



LANGUAGE SURVEY INTERNAL POPULATION and CERTIFIED STAFF COUNTS

Submit completed Internal Population and Certified Staff Counts to the Language Survey Coordinator.

Department:			Language Survey Year:		
Institution/ Facility/ Hospital:					
Coordinator for Institution/ Facility/ Hospital:					
Address:					
City:		County:		Zip Code:	
Language Name	Limited English Population Count ¹	Number of Certified Staff ²	Language Name	Limited English Population Count ¹	Number of Certified Staff ²
English ONLY (ENG)			Korean (KKN)		
Spanish (SPA)			Lao/ Laotian (lol)		
American Sign (ASE)			Mandarin (CHN)		
Arabic (ABV)			Mien (IUM)		
Armenian (HYE)			Polish (PQL)		
Cambodian/ Khmer (KMR)			Portuguese (POR)		
Cantonese/ Yue (YUH)			Punjabi (PNJ)		
Croatian (SRC)			Russian (RUS)		
Farsi/ Persian (PES)			Samoan (SMY)		
French (FRN)			Serbian (SRP)		
German (GER)			Somali (SOM)		
Hebrew (HBR)			Tagalog (TGL)		
Hindi (HND)			Vietnamese (VIE)		
Hmong (HMN)			*Other		
Ilocano (ILO)			*Other		
Italian (ITN)			*Other		
Japanese (JPN)			*Other		
TOTALS:			TOTALS:		

¹ Total number of Limited English Proficient (LEP) Inmates, wards, patients or other internal population that is served by this facility, identified by the primary language in which these individuals communicate.

² Total number of staff that provides direct services to the LEP population, which identified by the language(s) the staff are certified as fluent (must be certified bilingual or count the staff as English only).

* Other- Write the other language name, the number of corresponding internal population, and number of certified staff.

Survey Instructions for Departments with Internal Populations

Departments that house clients in facilities are known as departments with internal populations. These departments have the responsibility of following the same instructions as the other departments for collecting their public contact information. They also must identify how they provide an equal level of service to their institutionalized clients.

The purpose of the survey is to determine:

- The number of inmates, clients, students, patients and wards served in each facility or unit, by language.
- The number of positions that have contact with the internal population and the classifications of these positions.
- The number of certified bilingual employees in these positions having contact with the internal population.
- The internal population to staff ratio that will provide an equal level of service to the department's internal population. (Each department may determine its own population to staff ratio based on the needs of the internal population.) This ratio should be used to determine the number of position deficiencies for the department.

The following information should be collected on the form entitled “**Internal Population and Certified Staff Counts:**”

- Department—The name of the department conducting the survey
- Institution/Facility/Hospital—The name of the facility conducting the survey.
- Coordinator for Institution/Facility/Hospital—The name and email address of the person responsible for coordinating collection of the survey data
- Address—The physical address where the facility is located
- City—The city of the office in which the public contact information is collected (if working offsite, the facility from which the individual works)
- County—The county in which the office is located
- Zip Code—The zip code where office is located
- Native Language—The language spoken by the student/patient/inmate that resides in the facility
- Population Count—The number of inmates, wards, patients or other internal population that is served by this facility, identified by the primary language in which these individuals communicate
- Staffing Count—The total number of staff that provide direct services to the population, identified by the language(s) the staff are certified as fluent (must be certified bilingual or count the staff as English only)

Ratio – The staff population ratio is determined by dividing the population counts by the number of staff for each language. (e.g. 35 population/4 certified bilingual staff = 9:1 ratio)