State of California Implementation Plan Training

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Objectives

- Via this training, you should learn the following:
  - An overview of Dymally-Alatorre Bilingual Services Act goals and requirements.
  - Dates and sequence of events in the Language Survey and Implementation Plan Cycle.
    - Conditions for survey participation exemption.
    - Conditions requiring Implementation Plan and Followup Report.
  - LSIP system user roles and implementation plan navigation.
    - How to respond to Implementation Plan questions.
    - How to complete Implementation Plan submission.

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Dymally-Alatorre Bilingual Services Act

- California Government Code Section 7290 Et Seq.
- A free and democratic society depends on the ability of its residents to communicate with their government.
- Every state agency with public contact employees must provide the same level of service as it does in English to all substantial language groups.
  - A group is substantial when it reaches 5% of a unit's contacts, rounded up.
  - Federal Regulations may have lower thresholds for language provisions.
- Must conduct and submit Language Survey to CalHR by October 1 even-numbered years.
  - Report relevant policies, practices, and public complaints received.
  - Report staff, public contacts, and documents by language.

If Survey Shows Deficiencies

- The department must submit an Implementation Plan to CalHR by October 1 odd-numbered years.
  - Only required when deficiencies are identified during Language Survey phase.
    - Must include proposed actions to resolve identified deficiencies and projected dates of completion.
    - If the plan does not address deficiencies, CalHR has the authority to require changes.
- Six-Month Status Report due April 1 even-numbered years.
  - Only required when deficiencies remain following Implementation Plan phase.
- CalHR issues orders to agencies not making reasonable progress.

Exemption Requests

- CalHR may exempt a state agency from the Language Survey and Implementation Plan requirements for up to ten years
  - If the agency's primary mission does not include providing information or service to the public, or
  - If the agency has fewer than 25 public contact employees and has not reached threshold in any language.

- The Exemption Request Form is available via this address—
  - https://www.calhr.ca.gov/Documents/CalHR-776.pdf

  NOTE: An exemption from completing the Language Survey and Implementation Plan does not exempt the agency from other requirements of the Dymally-Alatorre Bilingual Services Act.

Master Users

- The Survey Coordinator is an <u>LSIP system</u> Master User.
  - Access requested via "<u>Sign-up Here</u>" link. Need CalHR approval.
  - Master Users
    - have full control of their agency's data in the system.
    - May add additional Master Users and Survey Assistants.
      - Survey Assistants are not part of the Implementation Plan phase.

All User Accounts

- Should be updated when changes occur.
  - Information carries over from cycle to cycle.
  - **Is not connected to CalHR LS Coordinator Listserv.**
- If account is created by a Master User, will receive an automated message requesting password reset.
- Log in at this web address—
  - http://jobs.calhr.ca.gov/lsip/
- Use "Forgot Password" function for account recovery.
  - Click the "Information" tab after login to change your password.
- You may access training resources from the login page.

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LSIP System Controls

This "green plus" is used to add a new item.

This "pencil" is used to edit an existing item.

This "red X" is used to delete an existing item.

This "dropdown menu" selects an option.

This "calendar" selects a date.

NEXT This "next arrow" saves and continues to the next page.

Add New Document

Update/Delete

Underlined text indicates a "link" - when you click a link, the system will allow you to perform the described task.

This is a "text box." Once you click on a text box you may type information into it. Clicking on the "up" and "down" carets at the right allows you to scroll so that you may review text you have entered.

You have 500 characters left. This "counter" tells you how many more characters will fit in the associated text box.

Browse... When you are asked to upload a document, click the "Browse" button to open a Windows Navigator interface to select the item from the location in which you saved it.

Upload Once you have browsed to select a requested file, click the "Upload" button to transfer the file from your computer system to the CalHR LSIP online system.

Definitions and Requirements

- Once you are logged into the LSIP System, links to a number of resources appear on the right-hand side of the Welcome page. The top two may be of use during the Implementation Plan:
  - Definition of Key Terms.
  - The Dymally-Alatorre Bilingual Services Act.
  - Other listed resources are likely only to be of use during the Language Survey phase.

Tips

Save as you go!

- Please be aware that the LSIP system will time out after 20 minutes on any single page.
    - There is no warning.
    - If you have entered data and not saved it, it will be lost, and you will have to re-enter it.
- In order to save data, click the blue "Next" arrow at the bottom of the screen.
    - The red navigation tabs at the top of the screen can be used to return to where you left off if you go away and come back, but if you enter data and then navigate away without clicking "next" to save, your data is lost and you will have to re-enter it.

Language Survey Coordinator Information

- When you click "Next" from the welcome screen, the Language Survey Coordinator Information screen opens.
  - Be sure contact information listed in the system for the Coordinator and the Coordinator's Supervisor are accurate. This is the official record of who was responsible for submitting the report.
  - Note that the LSIP system does not interact with CalHR's ListServ. If your Language Survey Coordinator or Supervisor has changed, please email bilingual@calhr.ca.gov with your contact information so we can be sure you receive the notifications we send out.

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Coordinator Confirmation and Master User List

- Clicking Next from the Coordinator Information screen brings up a confirmation screen asking you to verify the information. Press Back to correct or Next to confirm.

- Next is the Master User list.
  - This shows all accounts that have full access to your department data within the system.
  - Use the pencil icon to update information for existing accounts.
  - Use the red X to delete outdated accounts.
  - Use the green + to create new accounts.
  - Press the blue Next arrow to save Master User account changes.

Reports

- Report 4, generated for "All Reporting Groups" includes all the information needed to complete your analysis.

- Report 5 does not work. Please do not use.

- Reports 1 through 3 include various summaries of the information found in Report 4.

Question 1 Information

- Information provided for each item reported as an actual staffing deficiency last Language Survey:
  - Language of Deficiency.
  - Indicator of Position Deficiency.
  - Actual Position Deficiency, if different.
  - Unit/Local Office reporting deficiency.
  - County and ZIP code of office.
  - Proposed Action to Correct Deficiency made last survey.
  - Anticipated date of correction provided last survey.

Question 1 Response

- Question 1 includes two sections to be completed for each actual staffing deficiency reported during the last Language Survey.
  - The "Corrected" field requires you to select a radio button indicating "Yes" or "No" that the entire deficiency has been corrected. If Yes, no Action Plan is needed.
  - The "Action Plan and Date Deficiency will be Corrected" field requires you to enter a plan to correct the deficiency and the anticipated date of completion. If the deficiency has been partly completed, note that.
- If your agency reported no actual bilingual staffing deficiencies in the last Language Survey, Question 1 is not applicable.

Example Response to Question 1

Question 1

This table reflects your agency/department's Corrective Action Plan to address any actual position deficiencies identified in the Language Survey, how and by when deficiencies will be corrected. If a table isn't displayed, this means your agency/department did not report any actual position deficiencies.

For each actual position deficiency, indicate whether or not it has been corrected by checking "Yes" or "No" in the "Corrected" column. If you selected "No", identify in the space provided how and by when the deficiencies will be corrected.

	Language of Deficiency	Indicator of Position Deficiency	Actual Position Deficiency, if different	Unit / Local Office	County/Zip	Proposed Action to Correct Deficiency	Date	Corrected?	Action Plan and Date Deficiency will be Corrected
1	Spanish	7.15	7.15	TEST TESTING TESTISH TESTAMONIAL ABECEDARIANS	KINGS , 12345	The Abecedarians unit will test 2 uncertified employees. Any vacancies will be advertised as Bilingual Spanish. In the meantime, contracted telephonic interpreters will assist Spanish speakers.	09-30-2023	○ Yes ◉ No	One employee passed the test and is now certified. Three positions that opened up were filled by certified Spanish-speakers. Will continue to advertise further openings as Spanish-bilingual. To resolve by 3/31/24.

Please click on "NEXT" to save and continue...

NEXT

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Question 2 Information

- Information provided for each needed translation reported last Language Survey:
  - Type of Material.
  - Title (could also include a date and/or number designation).
  - The language in which translation is needed.
  - The translation plan you provided last survey.
  - The anticipated date of completion provided last survey.

Question 2 Response

- Question 2 includes two sections to be completed for each needed written material translation reported during the last Language Survey.
  - The "Corrected" field requires you to select a radio button indicating "Yes" or "No" that translation has been completed. If Yes, no Action Plan is required.
  - The "Action Plan and Date Deficiency will be Corrected" field requires you to enter a plan to complete translation and the anticipated date of completion.
- If your agency reported no written materials subject to the Act in use by units meeting threshold during the last survey, Question 2 is not applicable.

Example Response to Question 2

Question 2

This table reflects your agency/department's Corrective Action Plan to address any deficiencies in translated written materials identified in the Language Survey, how and by when the deficiencies would be corrected.

For each written translation deficiency, indicate whether or not it has been corrected by checking "Yes" or "No" in the "Corrected" column. If you selected "No", identify in the space provided how and by when the deficiencies will be corrected.

Type of Material	Title	Translation Needed in this Language	Translation Plan	Date	Corrected?	Action Plan and Date Deficiency will be Corrected
Brochure	How to Access Department Benefits	Russian	Contract with an American Translator's Association translator for a certified translation.	12-28-2022	◉ Yes ○ No	

Please click on "NEXT" to save and continue...

NEXT

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End of Implementation Plan

- The End of Implementation Plan pages give you the option to save and come back, to print results for your records, or to complete and file the survey.

- To complete survey submission, you must have your director or authorized designee sign a completed form CalHR 775.

Questions?

- If you are your agency's Language Survey Coordinator and you have questions that have not been answered by the training materials, contact CalHR's Bilingual Services Program:

bilingual@calhr.ca.gov

(916) 324-0970