

Name of Department/Agency Conducting the Survey Year

Purpose of the Tally Sheet

This Language Survey is required by Government Code Section 7299.4. Its intent is to identify both the number of state agency contacts with individuals seeking government services and also the customer service resources available, including bilingual service. The Department of Human Resources is charged to provide agencies with guidance and technical assistance to conduct a meaningful survey. Altering this form or using a different form to conduct the survey is prohibited unless approved in advance by CalHR. Please email bilingual@calhr.ca.gov if permission to use an alternate form is desired.

Dates of Survey - (All units must conduct survey on the same 10 days - Dates need not be consecutive)

Date 1 Date 2 Date 3 Date 4 Date 5 Date 6 Date 7 Date 8 Date 9 Date 10

Public Contact Employee Information

Public Contact Employee Name Title/Position Reporting Group
 Local Office (Unit) City ZIP Code

Time Base Equivalence: Full Time If Part-Time, Weekly Hours If Intermittent, Weekly Hours

English Only Language 1 Certified Bilingual 1 Language 2 Certified Bilingual 2 Language 3 Certified Bilingual 3 Language 4 Certified Bilingual 4

Public Contact Totals - Include Verbal, Written, E-mail, Phone, ASE, TTY/TDD and other forms of contact

English	Spanish	Cantonese	Mandarin	Vietnamese	Tagalog	Korean	Arabic	Armenian	ASL
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Farsi	French	German	Hebrew	Hindi	Hmong	Japanese	Portuguese	Punjabi	Russian
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Language Tally Sheet

English		Spanish	
Cantonese		Mandarin	Vietnamese
Korean		Arabic	Armenian
Farsi	French	German	Hebrew
Hindi	Hmong	Japanese	Portuguese
Punjabi	Russian		

Instructions for Completing the Public Contact Employee Information and Language Tally Sheet

This Language Survey is required by Government Code Section 7299.4. Its intent is to identify both the number of state agency contacts with individuals seeking government services and also the customer service resources available, including bilingual service. The Department of Human Resources is charged to provide agencies with guidance and technical assistance to conduct a meaningful survey. Altering this form or using a different form to conduct the survey is prohibited unless approved in advance by CalHR. Please email bilingual@calhr.ca.gov if permission to use an alternate form is desired.

For Non-English language Contacts, count ONLY those who CANNOT communicate in, or are LIMITED in, English communication.

Page 1 - Public Contact Employee Information:

1. Enter the Dates you are conducting the survey, Public Contact Employee's name, and all the applicable information in the "Public Contact Employee Information" table.

Page 2 - Public Contact Tally Sheet:

1. Public Contact Employee (Person doing the survey) - Use "Public Contact Tally Sheet" to collect and tally each public contact count.
2. The Tally Sheet has faded tally symbols printed. Record each contact by marking (tracing) one faded symbol under the appropriate language for each contact.
3. Identify and count each contact. Count the English language contacts as well as the non-English language contacts. Each of the following samples of contacts count: in person, by phone, in writing, by e-mail, ASL, Braille, TTY/TDD, or any other form of acceptable forms of communication used by the public to contact the department.
4. At the end of the survey, total the contacts for each language.
5. Transfer the total contacts for each language in the corresponding language box in "Public Contact Totals" table on Page 1.

Note: You are to use only **one** "Language Survey Tally Sheet" for the entire survey. Use extra Page 2 (Tally sheet with faded marks) if needed.

Reference: Use the Language Identification Guide to identify the language of the limited English proficient people.

Instructions for Department Bilingual Coordinator and/or Reporting Assistants:

1. Collect all the completed Language Survey Tally Sheet forms from Public Contact Employees who participated in the survey.
2. Enter the Public Contact Employee information into the On-line system one at a time.
3. Enter the "Public Contact Totals" by language into the On-line system.