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The Department attended 2 of the BSP training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
2 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The DVA language survey data identified two position							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
deficiencies in its Admissions Unit, and reported that it would certify one non-certified employee in this unit and recruit to refill the next vacancy with a bilingual employee upon hiring freeze approval.							
ii. Plans for Delivery of Services: 2 Spanish Comments: The DVA reported that it would utilize existing certified staff in other locations in the interim of hiring bilingual employees.	☐	☑	☐	☐	☐	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 2 Spanish Comments: The DVA failed to recognize its two position deficiencies and did not offer any information regarding its progress in correcting them in its "Implementation Plan." The SPB recommends that the DVA proceed with its proposed action of certifying its non-certified employee and utilizing resources from other units until it is able to hire a bilingual employee.	☐	☐	☐	☐	☑	☐	☐
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	1	1	2	12	0	4
Part IV: Bilingual Staffing	0	2	0	0	1	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	5.0%	15.0%	5.0%	10.0%	65.0%	0.0%	

Overall Percentage of Acceptable Services: 35.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	7,833.00	203,658.00	NO	211.00	0	0
SPANISH	421.00	10,946.00	YES	9.61	3.97	0
HEBREW	22.00	572.00	NO	0.00	0	0
ARMENIAN	7.00	182.00	NO	0.00	0	0
RUSSIAN	6.00	156.00	NO	0.00	0	0
ARABIC	5.00	130.00	NO	0.00	0	0
FRENCH	4.00	104.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
FARSI	4.00	104.00	NO	0.00	0	0
CANTONESE	3.00	78.00	NO	0.00	0	0
TAGALOG	2.00	52.00	NO	0.00	0	0
Total: 10	8,307.00	215,982.00	1	220.61	3.97	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Victim Compensation & Government Claims Board (VCGCB) submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The VCGCB has a Bilingual Services Policy (Policy) that details its bilingual services program and demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act). The scope of the Policy covers the responsibility of all its staff in identifying Limited English Proficient (LEP) clients at initial contact, and providing them with timely and free bilingual resources. However, the Policy was not signed by its director and was not disseminated to all employees. The Policy appears to be patterned after the sample format provided by the State Personnel Board (SPB), with the reference to the information of SPB still included. The VCGCB should immediately revise its Policy to contain the information	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
regarding its compliance with the Act, be signed by its director, and be disseminated to all its employees.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Arabic	☐	☑	☐	☐	☐	☐	☐
☐ Farsi/Persian	☐	☑	☐	☐	☐	☐	☐
☐ Gujarati	☐	☑	☐	☐	☐	☐	☐
☐ Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☐ Urdu	☐	☑	☐	☐	☐	☐	☐
The VCGCB reported translating eight of its documents to the Spanish language. In addition, it translated the “Hate Crime Fact Sheet” into Spanish and five other non-English languages (Arabic, Gujarat Urdu, Farsi, and Punjabi) that did not meet the 5% threshold.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The VCGCB reported conflicting information on the number of public contact employees that participated in the survey. On its "Compliance Report," it reported that 199 of its 251 filled public contact positions participated in the survey. However, the survey results demonstrate that 220.61 employees participated. The VCGCB should ensure the accuracy of both its survey data and reports, as these discrepancies can affect the level of identified deficiencies.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The VCGCB reported that it hired 18 new staff, but was unable to hire any bilingual staff to correct its bilingual position deficiencies.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
The VCGCB reported the following bilingual resources that are accessible and available to its public contact staff: Spanish language dictionaries, list of certified and non-certified bilingual staff and their respective languages, list of translated documents, and the instructions on how to use the Language Line Services It has a contract with Transcend Services for its translation needs, and with Language Line Services for interpretation services for non-English languages.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The VCGCB reported that two of its certified staff in Spanish are assigned each day to assist the Customer Services Unit with incoming calls from Spanish speaking people. It also reported using its contract with Language Line Services to assist its LEP customers.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☑	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☑	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The VCGCB reported it does not currently provide training for its public contact staff. Public contact staff is provided with written procedures that detail their responsibilities for providing appropriate level of services to LEP customers. Newly hired public contac employees are provided with a Bilingual Services Handbook, which has information on VCGCB's bilingual services program and resources. It also utilizes the State Personnel Board's Bilingual Services Training Video.							
b. The VCGCB reported in its Implementation Plan (IP) that it does not have a specific language access complaint procedure. However, it reported having a complaint form that can be found on its web site. LEP people can use this complaint form for their language access complaints.							
c i. The VCGCB reported utilizing the following procedures in recruiting for qualified bilingual staff: its job announcements include a bilingual fluency requirement, publish the position as "bilingual position" on its website and SPB's, and identify and certify bilingual employees when needs are identified.							
c ii. The VCGCB reported that it utilizes the results of the Language Survey in determining the translation needs of its units.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d & e. The VCGCB reported utilizing the SPB and the Los Angeles Unified School District (LAUSD) for the oral language fluency skill certification of its employees. It also reported anticipating the certification of the written translation skills of its employees with the LAUSD. f. The VCGCB reported that it is receiving federal funds, and complies with the requirements of Title VI c the Civil Rights Act, Executive Order 13166 by conducting the biennial language survey, identifying its deficiencies and improving its services to its LEP public. g. The VCGCB reported that it mandates the contractors in its Victim/Witness Centers to comply with the State's language access requirements. It also reported conducting surveys in these centers to asses their bilingual services needs.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The VCGCB attended 6 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
3.97 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The VCGCB reported a total of 3.97 bilingual position deficiencies in the Spanish language at the following four units: Southern Region (2.47), Central Region (1.14),							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Security Office (0.33), and at the Northern Region (0.03). It planned to certify two non-certified staff, and hire bilingual staff in the Spanish language to correct its deficiency.							
ii. Plans for Delivery of Services: 3.97 Spanish Comments: The VCGCB reported that it will utilize its certified bilingual staff in other units to ensure delivery of services in the Spanish language.	☐	☑	☐	☐	☐	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 3.97 Spanish Comments: The VCGCB reported that the survey did not identify any deficiencies, thus it did not make any progress in correcting the 3.97 bilingual position deficiencies in the Spanish language. The SPB recommends that the VCGCB refer to the results of its survey to be able to identify its unmet deficiencies / recommended staffing needs. It should identify the bilingual resources (certified staff) that it has in a County, and utilize these resources i correcting or ensuring delivery of services in units locatec within the same County with unmet deficiencies / recommended staffing needs. As an example, the certified staff at Customer Services, Quality Assurance Mental Health, and Administration units can be used to ensure delivery of services in units with deficiencies.	☐	☐	☐	☐	☑	☐	☐
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	13	4	2	3	0	2
Part IV: Bilingual Staffing	0	2	0	0	1	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	3.8%	57.7%	15.4%	7.7%	15.4%	0.0%	

Overall Percentage of Acceptable Services: 84.6%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Water Resources Control Board, State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/8/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: N/A

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:
N/A

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	20,820.00	541,320.00	NO	771.31	0	0
SPANISH	113.00	2,938.00	NO	4.00	0	0
MANDARIN	47.00	1,222.00	NO	0.00	0	0
ARMENIAN	15.00	390.00	NO	0.00	0	0
TAGALOG	14.00	364.00	NO	0.00	0	0
HINDI	13.00	338.00	NO	0.00	0	0
ARABIC	12.00	312.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
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Water Resources Control Board, State

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
VIETNAMESE	12.00	312.00	NO	1.00	0	0
FIJIAN	6.00	156.00	NO	0.00	0	0
CANTONESE	6.00	156.00	NO	0.00	0	0
FARSI	6.00	156.00	NO	1.00	0	0
GERMAN	5.00	130.00	NO	0.00	0	0
ITALIAN	5.00	130.00	NO	0.00	0	0
KOREAN	5.00	130.00	NO	0.00	0	0
JAPANESE	3.00	78.00	NO	0.00	0	0
KASHIMIRI	3.00	78.00	NO	0.00	0	0
PUNJABI	2.00	52.00	NO	0.00	0	0
CAMBODIAN	2.00	52.00	NO	0.00	0	0
AFRIKAANS	2.00	52.00	NO	0.00	0	0
BASQUE	2.00	52.00	NO	0.00	0	0
FRENCH	2.00	52.00	NO	0.00	0	0
URDU	2.00	52.00	NO	0.00	0	0
DANISH	1.00	26.00	NO	0.00	0	0
Bisaya	1.00	26.00	NO	0.00	0	0
GUJARATI	1.00	26.00	NO	0.00	0	0
HMONG	1.00	26.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
ROMANI	1.00	26.00	NO	0.00	0	0
RUSSIAN	1.00	26.00	NO	0.00	0	0
SIOUX	1.00	26.00	NO	0.00	0	0
SLOVENIAN	1.00	26.00	NO	0.00	0	0
Swedish	1.00	26.00	NO	0.00	0	0
HEBREW	1.00	26.00	NO	0.00	0	0
Burmese	0.00	0.00	NO	1.00	0	0
Total: 34	21,108.00	548,808.00	0	778.31	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Water Resources Control Board, State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation Although the State Water Resources Control Board (SWRCB) submitted all of the required documentation the "Department Totals By Language" was not signed by its Director or Chief of Administration to confirm that the survey data and "Compliance Report" were reviewed and approved by management.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The SWRCB reported that its Bilingual Services Policy (Policy) is being developed. The SWRCB should ensure that its policy communicates its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act), sets service standards for providing services to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides th name and telephone number of a contact person for obtaining information/assistance. The director should sign the Policy before it is distributed to staff. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Water Resources Control Board, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The SWRCB reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The SWRCB is not required to hire bilingual staff, as it did not meet the 5% threshold in any language.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The SWRCB reported that its LEP public contact staff uses on-line and hard copy foreign language dictionaries. The SWRCB also has several bilingual employees that speak Spanish, Vietnamese, Farsi, and Burmese, all of whom could be added to a bilingual resource list once their skill level is assessed.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
Although the SWRCB reported that it has websites available to its LEP contacts, it did not explain if it was referring to its own website, or other websites used to conduct research and provide information to the LEP public. Although the SWRCB did not meet the 5% threshold in any non-English language, it did receive contacts ranging from 1 to 113 in 33 non-English languages and should have either bilingual resources c a contract with an interpreter service available to ensur its LEP contacts are afforded an equal level of service.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☑	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The SWRCB reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act. The SWRCB should contact the SPB to determine how best to meet this requirement.							
b. The SWRCB reported that any complaints regarding language access issues are forwarded to its bilingual services coordinator for resolution. The SWRCB has signs and posters prominently displayed in its local offices that are open to the public, that explain its language access complaint process.							
cii. The SWRCB reported that it relies on its language survey data to determine its translation needs.							
d. The SWRCB reported that it utilizes several resources to certify the oral language fluency of its employees. While the SWRCB does use the SPB and the Los Angeles Unified School District, it is not known if the other three testing entities identified, including the "Foreign Service Institution," "Iranian Department," and one unnamed source, are validated testing resources. The SWRCB should contact the SPB to discuss these testing institutions and determine if they are acceptable.							
f. The SWRCB reported that since it receives federal funding, it has written procedures to ensure it complies with Title VI of the Civil Rights Act, Executive Order 13166, as well as any other relevant federal laws.							

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Analysis and Summary Report
Water Resources Control Board, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The SWRCB attended 1 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Water Resources Control Board, State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	3	2	2	4	0	8
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	8.3%	25.0%	16.7%	16.7%	33.3%	0.0%	

Overall Percentage of Acceptable Services: 66.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Water Resources, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☑ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Department of Water Resources (DWR) did not comply with the requirements of the Dymally-Alatorre Bilingual Services Act (Act) of submitting an Implementation Plan in October 2004.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	9,709.00	252,434.00	NO	321.09	0	0
SPANISH	42.00	1,092.00	YES	1.00	0.05	0
MANDARIN	12.00	312.00	NO	0.00	0	0
RUSSIAN	2.00	52.00	NO	0.00	0	0
TAGALOG	1.00	26.00	NO	0.00	0	0
KOREAN	1.00	26.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Water Resources, Department of

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
JAPANESE	1.00	26.00	NO	0.00	0	0
HINDI	1.00	26.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
FINNISH	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
ARABIC	1.00	26.00	NO	0.00	0	0
Total: 12	9,773.00	254,098.00	1	322.09	0.05	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium	**2,000 to 3,499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The DWR did not submit an Implementation Plan.	☐	☐	☐	☐	☐	☑	☐
2. Bilingual Services Policy The DWR did not submit a Bilingual Services Policy (policy). The DWR submitted a document called "Public Relations and Information", with its 2001-2002 Language Survey that is a statement that discusses its intent to employ bilingual staff. As recommended in the 2001-2002 Language Survey assessment, the DWR needs to develop a policy that demonstrates its commitment to comply with the Act, sets service standards for providing services to LEP persons, informs public contact employees of their	☐	☐	☐	☐	☑	☐	☐

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Analysis and Summary Report
Water Resources, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information/assistance. The policy should be placed on department letterhead signed by the director and distributed to its public contact staff. A copy should also be sent to the SPB.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Cambodian/Khmer	☐	☐	☑	☐	☐	☐	☐
☐ Cantonese/Yue	☐	☐	☑	☐	☐	☐	☐
☐ Hmong	☐	☐	☑	☐	☐	☐	☐
☐ Lao/Laotian	☐	☐	☑	☐	☐	☐	☐
☐ Mandarin	☐	☐	☑	☐	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☐ Vietnamese	☐	☐	☑	☐	☐	☐	☐
The DWR reported that it met the 5% threshold in the Spanish language and has translated 17 document int Spanish.							
The DWR is commended for having translated documents into Mandarin, Cantonese, and Japanese. Vietnamese, Laotian, Hmong, Cambodian that did not meet the 5% threshold.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The DWR reported conflicting information regarding the level of survey participation. In the "Language Survey Data Summary", it identified having 322.09 public contact employees participated in the survey, whereas, on the "Compliance Report", it identified 345.5 employees participated. The DWR should ensure the accuracy of both its survey data and reports, since these discrepancies affect the deficiencies identified.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The DWR reported that it made hires to 20 full-time and 1 part-time employees and none were made to correct its identified .05 position deficiency that will be discussed in Part VI of this assessment.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
a. The DWR reported that it has bilingual resources available for its LEP public contact staff, including a list of translated document and two lists of bilingual employees dated 1993 and 1997. The DWR should review these lists to determine if the listed bilingual employees are still working at the department. Those that are, should take the oral fluency exam to assess their bilingual skills. The DWR also reported that its language survey coordinator is available to answer questions, and that the Office of Water Education has resources available to LEP contacts.							
b. The SPB recommends that the DWR ensure that its public contact staff has the most updated resources for providing services to its LEP contacts in a timely manner.							

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Analysis and Summary Report
Water Resources, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c. The DWR reported that it has contracts with an independent contractor for its Spanish translations; and uses the services of the Sacramento Braille Society, or a certified reader when necessary, to assist with its sight-impaired contacts.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The DWR reported that it has documents translated into Spanish, Cantonese, Cambodian, Hmong, Japanese, Laotian, and Vietnamese, informational videos in Spanish, an "En Español" website and Telecommunication Device for the Deaf (TDD) machines available for its hearing-impaired contacts.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☑	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
Since the DWR did not comply with the Act by submitting an Implementation Plan, the SPB cannot assess these areas of its bilingual program. The DWR should contact the SPB to determine how it will meet the requirements of the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☑	☐	☐	☐	☐
The DWR reported attending 4 of the BSP training							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
classes.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.05 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The DWR reported a 0.05 bilingual position deficiency in the Spanish language in its Southern District Unit in Los Angeles County. The action proposed by the DWR to address this deficiency is to monitor calls and determine if there is a need to hire bilingual staff. The reported deficiency was based on the ratio of public contact staff in the unit to the number of LEP contacts received. Since this unit reported five contacts in Spanish and only reported one bilingual person in the unit, a deficiency was identified. In the interim of hiring a bilingual employee or transferring the calls to a unit that can address the LEP calls, the DWR should utilize its contract with an interpreting service.							
ii. Plans for Delivery of Services:							
0.05 Spanish	☐	☐	☑	☐	☐	☐	☐
Comments: The DWR reported that it would utilize existing bilingual staff from other units as needed to ensure delivery of services in the Spanish language.							
b. Implementation Plan:							
i. Progress since Language Survey:							
0.05 Spanish	☐	☐	☐	☐	☐	☑	☐

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Water Resources, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: Since the DWR did not comply in submitting an Implementation Plan, it cannot assess the progress made in correcting this position deficiency.							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Water Resources, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	2	8	0	4	9	2
Part IV: Bilingual Staffing	0	0	1	0	1	1	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	3.7%	7.4%	33.3%	0.0%	18.5%	37.0%	

Overall Percentage of Acceptable Services: 44.4%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Workforce Investment Board, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 3/1/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	58.00	1,508.00	NO	2.00	0	0
SPANISH	2.00	52.00	NO	0.00	0	0
Total: 2	60.00	1,560.00	0	2.00	0	0

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Analysis and Summary Report
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1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Workforce Investment Board (CWIB) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CWIB's Bilingual Services Policy (Policy) did not include information relative to available processes and procedures for providing language access. It should review its Policy to ensure that it reflects its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), lists its performance standards, bilingual resources and the name and telephone number of the person responsible for responding to questions. The CWIB's Policy should be placed on department letterhead, signed by the director and distributed to its employees. A copy should be sent to the State Personnel Board (SPB).	☐	☐	☑	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the CWIB did not meet the 5% threshold, it does not have to translate any documents.							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CWIB reported 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CWIB is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
a. & b.The CWIB reported it does not have a need for internal bilingual resources because other state and local agencies deliver the services. CWIB stated it "strongly encourages" these agencies to comply with the Act. However, it is CWIB's responsibility to ensure that these entities are aware of their responsibilities for providing language access and that it "requires" them to do so in compliance with the Act.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The CWIB reported that it relies on its partner agencies that provide the direct services to the public to provide bilingual resources and that it employs two staff who are certified in Spanish, if the need arises.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a.: The CWIB only provides training on how to conduct the language survey. Since it is such a small agency, relies upon its policy to serve as its mechanism for ensuring employees are aware of their responsibilities under the Act. b.: The CWIB did not report having a language access complaint process to resolve language access issues. The CWIB should contact the SPB for alternatives for providing an avenue for the LEP public to complain about language access provided by the state and local agencies that provide services on its behalf. f.& g.: As a recipient of federal funding, the CWIB is also required to provide language access in compliance with Title VI and Executive Order 13166. The CWIB's actions to "strongly encourage" its contracts to comply with both federal and state language access requirements is not sufficient. It should develop guidelines that outline these entities responsibilities for ensuring these federally and state-funded programs comply with all applicable language-access laws/requirements.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CWIB attended one of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Workforce Investment Board, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Workforce Investment Board, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	0	4	1	4	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	18.2%	0.0%	36.4%	9.1%	36.4%	0.0%	

Overall Percentage of Acceptable Services: 63.6%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	385.00	10,010.00	NO	12.00	0	0
Total: 1	385.00	10,010.00	0	12.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Tax Credit Allocation Committee (Committee) submitted all of the required documentations.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Committee is chaired by the State Treasurer's Office (STO) and issued a Bilingual Services Policy (Policy) to all employees, including its associated boards, commissions and authorities.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the Committee did not meet the 5% threshold requirements of the Dymally-Alatorre Bilingual Services Act (Act), it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
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Tax Credit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The Committee reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Committee did not meet the 5% threshold in any non-English languages to require it to employ public contact bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The Committee has access to the STO's bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages. The Committee has a contract with Language Line Services to assist with its interpreter needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Committee has a contract with Language Line Services, a Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, where it is readily accessible.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Committee reported that all new employees are required to attend a mandatory New Employee Orientation training which provides an overview of its commitment to fulfill the needs of the Limited English Proficient (LEP) customer and provides detailed information on accessing and using Language Line Services. Updates to bilingual services are also provided to public contact staff as they are made available.							
b. The Committee reported that it has posted a notice at each public contact counter informing its customers of their right to obtain interpreter services and the contact information to address complaints if they are not satisfied with the interpreter services provided. However, it did not identify the process or procedure it takes to ensure LEP contacts are provide equal access to its services.							
f. The Committee reported that it is not subject to any other state language access laws and that it does not receive any federal funding to require it to comply with Federal language access requirements.							
g. The Committee reported that it currently does not address the language access requirements in its contracts. However, it will review and discuss with legal staff and the Department of General Services the need to include this requirement in future contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The STO attended 2 of the Bilingual Services Program's training classess.							
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Tax Credit Allocation Committee, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	2	1	0	2	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	54.5%	18.2%	9.1%	0.0%	18.2%	0.0%	

Overall Percentage of Acceptable Services: 81.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teacher Credentialing, CA Commission

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/9/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,850.00	74,100.00	NO	49.00	0	0
SPANISH	31.00	806.00	YES	0.00	1.08	0
HINDI	1.00	26.00	NO	0.00	0	0
AMERICAN SIGN	1.00	26.00	NO	0.00	0	0
Total: 4	2,883.00	74,958.00	1	49.00	1.08	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teacher Credentialing, CA Commission

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Commission on Teacher Credentialing (CCTC) submitted all of the requried documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CCTC submitted a Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act); however, provides conflicting information. The Policy outlines the bilingual services available to its staff to ensure its Limited English Proficient (LEP) public contacts are provided an equal level of service, identifies Performance and Service Standards and list the bilingual services coordinator. However, its "Language Survey Data Summary," did not identify any bilingual staff and, the "Compliance Report", does not make mention of the bilingual services outlined in the Policy. The CCTC should ensure its public contact staff is aware of its bilingual services to ensure they are making them available to its LEP contacts.	☐	☐	☑	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check ☑ Spanish The CCTC met the 5% threshold in the Spanish language and reported 1.08 position deficiencies. Meeting the 5% threshold is the criteria set for state	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teacher Credentialing, CA Commission

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
agencies to either have bilingual staff available to assist its LEP contacts, translate its vital documents, or provide its documents in alternative methods to ensure its LEP contacts have meaningful access to its services. Since the CCTC did not identify having any bilingual staff, the CCTC should contract with a telephone interpreter service to ensure it can provide language access to its Spanish speaking contacts.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CCTC reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The CCTC reported that it does not anticipate any appointments to public contact positions. However, since the language survey results identified a position deficiency in the Spanish language and it did not repor having any bilingual staff. The CTCC should ensure that when able, it will hire a Spanish speaking staff person in the DPP Unit in Sacramento County, where the position deficiency occurred.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☐	☑	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☑	☐
The CCTC reported that it does not have to have any bilingual resources for its LEP public contact staff. Since the CCTC met the 5% threshold in the Spanish language and identified position deficiencies, it needs to identify how it will ensure its LEP contacts are provided meaningful access to its services.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☐	☑	☐
As mentioned above, the CCTC is required by the Act							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
to identify bilingual resources to ensure its public contacts are provided equal access to its services, since it met the 5% threshold in Spanish.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☑	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. & b. The CCTC reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act, nor does it have a language access complaint process. The CCTC should contact the SPB to determine how i can meet these requirements.							
c i. The CCTC reported that it does not recruit bilingual staff because it did not meet the 5% threshol for any non-English languages. However, since the CCTC's level of Spanish speaking contact fell within the meaning of the Act, it should recruit for bilingual staff through the use of SPB's website, job announcements, certification list and outreach events.							
c ii. The CCTC reported that it does not have a procedure to identify its translation needs. However, since it met the 5% threshold in Spanish, it should identify which documents it will translate or identify which alternative means it will use to ensure its Spanis speaking contacts are provided an equal level of service.							
d. The CCTC reported that it utilizes the services of							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the State Personnel Board (SPB) to certify its bilingual employees' oral language fluency.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CCTC attended 1 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan: **i. Proposed Actions:** 1.08 Spanish Comments: The CCTC reported that it would certify one of its bilingual employees.	☐	☑	☐	☐	☐	☐	☐
ii. Plans for Delivery of Services: 1.08 Spanish Comments: The CCTC reported that it would contract with an interpreter services in the interim of certifying staff.	☐	☐	☑	☐	☐	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 1.08 Spanish Comments: The CCTC corrected the deficiency by certifying one	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual staff person; however, the person was not reassigned to the DPP unit where the need was identified. While this is acceptable since the CCTC is a small commission, it should ensure its public contact staf are aware of this resource.							
2. Survey Recommended Staffing Needs Identified:							
☑ The Department's language survey did not identify any recommended staffing.							☑
Comments: N/A							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	3	1	0	5	4	5
Part IV: Bilingual Staffing	0	1	2	0	0	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	11.1%	22.2%	16.7%	0.0%	27.8%	22.2%	

Overall Percentage of Acceptable Services: 50.0%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 2/23/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	39,143.00	1,017,718.00	NO	538.00	0	0
SPANISH	3.00	78.00	NO	2.00	0	0
PORTUGUESE	1.00	26.00	NO	0.00	0	0
Total: 3	39,147.00	1,017,822.00	0	540.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Teachers Retirement System, State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California State Teachers' Retirement Systems (CalSTRS) submitted all of the required documentatio	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CalSTRS submitted a Bilingual Services Policy (Policy) that communicated its commitment to providing language access in compliance with the Dymally-Alatorre Bilingual Services Act (Act). The Policy also contained information regarding the bilingual services it has available to its staff for providing service to Limited-English Proficient (LEP) people. However, the Policy did not provide employees with information on how to access these resources nor contain the name and telephone numbe of a contact person for questions or assistance. The CalSTRS should revise its Policy to include information to assist its public contact staff in accessing available bilingual resources, effectively conveying CalSTRS' commitment to providing language access, and have it signed by the Executive Officer.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
CalSTRS reported that it has not identified a need to translate documents.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CalSTRS reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CalSTRS did not identify a need to hire bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The CalSTRS reported that it has a Spanish dictionary as its only resource. However, in its Policy it listed the availability of interpreters, should the need arise. As discussed, the CalSTRS should provide its employees with information regarding how to access its available bilingual resources, and the name and telephone number of a contact person should they require assistance in providing service to a LEP customer.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The CalSTRS reported it rarely receives LEP contacts, but stated in its Policy that it is fully committed to providing its LEP customers (e.g., beneficiaries) with equal access to its information and services. The State Personnel Board (SPB) recommends that CalSTRS contact the Bilingual Services Program (BSP) to discuss utilizing BSP's resources and ways of informing its LEP public of their availability.							
8. Departmental Processes and Procedures							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☐	☑
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☐	☑
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
The CalSTRS was exempted from submitting a 2003-2004 Implementation Plan (IP). Therefore, it was not required to provide this information to SPB. CalSTRS will be required to participate in the 2005-2006 IP, at which time it will report the available processes and procedures it has in place to comply with the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☐	☐	☑	☐	☐
CalSTRS attended 1 of the BSP's training classes.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☑ The Department's language survey did not identify any deficiencies.							☑
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
Comments:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
N/A							
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	1	3	0	1	0	13
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	28.6%	14.3%	42.9%	0.0%	14.3%	0.0%	

Overall Percentage of Acceptable Services: 85.7%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 2/9/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	11,451.00	297,726.00	NO	633.43	0	0
SPANISH	264.00	6,864.00	YES	15.00	0	0
MANDARIN	41.00	1,066.00	NO	0.00	0	0
URDU	20.00	520.00	NO	0.00	0	0
HINDI	19.00	494.00	NO	2.00	0	0
TAGALOG	15.00	390.00	NO	0.00	0	0
PUNJABI	14.00	364.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
FINNISH	13.00	338.00	NO	0.00	0	0
ARMENIAN	7.00	182.00	NO	0.00	0	0
RUSSIAN	7.00	182.00	NO	0.00	0	0
ARABIC	3.00	78.00	NO	0.00	0	0
FARSI	3.00	78.00	NO	0.00	0	0
CROATIAN	2.00	52.00	NO	0.00	0	0
KOREAN	2.00	52.00	NO	0.00	0	0
SWAHILI	2.00	52.00	NO	0.00	0	0
TAMIL	2.00	52.00	NO	0.00	0	0
JAPANESE	2.00	52.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
LAOTIAN	1.00	26.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
AMERICAN SIGN	1.00	26.00	NO	0.00	0	0
MALAYALAM	0.00	0.00	NO	2.00	0	0
Total: 23	11,872.00	308,672.00	1	652.43	0	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small to Medium	**500 to 1,999**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Toxic Substances Control (DTSC) submitted all the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DTSC submitted a draft copy of its "Environmental Justice Policy" in response to the request for a Bilingual Services Policy (Policy). The DTSC was advised in its 2001-2002 Language Survey Assessment that rather than address compliance with the Dymally-Alatorre Bilingual Services Act (Act), its "Environmental Justice Policy" is more of a non-discrimination policy that outlines how its services will ensure protection to all populations regardless of color national origin or income. The State Personnel Board (SPB) recommended that the DTSC develop a Policy that demonstrates its commitment to comply with the Act, identifies performance and service standards, outlines the bilingual services available to its staff to ensure its Limited English Procifient (LEP) contacts are provided an equal level of service, lists a bilingual services coordinator and is dated and signed by the director. The DTSC should print the policy on department letterhead and distribute it to all departmer staff. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Armenian	☐	☑	☐	☐	☐	☐	☐
☐ Korean	☐	☑	☐	☐	☐	☐	☐
☐ Mandarin	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☐ Vietnamese	☐	☑	☐	☐	☐	☐	☐
The DTSC reported that it translated 20% to 39% of its documents into the Spanish language, which met							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the 5% threshold. TheDTSC is commended for having translated documents in languages that did not meet the 5% threshold that include Armenian, Korean, Chinese and Vietnamese.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The department reported that 100% of its public contact staff participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
The DTSC reported that it had 132 new hires and does not know how many of these were made to public contact positions. Since the DTSC did not identify any position deficiencies, it does not have to hire bilingual staff. However, since the DTSC reported contacts in over 21 languages, it should be aware of which units report public contacts in non-English languages and determine when it should hire bilingual staff to these units.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
a., b. & c. The DTSC reported that it has a list of certified bilingual employees, a list of translated documents and the SPB "Language Assistance for Limited-English Proficient (LEP) Persons: Your Responsibilities under the Dymally-Alatorre Services Act" video. In addition, a Spanish glossary of commonly used technical terms is currently being developed and will be distributed to all employees upon completion. DTSC also has a contract with Chico State University for its translation needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The DTSC reported that it has translated documents and access to a website with a bilingual search key to obtain bilingual information. The DTSC is also in the process of developing a Spanish language website.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☑	☐	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The DTSC reported that its public contact staff receive training from their supervisors and are informed of the resources available for use in providing LEP contacts with services. The public contact staff also receives updated information regarding DTSC interpreter/translation contracts either annually or as needed, as well as updates made to available bilingual resources.							
b. The DTSC reported that it has developed a complaint process that is in draft form. However, upon review of the draft copy, it was found that the draft did not provide a description of the process the DTSC will use to resolve language access issues. The DTSC should contact the SPB to determine how it will meet this requirement.							
ci. The DTSC reported that it recruits qualified bilingual staff by identifying currently uncertified bilingual employees to certify when a new need arises and advertises in foreign language media and at community outreach events.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
cii. The DTSC reported that it uses its language survey results to identify its language needs. d. The DTSC reported using the services of the SPB and other state departments to certify the oral language fluency of its employees. For its needs in th Los Angeles area, the DTSC reported that it would consider using the Los Angeles Unified School District to certify the bilingual skills of its employees. However, as the SPB administers the oral fluency exams over the telephone, the DTSC should contact the SPB for assistance upon determining its bilingual exam needs. f. The DTSC reported that it complies with Title VI of the Civil Rights Act, Executive Order 13166 by employing a Title VI coordinator who applies the Bilingual Implementation Plan and evaluates those bilingual needs identified by the survey.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The DTSC attended 9 Bilingual Services Program's (BSP) training classes.	☑	☐	☐	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	11	1	2	2	0	4
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	20.0%	55.0%	5.0%	10.0%	10.0%	0.0%	

Overall Percentage of Acceptable Services: 90.0%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/2/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	669.00	17,394.00	NO	18.00	0	0
SPANISH	14.00	364.00	YES	1.00	0	0
CANTONESE	2.00	52.00	NO	0.00	0	0
HINDI	1.00	26.00	NO	0.00	0	0
Total: 4	686.00	17,836.00	1	19.00	0	0

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Analysis and Summary Report
Traffic Safety, Office of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report **1. Submission of Required Documentation** The Office of the Traffic Safety (OTS) did not submit the required "Compliance Report" that identifies the bilingual resources, processes and procedures it has i place to serve its Limited-English Proficient (LEP) public. The OTS assessment will be based on the survey information received, as well as the Implementation Plan (IP), subsequently submitted to the State Personnel Board (SPB). In addition to not submitting all of the required documentation, the OTS survey data contained erroneous information that included inaccurate survey data entered into the SPB automated system and inconsistencies in the information. In addition, the "Language Survey Data Summary" report was not signed and certified by the OTS. The SPB Bilingual Services Program (BSP) contacted the OTS' Bilingual Coordinator and its Assistant Director of Administration on several ocassions to request that the "Compliance Report" be submitted an to clarify some of the inconsistencies in the survey data that was submitted. Although the OTS staff indicated that the Compliance Report and responses to the inconsistencies in survey data would be forthcoming, the BSP did not receive the documentation or clarifying information.	☐	☐	☐	☐	☑	☐	☐
2. Bilingual Services Policy The OTS submitted a Bilingual Services Policy (Policy that communicated its commitment to comply with the Dymally Alatorre Bilingual Services Act (Act) and	☐	☐	☑	☐	☐	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
contained the recommended information to inform employees of their responsibilities for providing language access and the bilingual resources available to serve LEP customers. However, it did not specifically identify or provide employees with information on how to access its bilingual resources.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☐	☐	☐	☐	☑	☐
The OTS did not submit a Compliance Report identifying its translated documents. However, it did report in its IP that its Executive Staff and Information Officer review its traffic safety information and determine which documents it should translate to mee its Spanish language needs. The OTS reported in its IP that it also uses its language survey results to determine which documents should be translated. Since the OTS primarily approves funding for other public entities to promote traffic safety, its survey data may not be the most reliable source for identifying its LEP public. The SPB recommends that the OTS utilize census information as an additional means of identifying its translation needs. The use of populatior data and expanding its community outreach/public relations to include other LEP populations may result i better serving all of California's diverse communities.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The OTS did not submit a Compliance Report that identified the number of public contact positions it has and their level of participation in the survey. Additionally, the Forms C (Public Contact Employee Information) that were submitted by OTS did not match the information it entered into the SPB automated language survey system.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The OTS did not submit a Compliance Report to identify what efforts it makes to refill vacancies with bilingual employees. The OTS merely stated in its IP that it already employs an individual fluent in the Spanish language as its process for recruiting qualified bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☐	☑	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☑	☐
The OTS did not submit a Compliance Report to identify all of its bilingual resources and their availability to its public contact employees. In its Policy, the OTS advised employees that it employs one bilingual employee with Spanish language fluency and makes translated documents available, but did not include information on how to access any of these resources. In its IP, the OTS did state that its employees have access to its translated documents via its Web site.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
The OTS reported in its IP that it has translated some of its documents into Spanish and makes them available to LEP people through its Web site, community outreach, public service events, and foreign							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
language media. Initially, the SPB was unable to locate any translated documents or information on the OTS Web site. However, after making a search on "En español", it was able to located a Web page (http://www.ots.ca.gov/kids/index.htm) that contained traffic safety information available in Spanish and English targeted at Kids, Teens and Adults. The SPB recommends that the OTS prominently place an "En Espanol" link on its Home Page to make this information more easily accessible. As previously discussed, the SPB recommends the OTS utilize other data, such as population (census) data to identify California's LEP populations and consider expanding its translated documents and community outreach programs to include other LEP communities.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☑	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☑	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The OTS reported that it does not provide training to its public contact staff, but instead provides all new staff with written procedures that detail their responsibilities and identify its available bilingual resources. The OTS indicated this information is provided to new employees and that updated information or training is not provided to existing employees.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. The OTS reported that all complaints can be filed through its customer survey, in writing or on its Web site and are reviewed by its senior staff in their regular meeting when necessary. Although the OTS stated that complaint information in Spanish is accessible on its Web site, the SPB was unable to locate any of this information. The OTS also reported that it was working with a consultant to translate its complaint form. The SPB recommends the OTS evaluate its overall language needs and translate its complaint information in the non-English languages that would best serve California's diverse LEP populations. ci. The OTS stated it already employs one certified Spanish-speaking employee as its process for recruiting qualified bilingual staff. cii. The OTS reported that it uses its language survey results to determine its translation needs. The OTS's senior staff review documents, forms, and brochures that will be translated and then coordinates with appropriate parties to develop the translated materials. As mentioned, the SPB recommends the OTS utilize population data and community outreach into other LEP populations to identify its translation needs. d. The OTS reported that it utilizes the SPB to certify employees' oral language fluency. e. The OTS did not submit a Compliance Report to identify whether or not it uses its internal staff to perform translations and any process it might use for certifying these individual's skill level. f. The OTS reported that it complies with federal language access laws by reviewing all federal funding requirements to ensure compliance prior to the award of grants to governmental entities. However, it did not report how it integrates this review process to ensure that meaningful language access is provided by federally funded traffic safety programs. g. The OTS reported that its Public Information Officer notifies its contractors regarding the state language access requirements, reviews reports, and meets with them regularly to ensure compliance. It is unclear how the OTS ensures meaningful language access by contractors. The SPB reviewed the grant							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
proposal forms on the OTS Web site and was unable to locate any information related to ensuring language access in compliance with state and federal requirements.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The OTS attended two of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	1	5	1	6	5	2
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	5.6%	27.8%	5.6%	33.3%	27.8%	

Overall Percentage of Acceptable Services: 38.9%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 12/15/2003 2nd Week: 1/9/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	22,312.00	580,112.00	NO	1,805.00	0	0
SPANISH	576.00	14,976.00	YES	13.00	15.95	2.13
PUNJABI	74.00	1,924.00	YES	0.00	1.88	1.05
HINDI	57.00	1,482.00	NO	0.00	0	0.88
TAGALOG	54.00	1,404.00	YES	0.00	9.53	0
RUSSIAN	17.00	442.00	YES	0.00	0.29	0
FARSI	15.00	390.00	YES	0.00	0.99	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
VIETNAMESE	7.00	182.00	NO	1.00	0	0
PORTUGUESE	5.00	130.00	NO	0.00	0	0
AMERICAN SIGN	4.00	104.00	YES	0.00	1	0
JAPANESE	3.00	78.00	NO	1.00	0	0
ARMENIAN	3.00	78.00	NO	0.00	0	0
ARABIC	3.00	78.00	YES	1.00	8.89	0
GERMAN	2.00	52.00	YES	0.00	0.05	0
HEBREW	2.00	52.00	NO	0.00	0	0
CROATIAN	2.00	52.00	NO	0.00	0	0
FRENCH	2.00	52.00	NO	0.00	0	0
KOREAN	2.00	52.00	NO	0.00	0	0
MANDARIN	2.00	52.00	NO	0.00	0	0
SOMALI	2.00	52.00	NO	0.00	0	0
UKE	2.00	52.00	NO	0.00	0	0
YUH	1.00	26.00	NO	0.00	0	0
HMONG	1.00	26.00	NO	0.00	0	0
LGBO	1.00	26.00	NO	0.00	0	0
PASHTO	1.00	26.00	NO	0.00	0	0
TTD	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	YES	0.00	4.45	0
gaelic/irish	0.00	0.00	NO	1.00	0	0
Total: 28	23,152.00	601,952.00	9	1,822.00	43.03	4.06

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Largest	**More than 5,000**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Transportation (department) submitted all the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The department reported that it submitted a copy of a draft Bilingual Services Policy (policy) with its 2001-2002 Language Survey, and it is awaiting final approva by the director. The department should have had its policy revised to include the recommendations made by the SPB. While the draft policy contains good information, it does not contain appropriate guidance for its employees on the provisions of the Dymally-Alatorre Bilingual Services Act (the Act). The department should ensure its policy identifies standards for providing services to LEP persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information/assistance. The director should also sign the policy before it is distributed to department staff, and a copy should be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ American Sign Language	☐	☐	☐	☐	☑	☐	☐
☑ Arabic	☐	☐	☐	☐	☑	☐	☐
☑ Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
☑ Farsi/Persian	☐	☐	☐	☐	☑	☐	☐
☑ German	☐	☐	☐	☐	☑	☐	☐
☑ Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
☑ Russian	☐	☐	☐	☐	☑	☐	☐
☑ Spanish	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ Tagalog	☐	☐	☐	☐	☑	☐	☐
The department reported that it has translated 4 of its identified documents into Spanish. However, it did not translate documents into the other languages that met the 5% threshold, including American Sign Language (ASL), Arabic, Cantonese, Farsi, German, Punjabi, Russian and Tagalog. The department reported fewer translated documents than it did during the last survey. Since the department allows each district and division office to translate its own documents, the SPB recommends that it review the number of documents that it has translated and designate a centralized office to receive the translations and maintain a master list of the translated documents. The department can ensure that its public contact staff has access to adequate resources by providing the information through its bilingual services staff, an interpreter service, or other alternative methods. Position deficiencies reported in these languages will be discussed at length in Part IV of this assessment.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The department reported conflicting information regarding the level of survey participation. In the "Department Totals By Language" report, it identified 1,822 public employees that participated in the survey whereas the "Compliance Report" states that 1,627 employees participated. The department should ensure the accuracy of both its survey data and reports, since these discrepancies affect the deficiencies identified. The department also reported conflicting information regarding its certified bilingual staff. The "Compliance Report" identified 62 certified Spanish bilingual staff that receive bilingual pay, but the survey results, it only reported participation from 17 certified Spanish bilingual staff members.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
5. Efforts to Refill Vacancies with Bilingual Staff The department reported that it filled 1,807 full-time, 281 part-time, and 121 intermittent/temporary positions. Of these hires, 22 were made to correct its Spanish position deficiencies. However, the department did not attempt to correct any of its other 21.03 position deficiencies.	☐	☐	☐	☐	☑	☐	☐
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☑	☐	☐	☐	☐
The department reported having a multitude of bilingua resources available to its public contact staff, including a list of bilingual employees, foreign language dictionaries, language identification flash cards, a list of translated documents, and a glossary of commonly used terms. The department has a contract with H & R Interpreting that translates its documents into Spanish and NorCal Center on Deafness that provides sign language interpreters. Since the department received contacts in over 27 non-English languages, it should also consider contracting with an interpreter service.							
7. Bilingual Resources Available for LEP Public The department reported that it has bilingual resources available for its LEP public and makes them available through its website, a toll-free telephone number, mass mailings, public notices, posters, newspaper articles, automated billboards, displays in its field offices, and bilingual staff.	☑	☐	☐	☐	☐	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☑	☐	☐	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☑	☐	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☑	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The department reported that it provides training including instructions on how to obtain language assistance services and access bilingual resources including bilingual staff, interpreters and translators. The department should contact the SPB to obtain guidance on how to enhance its training according to the provisions of the Act.							
b. The department reported that its language access complaints are forwarded to its Title VI Discrimination Complaint Investigation Unit, where the investigator prepares and submits an investigative report to the Equal Employment Opportunity Officer. The SPB recommends that the language access complaints be handled on a case-by-case basis, since many of the complaints can be resolved by having a bilingual staff person contact the LEP contact and provide them with information, such as a copy of a translated document or information on an upcoming public hearing.							
c.i. The department reported that it recruits bilingual staff by including a fluency requirement on its job announcements, using the current bilingual list on the SPB web site to identify bilingual position needs, incorporating bilingual needs in its exam planning, and advertising at community outreach events.							
c.ii. The department reported conflicting information. On the "Compliance Report" it reported that each district and division is allowed to identify documents to be translated, whereas on its "Implementation Plan," it reported that it relies on the survey data to determine its translation needs. The SPB recommends that the department use the survey data and provide the information to its districts and divisions in order to ensure that their LEP contacts have translated documents available in their native language (if it met the 5% threshold), or that alternative methods, such as							

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual staff or an interpreter service that can communicate with the LEP contacts, are available. d & e. The department reported that it has delegated testing authority to conduct bilingual oral fluency exams. It also reported using other departments to certify the oral language fluency and translation skills o its bilingual employees. The department needs to ensure the department that gives the written exam to assess translation skills is approved by the SPB. f. The department reported that it is complying with th requirements of Title VI of the Civil Rights Act and the LEP Executive Order 13166 by focusing on eliminating discrimination in federally funded programs, and providing alternative language service at public counters to provide LEP persons with meaningful access to its services. The department also reported that it is also complying with Government Codes 12951, 11425.1, Street and Highways Code section 8, and the Code of Civil Procedure section 412.2, by making it an unlawful practice to adopt or enforce a policy that limits or prohibits the use of any language i any workplace unless the language restriction is justified by a business necessity, or the employer has notified its employees of the circumstances, the time the language restriction is required to be observed, an the consequences of violating the language restriction In addition, in complying with the Government Code 11425.1, the department shall make language assistance available during the conduct of its adjudicative proceedings.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The department attended 4 of the BSP training sessions.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☐ The Department's language survey did not identify any deficiencies.							☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
16.71 Spanish	☐	☐	☐	☐	☑	☐	☐
9.53 Tagalog	☐	☐	☐	☐	☑	☐	☐
8.89 Arabic	☐	☐	☐	☐	☑	☐	☐
4.45 Cantonese/Yue	☐	☐	☐	☐	☑	☐	☐
1.88 Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
1 American Sign Language	☐	☑	☐	☐	☐	☐	☐
0.99 Farsi/Persian	☐	☑	☐	☐	☐	☐	☐
0.29 Russian	☐	☐	☐	☐	☑	☐	☐
0.05 German	☐	☐	☐	☐	☑	☐	☐

Comments:

Spanish:

The department identified 15.95 bilingual position deficiencies in 16 of its offices located in the following Counties: San Joaquin (4.94), San Bernardino (3.3), Sacramento (4.18), Los Angeles (1.6), Fresno (.69), Alameda (.57), San Luis Obispo (.32), Santa Clara (.22), and Shasta (.12). The department has an incorrect number of bilingual position deficiencies for the Spanish language at its District 10 Maintenance office, reporting 26.68 bilingual position deficiencies instead of the 4.45 for that office. The department reported that it plans on certifying bilingual staff identified in units that reported deficiencies. While this will work in some units, the Maintenance, Construction Branch H, Accounts Receivable, Small Business/DVBE, External Affairs, Planning, Maintenance South Bay, Administration Maintenance, and Admin/Bus Mgmt Receptionist offices did not identify any non-certified bilingual staff.

American Sign Language (ASL):

The department reported that it proposes to correct its 1 identified position deficiency in its Public Affairs office by certifying non-certified ASE bilingual public contact staff.

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Tagalog: The department reported 9.53 bilingual position deficiencies in the Tagalog language at its Maintenance, Property Management, and Office of Project Studies units, and plans on certifying additional non-certified staff in those units. The department will work with each unit to develop a plan to eliminate the remaining deficiencies. However, the department failed to identify its 8.89 bilingual position deficiencies in the Tagalog language at the San Joaquin County Maintenance office in the Deficiency Report & Corrective Action Plan. Russian: The department reported a .29 bilingual position deficiency for the Russian language at its Right of Way office in Alameda County, and planned to certify additional non-certified staff in the office to correct the bilingual position deficiency. However, the department has neither certified nor non-certified bilingual staff in the Russian language. Farsi/Persian: The department reported a .29 bilingual position deficiency in the Farsi language at its Structural Materials Mets office in Sacramento County, and planned to certify one non-certified staff member in that office to correct the deficiency. There is one non-certified staff member at its Transportation Information System unit in Sacramento County that can be certified to correct the .99 position deficiency at its Structural Materials unit, which is also located in Sacramento. Arabic: The department reported a bilingual position deficiency for the Arabic language at the incorrect office. The Action Plan reported a .5 bilingual position deficiencies at the District 10 – Planning office, instead of the 8.89 bilingual position deficiency at its Maintenance office in San Joaquin County. The department did not identify a plan to correct the deficiencies. Cantonese, Punjabi, German: The department reported bilingual position deficiencies in the following languages: Cantonese (4.45), Punjabi (1.88							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
and German (.05). However, the department did not identify these bilingual position deficiencies on its Deficiency Report & Corrective Action Plan. German: The department failed to identify and report the certified bilingual staff in the German language assigned at its Right of Way unit in Alameda County and listed on its Form D. No corrective action plan for this language was reported on the department's compliance report.							
ii. Plans for Delivery of Services:							
16.71 Spanish	☐	☑	☐	☐	☐	☐	☐
9.53 Tagalog	☐	☐	☐	☐	☑	☐	☐
8.89 Arabic	☐	☐	☑	☐	☐	☐	☐
4.45 Cantonese/Yue	☐	☐	☐	☐	☐	☑	☐
1.88 Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
1 American Sign Language	☐	☐	☑	☐	☐	☐	☐
0.99 Farsi/Persian	☐	☐	☐	☐	☑	☐	☐
0.29 Russian	☐	☐	☐	☐	☑	☐	☐
0.05 German	☐	☐	☐	☐	☑	☐	☐
Comments: Spanish: The department reported that it planned to utilize its certified staff at other locations to assist units without certified staff and ensure delivery of services to LEP contacts. American Sign Language (ASL): The department planned to utilize its certified staff at other locations to ensure delivery of services. It should certify the two non-certified staff members located in Alameda County and utilize them to assist with ASL contacts. Tagalog, Punjabi, Farsi/Persian, and Russian:							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation, CA Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
The department reported that it would use existing certified staff in other locations as needed. However, it does not have any staff certified in these languages in any unit. The department should utilize its contract with language interpretation/translation services to ensure delivery of services to LEP contacts. Arabic: The department reported that it would use the existing certified staff in other locations as needed to ensure delivery of services in this language. The deficiency is a result of 2 public contacts at the Maintenance unit in San Joaquin County, which can be corrected by using its one Arabic bilingual certified staff member employed at its Headquarters unit in Sacramento County. Cantonese: The department can correct its deficiencies by certifying 1 of its 6 non-certified bilingual staff. German: The department did not submit a plan to ensure delivery of services for this language, and its certified bilingual staff listed on the Form D was not reported in the compliance report or the survey. The deficiency can be corrected by using its certified staff listed on the Form D, or by certifying either of its two non-certified staff members.							
b. Implementation Plan: **i. Progress since Language Survey:**							
16.71 Spanish	☐	☐	☐	☐	☑	☐	☐
9.53 Tagalog	☐	☐	☐	☐	☑	☐	☐
8.89 Arabic	☐	☐	☐	☐	☐	☑	☐
4.45 Cantonese/Yue	☐	☐	☐	☐	☐	☑	☐
1.88 Punjabi/Panjabi	☐	☐	☐	☐	☑	☐	☐
1 American Sign Language	☐	☐	☐	☐	☑	☐	☐
0.99 Farsi/Persian	☐	☐	☐	☐	☑	☐	☐
0.29 Russian	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation, CA Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
0.05 German	☐	☐	☐	☐	☐	☑	☐
Comments: Spanish: The department reported on its Implementation Plan that it has not corrected the bilingual position deficiencies in 10 of the units with identified deficiencies, but reported correcting the deficiencies in the following 5 units: Engineering Services (.8), Property Management (.57), Administration Division (.37), Permits (.32), and Maintenance South Bay (.22). There was no response on the corrective action plan for the .5 position deficiency in its Planning unit. The department does not have non-certified staff that can be certified, and deficiencies were not corrected in the following 5 units with one or more bilingual position deficiencies: Maintenance (4.45), Construction Branch (2.13), Accounts Receivable (1.93), Small Business/DVBE (1.56), and External Affairs (1.25). ASL, Tagalog, Russian, Farsi, Arabic, and Punjabi: The department reported on its Implementation Plan that deficiencies for these languages were not corrected. The Department neither reported on certifying its non-certified staff, nor hired bilingual staff to correct these deficiencies. Cantonese: The department does not have a response on the progress to correct the deficiency for this language. German: The department failed to identify the deficiency in the German language, and as such was not able to report the position deficiency on its Compliance report. Also, it was not able to identify the information in the Form D that confirms a certified German bilingual staff member.							
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
2.13 Spanish	☐	☑	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation, CA Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1.05 Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
0.88 Hindi	☐	☑	☐	☐	☐	☐	☐

Comments:

Spanish:

The department reported that it has a total of 2.13 recommended staffing needs for the Spanish language between its Reception Area Headquarters unit (1.24) and Encroachment Permits unit (.89). The department planned to use certified staff from other units for its recommended staffing needs. It also reported hiring 22 bilingual staff in the Spanish language to correct its bilingual position deficiency. There is one certified staff member and one non-certified staff member that can be certified in the Reception Area Headquarters unit, and tw non-certified staff members in the Encroachment Permits unit that can be certified to comply with the recommende staffing needs.

Punjabi:

The department reported that it has 1.05 recommended staffing needs at its Reception Area Headquarters unit, and reported that it will certify its non-certified bilingual staff in the Punjabi language in the same unit to correct it recommended staffing needs.

Hindi:

The department reported that it was not able to correct its .88 recommended staffing needs for the Hindi language. However, it planned to certify its non-certified bilingual staff in the same unit to correct the recommended staffin needs

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation, CA Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	4	6	3	0	13	0	2
Part IV: Bilingual Staffing	0	3	2	0	18	4	0
Part V: Recommended Staffing	0	3	0	0	0	0	0
Total Percentages %	7.1%	21.4%	8.9%	0.0%	55.4%	7.1%	

Overall Percentage of Acceptable Services: 37.5%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/1/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	312.00	8,112.00	NO	4.00	0	0
Total: 1	312.00	8,112.00	0	4.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Transportation Commission (CTC) submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CTC submitted a copy of its Bilingual Services Policy (Policy) that demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act). The Policy lists its authority to comply with the Act, definition of terms, performance standards, bilingual resources and the name of the office responsible for providing responses. The State Personnel Board (SPB) recommends that the CTC revise the Policy to place it on its department letterhead, include the name and telephone number of the person responsible for responding to questions and signed by the director before it is distributed to its employees. A copy should also be sent to the SPB.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the CTC did not meet the 5% threshold in any non-English language, it is not required to translated any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The CTC reported conflicting information regarding the level of participation in the survey. On its "Compliance Report", it reported that 12 public contact employees participated in the survey, whereas, on its "Language Survey Data Summary", it reported that only 4 employees participated in the survey. While the CTC did not receive any non-English public contacts that would have affected the number of employee bilingual resources, it is still responsible for reporting accurate information that reflects a true count of its public contact employees.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the CTC did not meet the 5% threshold in any non-English language, it is not required to hire bilingua employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☑	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☑	☐	☐	☐
The CTC reported that it has Language Identification Guides and telephone interpreter services available through the California Department of Transportation (Caltrans) to assist employees to communicate with the LEP public.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
As mentioned above, the CTC has bilingual services available through Caltrans to utilize when necessary to communicate with the LEP public. The CTC needs to ensure that its public contact employees are given the person's name and telephone number at Caltrans that i responsible to handle its bilingual resources and to ensure that public contact employees have immediate							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
access to these services when necessary.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☑	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The CTC reported conflicting information regarding its training. On the "Compliance Report", it reported that employees receive training on appropriate procedures for providing services to non-or limited English-speaking people; however, it reported that training was not provided on its "Implementation Plan" Instead, employees are provided with written procedures that detail their responsibilities for providing appropriate level of services to LEP customers. Since Caltrans is allowing the CTC to utilize its bilingual resources, when the need arises, th CTC should consider attending Caltran's training for public contact employees on the provisions of the Act. b. The CTC does not have a Policy or procedure to address or resolve language access complaints. As mentioned above, the CTC utilizes some of the Caltran's bilingual resources. It may also want to consider utilizing its complaint process. The CTC should contact the SPB once it has determined how it will meet the requirements of the Act in this area. c. Since the CTC did not meet the 5% threshold in an non-English language, it is not required to recruit bilingual staff nor translate any of its documents.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CTC attended one of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments:							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Transportation Commission, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	0	4	2	1	3	0	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	0.0%	40.0%	20.0%	10.0%	30.0%	0.0%	

Overall Percentage of Acceptable Services: 70.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 2/2/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,798.00	72,748.00	NO	82.10	0	0
SPANISH	3.00	78.00	NO	1.00	0	0
HINDI	2.00	52.00	NO	0.00	0	0
GREEK	1.00	26.00	NO	0.00	0	0
Total: 4	2,804.00	72,904.00	0	83.10	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☑ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The State Treasurer's Office (STO) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The STO submitted a copy of its revised Bilingual Services Policy (Policy) dated March 2003. The Policy communicates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), lists bilingual services definitions, its authority, performance standards, bilingual resources and the name and telephone number of the person responsible for obtaining information and assistance. While the Policy is not on the STO's department letterhead, it is signed by the director and was distributed to its employees. When the STO revises its Policy, it should ensure it prints it on department letterhead and submits a copy to the State Personnel Board (SPB).	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the STO did not meet the 5% threshold in any non-English language; it is not required to translate any of its documents.							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The STO reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
Since the STO did not meet the requirements of the Act, it does not anticipate refilling any vacancies with bilingual staff.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The STO has bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages. The STO has a contract with Language Line Services to assist with its interpreter service needs.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The STO has a contract with Language Line Services, Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, rather than at the bottom of the page.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☑	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑

a. The STO reported that all new employees are required to attend a mandatory New Employee Orientation training that provides an overview of its commitment to fulfill the needs of its Limited English Proficient (LEP) customer and provides detailed information on accessing and using Language Line Services. Updates to bilingual services are also provided to public contact staff as they are made available.

b. The STO reported that it has posted a note at each public contact counter informing its customers of their right to obtain interpreter services and the contact information to address complaints if they are not satisfied with the interpreter services provided. However, it did not identify the process or procedure it takes to ensure LEP contacts are provided equal access to its services.

d. The STO reported that it utilizes SPB to certify its bilingual employees' oral language fluency skills.

e. The STO reported that it does not use internal staff to translate documents.

f. The STO reported that it is not subject to any other state or federal language access laws.

g. The STO reported that it currently does not address language access requirements in its contracts. However, it will have discussions with its Legal Office to determine the need to include this requirement in future contracts.

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The STO attended 2 of the Bilingual Services Program's training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Treasurer, Office of State

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	6	3	1	0	2	0	8
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	50.0%	25.0%	8.3%	0.0%	16.7%	0.0%	

Overall Percentage of Acceptable Services: 83.3%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/12/2004 2nd Week: 1/26/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	22,485.00	584,610.00	NO	293.92	0	0
SPANISH	3,363.00	87,438.00	YES	72.12	0	1.09
VIETNAMESE	122.00	3,172.00	YES	3.00	0	0.37
TAGALOG	77.00	2,002.00	NO	1.00	0	0.37
MANDARIN	61.00	1,586.00	NO	1.89	0	0
CANTONESE	54.00	1,404.00	NO	1.00	0	0.33
AMERICAN SIGN	27.00	702.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ARMENIAN	19.00	494.00	NO	0.00	0	0
FARSI	11.00	286.00	NO	0.00	0	0
PUNJABI	9.00	234.00	NO	0.00	0	0
PERSIAN	8.00	208.00	NO	0.00	0	0
RUSSIAN	6.00	156.00	NO	0.00	0	0
KOREAN	6.00	156.00	NO	0.00	0	0
JAPANESE	6.00	156.00	NO	0.00	0	0
HINDI	5.00	130.00	NO	1.00	0	0
ILOCANO	4.00	104.00	NO	0.00	0	0
HMONG	4.00	104.00	NO	0.00	0	0
LAOTIAN	4.00	104.00	NO	0.00	0	0
KURDISH	3.00	78.00	NO	0.00	0	0
GREEK	2.00	52.00	NO	0.00	0	0
BURMESE	2.00	52.00	NO	0.00	0	0
PORTUGUESE	2.00	52.00	NO	0.00	0	0
INDONESIAN	2.00	52.00	NO	0.00	0	0
TOISHANESE	1.00	26.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
FRENCH	1.00	26.00	NO	0.00	0	0
ITALIAN	1.00	26.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
ARABIC	1.00	26.00	NO	0.00	0	0
AMHARIC	1.00	26.00	NO	0.00	0	0
SAMOAN	1.00	26.00	NO	0.00	0	0
Total: 31	26,290.00	683,540.00	2	373.93	0	2.16

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small to Medium	**500 to 1,999**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Umemployment Insurance Appeals Board submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The Bilingual Services Policy (Policy) reiterates the CUIAB's commitment to comply with the Act, identifies program standards, has a list the bilingual resources and the name and telephone number of the person responsible for responding to questions. However, it is not known if the Policy was signed by the director and disseminated to its public contact staff. The CUIAB should have the Policy signed by the director and disseminated to all of its employees.	☐	☑	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☑	☐	☐	☐	☐	☐	☐
☑ Vietnamese	☐	☐	☐	☑	☐	☐	☐
Spanish - The CUIAB met the 5 percent threshold in the Spanish language and has made a decision to translate all of its publications in to the Spanish language. Vietnamese - The CUIAB has not translated any of its documents into Vietnamese and relies on certified							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
bilingual employees and certified interpreters to explai documents to its Vietnamese speaking contacts.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CUIAB reported 100% level of participation in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
Of the 50 new appointments made since the last survey, seven were to bilingual staff. None of these hires were made to correct deficiencies, since the CUIAB did not report any.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The CUIAB has a multitude of bilingual resources including a contract with Language Line Services to assist its public contact staff provide an equal level of service to its LEP contacts.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The CUIAB reported that it ensures all of the LEP hearings are assigned an interpreters in target languag and that the interpreters are proficient, professional anc understand the importance of interpreting at the hearings. The CUIAB also has translated documents, is in the process of revising its English documents and will have them translated into Spanish. These documents will be assessible through its website.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
b. Language Access Complaint Process	☑	☐	☐	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☑	☐	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☐	☑	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☑	☐	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☑	☐	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☑	☐	☐	☐	☐	☐	☐

a. The CUIAB provides training on the provisions of the Act for all of its public contact employees and its certified interpreters which is commendable.

b. The language access complaint process allows a person who has a language access issue to formally file a complaint with the bilingual services coordinator and it will attempt to resolve the issue within five working days. Language access complaint posters are displayed in CUIAB's lobbies and is also translated into Spanish.

ci. The CUIAB uses four effective methods to recruit bilingual staff which include: using bilingual certificatio lists, job announcements, and the identification of current bilingual employees.

Cii. Although the CUIAB reported that it will translate a of its documents into Spanish, it should focus on translating its most requested documents into Vietnamese since it also met the 5% threshold.

d. The CUIAB utilizes the services of the Los Angeles Unified School District to certify its bilingual employees

e. The CUIAB reported that it utilizes Employment Development Department (EDD) staff to translate some of its documents and has certified or provisionally qualified interpreters to review translated documents for accuracy; however, it didn't report how EDD certifies its staff that translates its documents.

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
f. The CUIAB complies with Government Code Section 11435-11435.65 which requires certified interpreters at their administrative hearings. h. The CUIAB has developed training sessions for its certified interpreters to understand their responsibility when serving as interpreters at their hearings.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CUIAB attended six of the 12 training sessions.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
2. Survey Recommended Staffing Needs Identified:							
☐ The Department's language survey did not identify any recommended staffing.							☐
1.09 Spanish	☑	☐	☐	☐	☐	☐	☐
0.38 Vietnamese	☑	☐	☐	☐	☐	☐	☐
0.37 Tagalog	☑	☐	☐	☐	☐	☐	☐
0.33 Cantonese/Yue	☑	☐	☐	☐	☐	☐	☐
Comments: The CUIAB reported that it will use certified staff as well as the Language Line Services interpreters to provide assistance to its LEP contacts in these languages.							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Unemployment Insurance Appeals Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	12	3	2	1	0	1	2
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	4	0	0	0	0	0	0
Total Percentages %	69.6%	13.0%	8.7%	4.3%	0.0%	4.3%	

Overall Percentage of Acceptable Services: 95.7%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☐ Yes 1st Week: 2nd Week:

☑ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☑ Other:

Comments: The California Urban Waterfront Area Restoration Financing Authority (Financing Authority) did not participate in the 2003-2004 Language Survey because it did not hav any public contact employees during the survey period.

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Financing Authority did not participate in the 2003 2004 Language Survey.	☐	☐	☐	☐	☐	☐	☑
2. Bilingual Services Policy The Financing Authority is chaired by the State Treasurer's Office (STO) and issued a Bilingual Services Policy (Policy) to all employees, including its associated boards, commissions and authorities.	☑	☐	☐	☐	☐	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check The Financing Authority did not participate in the 2003 2004 Language Survey.							☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☐	☐	☑
The Financing Authority did not participate in the 2003 2004 Language Survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The Financing Authority did not participate in the 2003 2004 Language Survey.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☑	☐	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☑	☐	☐	☐	☐	☐	☐
The Financing Authority has access to the STO's bilingual resources that include language identification guides, electronic sound clips and sample greetings in various languages. The Financing Authority has a contract with Language Line Services to assist with its interpreter needs.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The Financing Authority has a contract with Language Line services, a Telecommunications Device for the Deaf (TDD), and its website is translated into Spanish. The SPB recommends that the link to the Spanish website be placed near the top of the page, where it is readily accessible.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☑	☐	☐	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The Financing Authority reported that all new employees are required to attend a mandatory New Employee Orientation training which provides an overview of its commitment to fulfill the needs of the Limited English Proficient (LEP) customer and provides detailed information on accessing and using Language Line Services. Updates to bilingual service are also provided to public contact staff as they are made available. b. The Financing Authority reported that it has posted a notice at each public contact counter informing its customers of their right to obtain interpreter services and the contact information to address complaints if they are not satisfied with the interpreter services provided. However, it did not identify the process or procedure it takes to ensure LEP contacts are provide an equal access to its services. f. The Financing Authority reported that it is not subjec to any other state language access laws and that it does not receive any federal funding to require it to comply with Federal language access requirements. g. The Financing Authority reported that it currently does not address the language access requirements i its contracts. However, it will review and discuss with legal staff and the Department of General Services the need to include this requirement in future contracts.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The STO attended 2 of the Bilingual Services Program's classes.	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Urban Waterfront Area Restoration Financing Authority, CA

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	5	1	1	0	2	0	10
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	55.6%	11.1%	11.1%	0.0%	22.2%	0.0%	

Overall Percentage of Acceptable Services: 77.8%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 3/8/2004 2nd Week: 3/22/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	2,023.00	52,598.00	NO	24.50	0	0
SPANISH	23.00	598.00	YES	3.50	2	0
TAGALOG	22.00	572.00	YES	1.00	0	0
AMERICAN SIGN	1.00	26.00	NO	0.00	0	0
Total: 4	2,069.00	53,794.00	2	29.00	2	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Department of Veterans Affairs (DVA) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The DVA reported that it is awaiting approval of its Bilingual Services Policy (Policy). The State Personnel Board (SPB) recommends that the Policy communicate commitment on the part of the DVA to comply with the Dymally-Alatorre Bilingual Services Ac (Act), set service standards for providing services to Limited English Proficient (LEP) persons, inform public contact employees of their responsibilities, identify available bilingual resources and provide the name an telephone number of a contact person for obtaining information and assistance. The Policy should be printed on DVA letterhead, signed by the director and distributed to all public contact staff. A copy should also be sent to the SPB.	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☑ Spanish	☐	☐	☐	☐	☑	☐	☐
☑ Tagalog	☐	☐	☐	☐	☑	☐	☐
The DVA language survey data identified that it met the 5% threshold in the Spanish and Tagalog							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
languages and reported two (2) position deficiencies in the Spanish language. While the Act requires state departments to translate those documents that provide vital information, it also allows them to identify alternative methods by which they will provide information to LEP contacts in order to afford an equal level of service. The SPB recommends that the DVA identify its documents and determine which ones it will translate to ensure its LEP contacts and their families understand the services available to the residents in its facilities.							
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☑	☐	☐	☐	☐
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The DVA reported that only (52%) 29 out of 56 public contact staff members participated in the survey. The DVA should improve its participation rate by informing its staff members of their responsibility to participate in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☑	☐	☐	☐
The DVA does not anticipate having any vacant public contact positions, and as such does not anticipate hiring bilingual staff. The survey data showed that the DVA has Spanish-speaking staff deficiencies in the Admissions Unit, which resulted from the receipt of 6 Spanish language contacts during the survey period. The use of the existing certified Spanish-speaking staff members in the Admissions Unit should be sufficient to assist Spanish-speaking customers in the interim of hiring bilingual employees.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☐	☐	☑	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☑	☐	☐	☐
The DVA did not provide a response to this question in the "Compliance Report." However, in its "Implementation Plan" it reported that it would rely on							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
the Department of Social Services to translate documents should the need arise. The DVA also mentioned that the veterans it serves "must speak and read English." Although most veterans probably do speak English, they may have family members that do not speak English who may need to communicate with the DVA. Also, due to their respective illnesses veterans may revert back to their native language. The DVA must be prepared to handle such eventuality, and should consider disseminating a list of its bilingual employees to all public contact employees. Also, all non-certified bilingual employees should take the oral fluency exam to assess their language skill level and ensure that they are providing adequate services. The DVA may also consider contracting with an interpreter service to provide interpreters in Spanish, Tagalog and American Sign Language (ASL).							
7. Bilingual Resources Available for LEP Public The DVA did not provide a response to this question. It must take into consideration that it does in fact receive contacts in non-English languages, and that some of those languages meet the 5% threshold as delineated by the Act. Although the DVA reported that it would post a "Notice of Interpreter Services," it must also have means to provide an interpreter as requested by LEP contacts.	☐	☐	☐	☐	☑	☐	☐
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☑	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☑	☐	☐	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☐	☑
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
h. Other Information and/or Bilingual Resources Reported a. & b. The DVA reported that it does not provide training, nor does it have a language access complain process. The DVA does provide information to employees regarding their responsibility to provide an equal level of service to LEP contacts at employee orientation sessions. The SPB recommends that the DVA contact the Bilingual Services Program (BSP) to determine how it will better meet the requirements of the Act in these areas. c. The DVA reported that it does not have procedures for recruiting qualified bilingual staff or determining translation needs. As stated above, the DVA needs to contact the SPB for guidance on how it can improve its bilingual services program. e. The DVA reported that it utilizes the SPB to certify the oral language fluency skills of its bilingual employees.	☐	☐	☐	☐	☐	☐	☑
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resource The Department attended 2 of the BSP training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
2 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The DVA language survey data identified two position							

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
deficiencies in its Admissions Unit, and reported that it would certify one non-certified employee in this unit and recruit to refill the next vacancy with a bilingual employee upon hiring freeze approval.							
ii. Plans for Delivery of Services: 2 Spanish Comments: The DVA reported that it would utilize existing certified staff in other locations in the interim of hiring bilingual employees.	☐	☑	☐	☐	☐	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 2 Spanish Comments: The DVA failed to recognize its two position deficiencies and did not offer any information regarding its progress in correcting them in its "Implementation Plan." The SPB recommends that the DVA proceed with its proposed action of certifying its non-certified employee and utilizing resources from other units until it is able to hire a bilingual employee.	☐	☐	☐	☐	☑	☐	☐
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Veterans Affairs, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	1	1	2	12	0	4
Part IV: Bilingual Staffing	0	2	0	0	1	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	5.0%	15.0%	5.0%	10.0%	65.0%	0.0%	

Overall Percentage of Acceptable Services: 35.0%

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	7,833.00	203,658.00	NO	211.00	0	0
SPANISH	421.00	10,946.00	YES	9.61	3.97	0
HEBREW	22.00	572.00	NO	0.00	0	0
ARMENIAN	7.00	182.00	NO	0.00	0	0
RUSSIAN	6.00	156.00	NO	0.00	0	0
ARABIC	5.00	130.00	NO	0.00	0	0
FRENCH	4.00	104.00	NO	0.00	0	0

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
FARSI	4.00	104.00	NO	0.00	0	0
CANTONESE	3.00	78.00	NO	0.00	0	0
TAGALOG	2.00	52.00	NO	0.00	0	0
Total: 10	8,307.00	215,982.00	1	220.61	3.97	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Small	**100 to 499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The Victim Compensation & Government Claims Board (VCGCB) submitted all of the required documentation.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The VCGCB has a Bilingual Services Policy (Policy) that details its bilingual services program and demonstrates its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act). The scope of the Policy covers the responsibility of all its staff in identifying Limited English Proficient (LEP) clients at initial contact, and providing them with timely and free bilingual resources. However, the Policy was not signed by its director and was not disseminated to all employees. The Policy appears to be patterned after the sample format provided by the State Personnel Board (SPB), with the reference to the information of SPB still included. The VCGCB should immediately revise its Policy to contain the information	☐	☐	☐	☐	☑	☐	☐

2003-04 Language Survey and Implementation Plan
Analysis and Summary Report
Victim Compensation and Government Claims Board

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
regarding its compliance with the Act, be signed by its director, and be disseminated to all its employees.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Arabic	☐	☑	☐	☐	☐	☐	☐
☐ Farsi/Persian	☐	☑	☐	☐	☐	☐	☐
☐ Gujarati	☐	☑	☐	☐	☐	☐	☐
☐ Punjabi/Panjabi	☐	☑	☐	☐	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☐ Urdu	☐	☑	☐	☐	☐	☐	☐
The VCGCB reported translating eight of its documents to the Spanish language. In addition, it translated the “Hate Crime Fact Sheet” into Spanish and five other non-English languages (Arabic, Gujarat Urdu, Farsi, and Punjabi) that did not meet the 5% threshold.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The VCGCB reported conflicting information on the number of public contact employees that participated in the survey. On its "Compliance Report," it reported that 199 of its 251 filled public contact positions participated in the survey. However, the survey results demonstrate that 220.61 employees participated. The VCGCB should ensure the accuracy of both its survey data and reports, as these discrepancies can affect the level of identified deficiencies.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The VCGCB reported that it hired 18 new staff, but was unable to hire any bilingual staff to correct its bilingual position deficiencies.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☑	☐	☐	☐	☐	☐	☐
b. Accessibility to Staff	☐	☑	☐	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
The VCGCB reported the following bilingual resources that are accessible and available to its public contact staff: Spanish language dictionaries, list of certified and non-certified bilingual staff and their respective languages, list of translated documents, and the instructions on how to use the Language Line Services It has a contract with Transcend Services for its translation needs, and with Language Line Services for interpretation services for non-English languages.							
7. Bilingual Resources Available for LEP Public	☐	☑	☐	☐	☐	☐	☐
The VCGCB reported that two of its certified staff in Spanish are assigned each day to assist the Customer Services Unit with incoming calls from Spanish speaking people. It also reported using its contract with Language Line Services to assist its LEP customers.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☑	☐	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☑	☐	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☑	☐	☐	☐	☐
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☑	☐	☐	☐
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☑	☐	☐	☐	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The VCGCB reported it does not currently provide training for its public contact staff. Public contact staff is provided with written procedures that detail their responsibilities for providing appropriate level of services to LEP customers. Newly hired public contac employees are provided with a Bilingual Services Handbook, which has information on VCGCB's bilingual services program and resources. It also utilizes the State Personnel Board's Bilingual Services Training Video.							
b. The VCGCB reported in its Implementation Plan (IP) that it does not have a specific language access complaint procedure. However, it reported having a complaint form that can be found on its web site. LEP people can use this complaint form for their language access complaints.							
c i. The VCGCB reported utilizing the following procedures in recruiting for qualified bilingual staff: its job announcements include a bilingual fluency requirement, publish the position as "bilingual position" on its website and SPB's, and identify and certify bilingual employees when needs are identified.							
c ii. The VCGCB reported that it utilizes the results of the Language Survey in determining the translation needs of its units.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
d & e. The VCGCB reported utilizing the SPB and the Los Angeles Unified School District (LAUSD) for the oral language fluency skill certification of its employees. It also reported anticipating the certification of the written translation skills of its employees with the LAUSD. f. The VCGCB reported that it is receiving federal funds, and complies with the requirements of Title VI c the Civil Rights Act, Executive Order 13166 by conducting the biennial language survey, identifying its deficiencies and improving its services to its LEP public. g. The VCGCB reported that it mandates the contractors in its Victim/Witness Centers to comply with the State's language access requirements. It also reported conducting surveys in these centers to asses their bilingual services needs.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The VCGCB attended 6 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☑	☐	☐	☐	☐
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
3.97 Spanish	☐	☑	☐	☐	☐	☐	☐
Comments: The VCGCB reported a total of 3.97 bilingual position deficiencies in the Spanish language at the following four units: Southern Region (2.47), Central Region (1.14),							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Security Office (0.33), and at the Northern Region (0.03). It planned to certify two non-certified staff, and hire bilingual staff in the Spanish language to correct its deficiency.							
ii. Plans for Delivery of Services: 3.97 Spanish Comments: The VCGCB reported that it will utilize its certified bilingual staff in other units to ensure delivery of services in the Spanish language.	☐	☑	☐	☐	☐	☐	☐
b. Implementation Plan: **i. Progress since Language Survey:** 3.97 Spanish Comments: The VCGCB reported that the survey did not identify any deficiencies, thus it did not make any progress in correcting the 3.97 bilingual position deficiencies in the Spanish language. The SPB recommends that the VCGCB refer to the results of its survey to be able to identify its unmet deficiencies / recommended staffing needs. It should identify the bilingual resources (certified staff) that it has in a County, and utilize these resources i correcting or ensuring delivery of services in units locatec within the same County with unmet deficiencies / recommended staffing needs. As an example, the certified staff at Customer Services, Quality Assurance Mental Health, and Administration units can be used to ensure delivery of services in units with deficiencies.	☐	☐	☐	☐	☑	☐	☐
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	13	4	2	3	0	2
Part IV: Bilingual Staffing	0	2	0	0	1	0	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	3.8%	57.7%	15.4%	7.7%	15.4%	0.0%	

Overall Percentage of Acceptable Services: 84.6%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/8/2004

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Survey package not submitted to the SPB

☐ Other:

Comments: N/A

2. Submission of a 2004 Implementation Plan

☑ Yes

☐ No - Reason for non-participation:

☐ Exemption approved by the SPB

☐ Implementation Plan not submitted to the SPB

☐ Other:

Comments:
N/A

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	20,820.00	541,320.00	NO	771.31	0	0
SPANISH	113.00	2,938.00	NO	4.00	0	0
MANDARIN	47.00	1,222.00	NO	0.00	0	0
ARMENIAN	15.00	390.00	NO	0.00	0	0
TAGALOG	14.00	364.00	NO	0.00	0	0
HINDI	13.00	338.00	NO	0.00	0	0
ARABIC	12.00	312.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
VIETNAMESE	12.00	312.00	NO	1.00	0	0
FIJIAN	6.00	156.00	NO	0.00	0	0
CANTONESE	6.00	156.00	NO	0.00	0	0
FARSI	6.00	156.00	NO	1.00	0	0
GERMAN	5.00	130.00	NO	0.00	0	0
ITALIAN	5.00	130.00	NO	0.00	0	0
KOREAN	5.00	130.00	NO	0.00	0	0
JAPANESE	3.00	78.00	NO	0.00	0	0
KASHIMIRI	3.00	78.00	NO	0.00	0	0
PUNJABI	2.00	52.00	NO	0.00	0	0
CAMBODIAN	2.00	52.00	NO	0.00	0	0
AFRIKAANS	2.00	52.00	NO	0.00	0	0
BASQUE	2.00	52.00	NO	0.00	0	0
FRENCH	2.00	52.00	NO	0.00	0	0
URDU	2.00	52.00	NO	0.00	0	0
DANISH	1.00	26.00	NO	0.00	0	0
Bisaya	1.00	26.00	NO	0.00	0	0
GUJARATI	1.00	26.00	NO	0.00	0	0
HMONG	1.00	26.00	NO	0.00	0	0
POLISH	1.00	26.00	NO	0.00	0	0
ROMANI	1.00	26.00	NO	0.00	0	0
RUSSIAN	1.00	26.00	NO	0.00	0	0
SIOUX	1.00	26.00	NO	0.00	0	0
SLOVENIAN	1.00	26.00	NO	0.00	0	0
Swedish	1.00	26.00	NO	0.00	0	0
HEBREW	1.00	26.00	NO	0.00	0	0
Burmese	0.00	0.00	NO	1.00	0	0
Total: 34	21,108.00	548,808.00	0	778.31	0	0

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1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium to Small		a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation Although the State Water Resources Control Board (SWRCB) submitted all of the required documentation the "Department Totals By Language" was not signed by its Director or Chief of Administration to confirm that the survey data and "Compliance Report" were reviewed and approved by management.	☐	☑	☐	☐	☐	☐	☐
2. Bilingual Services Policy The SWRCB reported that its Bilingual Services Policy (Policy) is being developed. The SWRCB should ensure that its policy communicates its commitment to comply with the Dymally-Alatorre Bilingual Services Ac (Act), sets service standards for providing services to Limited English Proficient (LEP) persons, informs public contact employees of their responsibilities, identifies available bilingual resources and provides th name and telephone number of a contact person for obtaining information/assistance. The director should sign the Policy before it is distributed to staff. A copy should also be sent to the State Personnel Board (SPB).	☐	☐	☐	☐	☑	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The SWRCB reported that 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The SWRCB is not required to hire bilingual staff, as it did not meet the 5% threshold in any language.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
The SWRCB reported that its LEP public contact staff uses on-line and hard copy foreign language dictionaries. The SWRCB also has several bilingual employees that speak Spanish, Vietnamese, Farsi, and Burmese, all of whom could be added to a bilingual resource list once their skill level is assessed.							
7. Bilingual Resources Available for LEP Public	☐	☐	☐	☐	☑	☐	☐
Although the SWRCB reported that it has websites available to its LEP contacts, it did not explain if it was referring to its own website, or other websites used to conduct research and provide information to the LEP public. Although the SWRCB did not meet the 5% threshold in any non-English language, it did receive contacts ranging from 1 to 113 in 33 non-English languages and should have either bilingual resources c a contract with an interpreter service available to ensur its LEP contacts are afforded an equal level of service.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
	☐	☐	☐	☐	☑	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☑	☐	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
ii. Determining Translation Needs	☐	☑	☐	☐	☐	☐	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☑	☐	☐	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☑	☐	☐	☐	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☐	☑
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a. The SWRCB reported that it does not have processes and procedures developed for training its public contact staff on the provisions of the Act. The SWRCB should contact the SPB to determine how best to meet this requirement.							
b. The SWRCB reported that any complaints regarding language access issues are forwarded to its bilingual services coordinator for resolution. The SWRCB has signs and posters prominently displayed in its local offices that are open to the public, that explain its language access complaint process.							
cii. The SWRCB reported that it relies on its language survey data to determine its translation needs.							
d. The SWRCB reported that it utilizes several resources to certify the oral language fluency of its employees. While the SWRCB does use the SPB and the Los Angeles Unified School District, it is not known if the other three testing entities identified, including the "Foreign Service Institution," "Iranian Department," and one unnamed source, are validated testing resources. The SWRCB should contact the SPB to discuss these testing institutions and determine if they are acceptable.							
f. The SWRCB reported that since it receives federal funding, it has written procedures to ensure it complies with Title VI of the Civil Rights Act, Executive Order 13166, as well as any other relevant federal laws.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The SWRCB attended 1 of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing **1. Bilingual Position Deficiencies** ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified:							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	3	2	2	4	0	8
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	8.3%	25.0%	16.7%	16.7%	33.3%	0.0%	

Overall Percentage of Acceptable Services: 66.7%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 2/23/2004 2nd Week: 3/15/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☑ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:
The Department of Water Resources (DWR) did not comply with the requirements of the Dymally-Alatorre Bilingual Services Act (Act) of submitting an Implementation Plan in October 2004.

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	9,709.00	252,434.00	NO	321.09	0	0
SPANISH	42.00	1,092.00	YES	1.00	0.05	0
MANDARIN	12.00	312.00	NO	0.00	0	0
RUSSIAN	2.00	52.00	NO	0.00	0	0
TAGALOG	1.00	26.00	NO	0.00	0	0
KOREAN	1.00	26.00	NO	0.00	0	0

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LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
JAPANESE	1.00	26.00	NO	0.00	0	0
HINDI	1.00	26.00	NO	0.00	0	0
GERMAN	1.00	26.00	NO	0.00	0	0
FINNISH	1.00	26.00	NO	0.00	0	0
CANTONESE	1.00	26.00	NO	0.00	0	0
ARABIC	1.00	26.00	NO	0.00	0	0
Total: 12	9,773.00	254,098.00	1	322.09	0.05	0

1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Medium	**2,000 to 3,499**	a. ☑ Substantial c. ☐ NonSubstantial	b. ☑ Significant ≥ 5% d. ☐ NonSignificant ≤ 5%	☑ a & b ☐ a & d ☐ c & b ☐ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The DWR did not submit an Implementation Plan.	☐	☐	☐	☐	☐	☑	☐
2. Bilingual Services Policy The DWR did not submit a Bilingual Services Policy (policy). The DWR submitted a document called "Public Relations and Information", with its 2001-2002 Language Survey that is a statement that discusses its intent to employ bilingual staff. As recommended in the 2001-2002 Language Survey assessment, the DWR needs to develop a policy that demonstrates its commitment to comply with the Act, sets service standards for providing services to LEP persons, informs public contact employees of their	☐	☐	☐	☐	☑	☐	☐

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
responsibilities, identifies available bilingual resources and provides the name and telephone number of a contact person for obtaining information/assistance. The policy should be placed on department letterhead signed by the director and distributed to its public contact staff. A copy should also be sent to the SPB.							
3. Translation of Documents							
☐ The Department did not meet the 5% threshold.							☐
All languages that met the 5% threshold are identified with a check							
☐ Cambodian/Khmer	☐	☐	☑	☐	☐	☐	☐
☐ Cantonese/Yue	☐	☐	☑	☐	☐	☐	☐
☐ Hmong	☐	☐	☑	☐	☐	☐	☐
☐ Lao/Laotian	☐	☐	☑	☐	☐	☐	☐
☐ Mandarin	☐	☐	☑	☐	☐	☐	☐
☑ Spanish	☐	☑	☐	☐	☐	☐	☐
☐ Vietnamese	☐	☐	☑	☐	☐	☐	☐
The DWR reported that it met the 5% threshold in the Spanish language and has translated 17 document int Spanish.							
The DWR is commended for having translated documents into Mandarin, Cantonese, and Japanese. Vietnamese, Laotian, Hmong, Cambodian that did not meet the 5% threshold.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☐	☐	☐	☐	☑	☐	☐
The DWR reported conflicting information regarding the level of survey participation. In the "Language Survey Data Summary", it identified having 322.09 public contact employees participated in the survey, whereas, on the "Compliance Report", it identified 345.5 employees participated. The DWR should ensure the accuracy of both its survey data and reports, since these discrepancies affect the deficiencies identified.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☑	☐	☐
The DWR reported that it made hires to 20 full-time and 1 part-time employees and none were made to correct its identified .05 position deficiency that will be discussed in Part VI of this assessment.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☐	☐	☑	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☑	☐	☐	☐	☐	☐
a. The DWR reported that it has bilingual resources available for its LEP public contact staff, including a list of translated document and two lists of bilingual employees dated 1993 and 1997. The DWR should review these lists to determine if the listed bilingual employees are still working at the department. Those that are, should take the oral fluency exam to assess their bilingual skills. The DWR also reported that its language survey coordinator is available to answer questions, and that the Office of Water Education has resources available to LEP contacts.							
b. The SPB recommends that the DWR ensure that its public contact staff has the most updated resources for providing services to its LEP contacts in a timely manner.							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
c. The DWR reported that it has contracts with an independent contractor for its Spanish translations; and uses the services of the Sacramento Braille Society, or a certified reader when necessary, to assist with its sight-impaired contacts.							
7. Bilingual Resources Available for LEP Public	☑	☐	☐	☐	☐	☐	☐
The DWR reported that it has documents translated into Spanish, Cantonese, Cambodian, Hmong, Japanese, Laotian, and Vietnamese, informational videos in Spanish, an "En Español" website and Telecommunication Device for the Deaf (TDD) machines available for its hearing-impaired contacts.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☐	☐	☑	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☐	☑	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☑	☐
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☑	☐
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☑	☐
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☑	☐
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☐	☑	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☐	☑	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
Since the DWR did not comply with the Act by submitting an Implementation Plan, the SPB cannot assess these areas of its bilingual program. The DWR should contact the SPB to determine how it will meet the requirements of the Act.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources	☐	☐	☑	☐	☐	☐	☐
The DWR reported attending 4 of the BSP training							

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Analysis and Summary Report
Water Resources, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
classes.							
Part IV: Bilingual Staffing							
1. Bilingual Position Deficiencies							
☐ The Department's language survey did not identify any deficiencies.							☐
a. Survey Corrective Action Plan:							
i. Proposed Actions:							
0.05 Spanish	☐	☐	☐	☐	☑	☐	☐
Comments: The DWR reported a 0.05 bilingual position deficiency in the Spanish language in its Southern District Unit in Los Angeles County. The action proposed by the DWR to address this deficiency is to monitor calls and determine if there is a need to hire bilingual staff. The reported deficiency was based on the ratio of public contact staff in the unit to the number of LEP contacts received. Since this unit reported five contacts in Spanish and only reported one bilingual person in the unit, a deficiency was identified. In the interim of hiring a bilingual employee or transferring the calls to a unit that can address the LEP calls, the DWR should utilize its contract with an interpreting service.							
ii. Plans for Delivery of Services:							
0.05 Spanish	☐	☐	☑	☐	☐	☐	☐
Comments: The DWR reported that it would utilize existing bilingual staff from other units as needed to ensure delivery of services in the Spanish language.							
b. Implementation Plan:							
i. Progress since Language Survey:							
0.05 Spanish	☐	☐	☐	☐	☐	☑	☐

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Water Resources, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Comments: Since the DWR did not comply in submitting an Implementation Plan, it cannot assess the progress made in correcting this position deficiency.							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Analysis and Summary Report
Water Resources, Department of

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	1	2	8	0	4	9	2
Part IV: Bilingual Staffing	0	0	1	0	1	1	0
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	3.7%	7.4%	33.3%	0.0%	18.5%	37.0%	

Overall Percentage of Acceptable Services: 44.4%

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Part I: Departmental Information:

1. Participated in the 2003-04 Language Survey

☑ Yes 1st Week: 1/26/2004 2nd Week: 3/1/2004

☐ No - Reason for non-participation:

- ☐ Exemption approved by the SPB
- ☐ Survey package not submitted to the SPB
- ☐ Other:

Comments:

2. Submission of a 2004 Implementation Plan

☐ Yes

☑ No - Reason for non-participation:

- ☑ Exemption approved by the SPB
- ☐ Implementation Plan not submitted to the SPB
- ☐ Other:

Comments:

Part II: Language Survey Data Summary

LANGUAGE	CONTACTS	ANNUAL	MET 5%	STAFFING	DEFICIENCIES	UNMET RECOMMENDED STAFFING
ENGLISH	58.00	1,508.00	NO	2.00	0	0
SPANISH	2.00	52.00	NO	0.00	0	0
Total: 2	60.00	1,560.00	0	2.00	0	0

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1. Departmental Size and Level of Public Contact Category

DEPARTMENT	# OF STAFF	PUBLIC CONTACTS	LEP CONTACTS	CATEGORY
Smallest	**less than 100**	a. ☐ Substantial c. ☑ NonSubstantial	b. ☐ Significant ≥ 5% d. ☑ NonSignificant ≤ 5%	☐ a & b ☐ a & d ☐ c & b ☑ c & d

Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report							
1. Submission of Required Documentation The California Workforce Investment Board (CWIB) submitted all of the required documentation.	☑	☐	☐	☐	☐	☐	☐
2. Bilingual Services Policy The CWIB's Bilingual Services Policy (Policy) did not include information relative to available processes and procedures for providing language access. It should review its Policy to ensure that it reflects its commitment to comply with the Dymally-Alatorre Bilingual Services Act (Act), lists its performance standards, bilingual resources and the name and telephone number of the person responsible for responding to questions. The CWIB's Policy should be placed on department letterhead, signed by the director and distributed to its employees. A copy should be sent to the State Personnel Board (SPB).	☐	☐	☑	☐	☐	☐	☐
3. Translation of Documents ☑ The Department did not meet the 5% threshold. All languages that met the 5% threshold are identified with a check Since the CWIB did not meet the 5% threshold, it does not have to translate any documents.							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
4. Level of Participation in Survey							
a. Internal Population Counts and Ratios	☐	☐	☐	☐	☐	☐	☑
b. Public Contact Positions	☑	☐	☐	☐	☐	☐	☐
The CWIB reported 100% of its public contact employees participated in the survey.							
5. Efforts to Refill Vacancies with Bilingual Staff	☐	☐	☐	☐	☐	☐	☑
The CWIB is not required to hire bilingual staff, as it did not meet the 5% threshold.							
6. Bilingual Resources Available for Public Contact Staff							
a. Type and Variety of Bilingual Resources	☐	☐	☑	☐	☐	☐	☐
b. Accessibility to Staff	☐	☐	☑	☐	☐	☐	☐
c. Interpreter Services Contract for other Language Needs	☐	☐	☐	☐	☐	☐	☑
a. & b.The CWIB reported it does not have a need for internal bilingual resources because other state and local agencies deliver the services. CWIB stated it "strongly encourages" these agencies to comply with the Act. However, it is CWIB's responsibility to ensure that these entities are aware of their responsibilities for providing language access and that it "requires" them to do so in compliance with the Act.							
7. Bilingual Resources Available for LEP Public	☐	☐	☑	☐	☐	☐	☐
The CWIB reported that it relies on its partner agencies that provide the direct services to the public to provide bilingual resources and that it employs two staff who are certified in Spanish, if the need arises.							
8. Departmental Processes and Procedures							
a. Training for Public Contact Staff	☐	☐	☐	☑	☐	☐	☐
b. Language Access Complaint Process	☐	☐	☐	☐	☑	☐	☐
c Assessing Language Needs for:							
i. Recruiting Qualified Bilingual Staff	☐	☐	☐	☐	☐	☐	☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
ii. Determining Translation Needs	☐	☐	☐	☐	☐	☐	☑
d. Certifying Bilingual Employees Oral Fluency Skills	☐	☐	☐	☐	☐	☐	☑
e. Certifying Bilingual Employees Translation Skills	☐	☐	☐	☐	☐	☐	☑
f. Compliance with other State and Federal Language Access Laws	☐	☐	☐	☐	☑	☐	☐
g. Ensuring Contractors Comply with Language Access Requirements	☐	☐	☐	☐	☑	☐	☐
h. Other Information and/or Bilingual Resources Reported	☐	☐	☐	☐	☐	☐	☑
a.: The CWIB only provides training on how to conduct the language survey. Since it is such a small agency, relies upon its policy to serve as its mechanism for ensuring employees are aware of their responsibilities under the Act. b.: The CWIB did not report having a language access complaint process to resolve language access issues. The CWIB should contact the SPB for alternatives for providing an avenue for the LEP public to complain about language access provided by the state and local agencies that provide services on its behalf. f.& g.: As a recipient of federal funding, the CWIB is also required to provide language access in compliance with Title VI and Executive Order 13166. The CWIB's actions to "strongly encourage" its contracts to comply with both federal and state language access requirements is not sufficient. It should develop guidelines that outline these entities responsibilities for ensuring these federally and state-funded programs comply with all applicable language-access laws/requirements.							
9. Department's attendance at BSP Training Classes regarding the Act and Bilingual Service Resources The CWIB attended one of the Bilingual Services Program's (BSP) training classes.	☐	☐	☐	☐	☑	☐	☐
Part IV: Bilingual Staffing							

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
1. Bilingual Position Deficiencies ☑ The Department's language survey did not identify any deficiencies. **a. Survey Corrective Action Plan:** **i. Proposed Actions:** Comments: N/A							☑
ii. Plans for Delivery of Services: Comments: N/A							
b. Implementation Plan: **i. Progress since Language Survey:** Comments: N/A							
2. Survey Recommended Staffing Needs Identified: ☑ The Department's language survey did not identify any recommended staffing. Comments: N/A							☑

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Description	Excellent	Good	Average/Fair	Other Acceptable Alternatives	Poor/Needs Improvement	Non-Responsive	Not Applicable
Part III: Dymally-Alatorre Act Compliance Report	2	0	4	1	4	0	9
Part IV: Bilingual Staffing	0	0	0	0	0	0	1
Part V: Recommended Staffing	0	0	0	0	0	0	1
Total Percentages %	18.2%	0.0%	36.4%	9.1%	36.4%	0.0%	

Overall Percentage of Acceptable Services: 63.6%