

STATEWIDE LANGUAGE SURVEY AND IMPLEMENTATION PLAN



2012-13

**REPORT TO THE
GOVERNOR
AND THE
LEGISLATURE**



STATEWIDE LANGUAGE SURVEY AND IMPLEMENTATION PLAN

2012-13



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I. INTRODUCTION

A. Executive Summary

This report to the Governor and the Legislature has been prepared by the California Department of Human Resources (CalHR) pursuant to Government Code section 7299.6. The data presented is necessary for executives in each state agency, department, board, and commission (agency) in planning the delivery of services to the limited-English proficient population of California. The number of Californians age five and over who spoke a language other than English in 2012 is estimated to have been 15.7 million.¹ Approximately 44% of Californians speak a language other than English in the home.

This report summarizes the 2012 Statewide Language Survey results and subsequent 2013 Implementation Plans that document how each agency provides services to its limited-English proficient clients and addresses identified unmet bilingual needs. Overall, CalHR found that many of the 2012-13 results mirror findings from 2010-11:

- The majority of agencies have resources in place to meet the information needs of their limited-English proficient clients;
- Many agency documents have been translated into the state's most prevalent non-English languages;
- Identified actual position deficiencies have been corrected or an action plan to correct them is in place.

Summary of language survey and implementation plan findings:

- A total of 56 agencies participated in the language survey (Exhibit A). This is a decrease of 14 agencies (20%) from the 70 agencies that participated in the 2010 Language Survey.
- Seventy-eight (78) agencies applied for and were granted an exemption from participating in the language survey (Exhibit B). By comparison, this is an increase of 12 agencies (18%) from the 66 agencies that were granted an exemption from the 2010 Language Survey. These agencies provide little or no services to California's limited-English proficient population, thereby meeting the criteria for exemption.
- A total of 50 agencies participated in the implementation plan (Exhibit C). This is a decrease of nine agencies (15%) from the 59 agencies that participated in the 2011 Implementation Plan. Seventy-nine (79) agencies applied for and were granted exemption

¹ U.S. Census Bureau. (2012), S1601-Language Spoken at Home: 2012 American Community Survey 1-Year Estimates.

from participating in the implementation plan (Exhibit D). By comparison this is an increase of three agencies (4%) from the 76 agencies that were granted exemption from the 2011 Implementation Plan. The reduction in total agencies participating or exempted is largely due to agency consolidation as a result of the Governor's Reorganization Plan 2, in 2012.

- A total of 4,272,552 public contacts were recorded during a 10-day survey period. This represents a decrease of 1,654,485 public contacts (28%) from those reported in the 2010-2011 Language Survey and Implementation Plan. There are 8,186 certified bilingual positions allocated within the 56 reporting agencies (Exhibit E). This represents a 161 position decrease (2%) from the 2010 Language Survey.
- Ninety-four (94) non-English languages were identified during the language survey period. This is two fewer than reported in the 2010 Language Survey.
- All agencies whose survey results revealed bilingual staffing deficiencies conducted an analysis of survey findings to determine true or actual staffing deficiencies (Exhibit F).

B. Background

The 1973 Dymally-Alatorre Bilingual Services Act (Act) requires that every agency, as defined in section 11000 of the Government Code, that is directly involved in providing public services, employ bilingual employees or have established bilingual resources when a substantial portion of its clients are limited-English proficient. In 1977, the Act was amended to require that materials explaining services in English be translated into languages spoken by a substantial number of the limited-English proficient serviced population. "Substantial" is defined as 5% of the population served by any local office or facility of an agency. This set the standard for determining the number of bilingual contacts required to establish bilingual positions. In 2002, the Act was amended to require agencies to document procedures to meet language needs as well as plans to address deficiencies and complaints in providing service to agencies' limited-English proficient clients. In 2012, the Act was amended once again to transfer oversight responsibility from the State Personnel Board to the newly-formed CalHR. In 2013, the last amendment was to shift collection of specific information from the implementation plan conducted in odd-numbered years into the language survey conducted in even-numbered years. This amendment also allowed agencies to request an exemption for a maximum of five survey cycles.

The Act defines a "public contact position" as "a position determined by the agency to be one which emphasizes the ability to meet, contact and deal with the public in the performance of the agency's functions."

CalHR is required to inform agencies of their responsibilities under the Act and provide technical assistance and monitor compliance. Agencies are required to conduct a biennial language survey of each of their local offices that serves the general public, and report to CalHR the number of bilingual employees in public contact positions including the language in which they are certified, the number of bilingual staff needed, and the number and percentage of limited-English proficient clients served by the agency. Agencies are also required to conduct an analysis of the language survey findings to determine if the deficiencies reported are actual

deficiencies; identify the anticipated number of vacancies that could be filled with certified staff to correct actual deficiencies; submit a bilingual services policy signed by the director that outlines the agency's commitment to comply with the Act and identify bilingual services available to its limited English proficient clients; and lastly, provide a list of written materials that are required to be translated or otherwise made accessible.

The Act specifically exempts from its provisions the State Compensation Insurance Fund. In addition, CalHR has authority to grant exemptions² to agencies from participating in the language survey and implementation plan a maximum of five survey cycles. To qualify, an agency must certify one of the following: its primary mission does not include responsibility for furnishing information or rendering services to the public; or it has consistently received such limited public contact with the non-English speaking public that it has not been required to employ bilingual staff³, and it employs fewer than the equivalent of 25 full-time employees in public contact positions. Exemption from participating in the language survey and implementation plan does not relieve an agency from compliance with the Act in providing services to its limited-English proficient clients.

C. Improvement Activities

- CalHR enhanced its evaluation tool to automate tracking of agency follow-up for compliance.
- These additional changes were implemented as a result of the 2013 passage of AB 1062 (Jones-Sawyer, Chapter 472).
 - 5-cycle exemptions are now granted if specified criteria is met (a maximum of 10 years).
 - Statutory changes were made to realign questions from the implementation plan to the language survey. This realignment will capture the majority of data in the language survey, and allow remediation completion within cycles.

II. LANGUAGE SURVEY

This section provides an overview of the process used by CalHR to gather the language survey data and of findings based on the compiled results. If an agency received a substantial (5% or more) level of contacts in any non-English language in any local office, then it has met the threshold set by the Act and is required to meet specific provisions. It must employ a sufficient number of certified staff in public contact positions to provide the same level of service to limited English proficient individuals in identified languages as is available to English-speaking persons, or it may use other viable alternatives, including contracted telephone-based interpreter services. When an agency's

² Government Code section 7299.5.

³ Government Code section 7292.

language survey results identify indicators of deficiencies, the agency through analysis must consider these available bilingual resources in addition to bilingual public contact staff to determine whether it has true staffing deficiencies that impact its ability to meet the needs of its limited English proficiency clients.

A. Procedures

Each agency must complete and submit a language survey every even-numbered year by October 1 unless it petitions for and is granted an exemption from CalHR. The following provides an overview of the process.

- **CalHR Trains Agency Language Survey Coordinators:** CalHR develops and provides training to agencies via Power Point instruction and webinar training on the automated language survey and implementation plan online system used to report survey results. Instructional handouts explaining the different components of the language survey are provided and in turn, can be used to train public contact staff participating in the language survey that takes place over 10 days identified by the agency.
- **Language Survey and Implementation Plan On-Line System:** The system is updated to include changes in reporting requirements that derive from amendments to the Act. The updates are tested by agencies to ensure functionality and to verify instructions are clear and concise to facilitate successful completion.
- **CalHR Support:** CalHR provides monitoring and technical assistance during the entire survey process to respond to any questions and address concerns that may arise in completion of the survey.
- **Agencies Compile and Analyze Findings, and Submit the Results to CalHR:** Language survey coordinators compile their results, analyze the data to determine whether or not the bilingual staffing deficiencies reflect actual needs for additional bilingual staffing, and submit the results to CalHR through the automated language survey and implementation plan online system. A hardcopy transmittal form signed by the agency director or designee confirming review and approval of the language survey submittal is sent to CalHR along with other documentation.
- **CalHR Evaluates Submissions:** All results are reviewed to gain insight into the statewide level of service provided to California's limited-English proficient population seeking state services.

B. Findings

The major findings of the language survey are as follows:

1. Public Contacts

A public contact is a person-to-person written or verbal contact with an individual from the public that is related to the performance of the agency's function. A total of 4,272,552 public contacts were reported from the 56 agencies that participated in the language survey; 546,802 (13%) were from persons who were identified as non- or limited-English speaking. While the total number of public contacts reported decreased in 2012 from the previous reporting period, change in the proportion of English to non-English contacts was insignificant (Table 1). Spanish continues to be the dominant non-English language with 450,759 or 11% of the total number of public contacts. The next five most predominant languages were these:

- Vietnamese: 15,620 (0.4%)
- Cantonese: 13,746 (0.3%)
- Mandarin: 10,676 (0.2%)
- Tagalog: 8,342 (0.2%)
- American Sign Language: 7,737 (0.2%)

Table 1 - Public Contact Statistics

Description	2010		2012	
	No.	%	No.	%
English Contacts	5,130,666	87%	3,725,750	87%
Non-English Contacts	796,371	13%	546,802	13%
Total Public Contacts	5,927,037		4,272,552	

2. Public Contact Positions

The Act defines a public contact position as “a position that emphasizes the ability to meet, contact and deal with the public in the performance of the agency’s functions.” There were a total of 57,721 public contact employees (a 6.45% decrease from the number reported in 2010) reported from the 56 participating agencies (Table 2). Of these positions, 8,186 or 14% were certified as bilingual in a non-English language. A bilingual person is a person who is proficient in both the English language and the non-English language to be used. The Act also requires the employment of “qualified bilingual persons” in public contact positions. “Qualified” or “proficient” is defined as someone who is certified as proficient in the non-English language by passing a bilingual oral fluency examination administered by either CalHR or another testing authority approved by CalHR.

The majority of the certified bilingual positions are held by Spanish-speaking employees (6,718 or 82.1%) followed by employees certified in Vietnamese (271 or 3.3%), American Sign Language (270 or 3.3%), Cantonese (211 or 2.6%), Tagalog (162 or 2%), and Mandarin (147 or 1.8%). The remaining bilingual positions (407 or 5%) are held by employees that speak other non-English languages (Exhibit E). In 2012, reported certified bilingual public contact positions decreased by 161 positions (2%) from the 8,347 positions reported in the 2010 Language Survey.

In addition to certified bilingual positions, many agencies use non-certified bilingual employees to provide services to limited-English proficient clients. Non-certified employees have not had their non-English language skills assessed to determine fluency. There were 7,179 non-certified bilingual employees in public contact positions, a 4.9% decrease from the 2010 Language Survey.

Table 2 - Public Contact Positions Statistics

Description	2010		2012	
	No.	%	No.	%
English-Only	45,800	74%	42,356	73%
Non-Certified Bilingual	7,551	12%	7,179	12%
Certified Bilingual	8,347	14%	8,186	14%
Total Public Contact Positions	61,698		57,721	

3. Bilingual Staffing Deficiencies

Of the 56 agencies that participated in the 2012 Language Survey, 48 agencies (86%) met the 5% threshold in a non-English language.

Forty (40) (83%) of these 48 agencies had one or more instances where the survey data indicated a bilingual staffing deficiency. The remaining 8 agencies (17%) had no staffing deficiencies indicated. Each agency performed an analysis of its findings to determine its actual staffing deficiencies, resulting in a total of 214.98 actual staffing deficiencies among 22 agencies (Exhibit F) in 15 languages (Exhibit E). Mitigating factors cited by the agencies in the analyses included the use of certified bilingual staff, an interpreter service, and referral to non-certified bilingual staff in neighboring offices. A total of 34 agencies (61%) of the 56 agencies that submitted a language survey reported no actual deficiencies (Exhibit G).

In each case, the agency described its plan and timeline to correct the deficiency. Corrective action plans included, but were not limited to:

- Scheduling non-certified bilingual staff to take the bilingual oral fluency examination.
- Recruiting certified bilingual applicants to fill vacant public contact positions.

III. IMPLEMENTATION PLANS

This section summarizes the process used to gather implementation plans from agencies, and presents an overview of the findings contained in the plans.

A. Procedures

Unless specifically exempted by CalHR, each agency must complete and submit an implementation plan to CalHR no later than October 1 of odd-numbered years. Whereas the language survey collects information related to the languages spoken by public contacts by agency local offices and bilingual services available to provide an equal level of service, the implementation plan gathers information related to the services provided to limited-English proficient clients and addresses deficiencies in bilingual staffing and/or written materials translation identified in the language survey.

B. Findings

Fifty (50) agencies, including twenty-two (22) that reported bilingual deficiencies, submitted an implementation plan. Seventy-nine (79) agencies (61%) were granted exemption from submitting an implementation plan (Exhibit D). Four agencies which had participated in the language survey did not submit implementation plans due to structural reorganization under which they no longer exist autonomously. However, six agencies (State Controller, Governor's Office of Emergency Services, Exposition and State Fair, Department of Fair Employment and Housing, State Library, and Water Resources Control Board) which did not meet the statutory 5% threshold in any units did submit implementation plans to describe the processes and procedures they have in place to provide services to limited-English-proficient persons. Thus, forty-four (44) participating agencies met the threshold.

The major findings of agencies' implementation plan submissions are as follows:

1. Bilingual Staffing Deficiencies

Twenty-two (22) agencies (an 83.3% increase since 2010) found in local offices actual deficiencies totaling 214.98 public contact positions (a 1.01% increase since 2010) (Exhibit F). In the implementation plan, these agencies reported their progress in addressing these bilingual staffing deficiencies.

Nine (9) of the 22 agencies (41%) indicated that they had successfully completed the action plan to correct the actual staffing deficiencies in all local offices/units that reported deficiencies. Eleven (11) agencies (50%) had corrected some of their bilingual staffing deficiencies, and two, the Horse Racing Board and the Department of Education (9%), had not addressed any of their actual deficiencies. The Horse Racing Board neither received an exemption nor submitted an implementation plan. Of 214.98 actual deficiencies identified, a total of 68.49 actual deficiencies remained uncorrected at the time of the implementation plan report (Exhibit H).⁴ CalHR requires agency follow-up at six-month intervals to verify the deficiencies are resolved.

2. Written Materials Deficiencies

All participating agencies that met the 5% threshold in one or more local offices/units in the language survey were required to list the written materials subject to translation under the Act.⁵ These written materials include, but are not limited to, applications, brochures, forms, letters, notices, questionnaires, website postings and other media.

Forty-eight (48) (86%) of the 56 agencies that conducted a language survey met the 5% threshold in at least one non-English language, and 5,737 documents were identified as being subject to translation under the Act, representing a 55% increase from the number identified two years ago. In all, 4,747 written materials have been translated, including both 1,150 new translations since 2011 and also 492 items not identified as having met the 5% threshold this cycle. Seventy four percent (74%) of documents identified as subject to the Act have been translated. However, the identified document deficiency of 107 items in 2011 has increased by 1,420% to 1,519 documents meeting the threshold that remain to be translated after the 2013 implementation plan. The seven agencies required to make these translations (Exhibit I) submitted plans to meet this obligation. CalHR requires that they follow up at 6-month intervals to confirm deficiencies are resolved. Seventeen (17) agencies have translations available in languages besides those that met the 5% threshold during the current cycle.

Three (3) agencies—Correctional Health Care Services, State Council on Developmental Disabilities, and Department of Transportation—erroneously indicated that none of their units had met the 5% threshold in any languages and did not provide any information about document translations. These agencies have been asked to address these issues.

⁴ Because each deficiency represents one full-time public service position, partial deficiencies represent proportions of full time employment bases required to meet identified language needs.

⁵ Government Code section 7295.4.

Additionally, the reporting system will be improved to prevent the possibility of such errors in the future.

3. Translated Materials Procedures

The Act requires that agencies describe their procedures for identifying written materials that need to be translated in order to meet the language needs of their substantial limited English proficient clients. Of the 44 agencies participating in the implementation plan that met the threshold, thirty-eight (38) (86%) provided a description of their process for identifying written materials that require translation. A total of 5,468 documents were reported by all participants as having been translated or made available in alternative means, and 1,519 documents have been identified as remaining to be translated.

Following are examples of how two agencies met the document translation requirement of the Act:

The Air Resources Board (ARB) uses language survey results to identify which languages meet the 5% threshold. The language survey coordinator works with the unit(s) to determine which document(s) need to be translated. Once the English documents have been identified, the language survey coordinator serves as liaison between the unit(s) and ARB's translation contractor to complete the translation process. Additionally, ARB has developed a bilingual services translation request form, which is available on the agency's intranet and can be used by staff to request translation and interpreter services.

The Department of Rehabilitation's Centralized Services unit and its Civil Rights Chief collaboratively review client service documents following each language survey to determine whether new translations are required based on thresholds established in state and federal statutes. Whenever new publications are planned, a review is made to determine which languages must be translated according to the thresholds met.

4. Identifying Language and Staffing Needs

The Act requires agencies have procedures for identifying language needs at local offices. Forty (40) of the 44 threshold agencies participating in the implementation plan (91%) described their procedures for identifying non-English language needs in their local offices. The other four agencies provided responses to the question that did not address its substance. CalHR is following up to provide assistance to these agencies in instituting effective procedures for identifying language needs in local offices.

The Act also requires agencies have procedures for assigning qualified bilingual staff to meet their limited-English proficient clients' needs. Forty (40) threshold agencies (91%) provided detailed information. Three (3) agencies (7%) did not respond to the question: Agricultural Labor Relations Board, Department of Education, and Department of Pesticide Regulation. The Victim Compensation and Government Claims Board did not respond fully, interpreting "local offices" as referring only to field offices and not their headquarters. CalHR followed up with these agencies to obtain complete information in the 2014-15 survey cycle.

Following are examples of how three agencies meet these requirements of the Act:

The Department of Consumer Affairs conducts a monthly tally of all non-English speaking consumers and performs desk audits to verify whether bilingual pay is justified. Once the need has been determined, whether through the language survey, desk audits or internal contact documentation, qualified staff are recruited and appointed to bilingual positions.

The Department of Health Care Services (DHCS) not only relies on the results of the latest language survey to identify language needs at local offices to ensure qualified staff are assigned, it also makes use of information offered by a language contractor that provides services in languages not available among its certified employees. DHCS receives a monthly listing of area codes and corresponding languages, which assists to identify non-English speaking individuals in each office.

The Franchise Tax Board (FTB) communicates with its local offices to ensure they have the non-English products and resources available to provide language services. Each area monitors the tasks within the units for which it has responsibility. As requests for translations increase, FTB assesses its bilingual staff and begins the recruitment process for bilingual employees of a specific language if necessary.

5. Recruiting Qualified Bilingual Staff

The Act requires agencies have procedures for recruiting qualified staff to assist with meeting the non-English language needs at local offices.

- Forty-three (43) threshold agencies (98%) described their procedures for recruiting qualified bilingual staff.
- One (1) agency (2%) provided a response that did not adequately address the substance of the question. This agency has committed to responding adequately in the new cycle.

Following are examples of how two agencies meet this requirement of the Act:

The Employment Development Department (EDD) recruits bilingual employees on an as-needed basis. When a position is identified that needs to be filled with a bilingual employee, the office manager may reassign a current employee or use a transfer, reinstatement, or certification to fill the position. Collaboration with the local office, testing coordinator and Human Resources takes place to ensure compliance with hiring practices is met.

The Agricultural Labor Relations Board identifies its bilingual public contact positions centrally, and management is apprised of bilingual community needs prior to recruitment and advertising of positions. Recruitment is also conducted through community organizations. Due to the need, speaking Spanish is a prerequisite for attorneys and field examiners to be hired in Regional Offices.

6. Training Public Contact Staff

A majority of agencies provide training for their public contact staff to ensure they understand their responsibilities for providing an appropriate level of language access to limited-English proficient clients.

- Forty-two (42) threshold agencies (95%) provided a description of their training programs.
- Two agencies, State Lottery and Housing Finance Authority, identified that they provide training but did not describe it as required. These agencies have committed to complying in the new cycle.

Following are examples of how three agencies meet this requirement of the Act:

The California Department of Public Health (CDPH) makes language access training available for all new hires. Refresher training is provided to public contact employees when data reflects an increase in non-English language contacts. CDPH also provides staff access to language line services and makes available tutorials on using interpreter services.

The Department of Forestry and Fire Protection maintains within its Equal Employment Opportunity (EEO) Office and makes available to all employees an intranet page that includes policy on how to specifically assist non-English speaking clients. In addition, the page provides contact information for all bilingual certified employees by unit and gives direction on how to use telephonic interpreter services. The EEO Office also provides bilingual service information in a biannual training and through distribution to new hires.

The California Highway Patrol through its EEO Office developed a language survey training manual that explains the Act and the importance of providing customer service to public contacts. This manual is also made available to approximately 200 reporting assistants that communicate with approximately 8,973 public contact employees, the requirements of conducting a meaningful language survey. All language survey data is reviewed by the CHP's language survey coordinator and shared with CHP's commissioner.

7. Language Access Complaint Process

When limited-English proficient clients' language needs are not being adequately met, it is important that they have an avenue to submit a complaint regarding language access. In an effort to assist agencies in this area, CalHR has multi-lingual language access posters that feature a toll-free telephone number and information on the limited-English proficient public's right to request services in their native language. CalHR requires agencies to post

this in prominent areas of their local offices that are accessible to the public. CalHR maintains the toll-free language access complaint number to receive calls from limited-English proficient clients if they are unsuccessful in obtaining bilingual services at agencies. Members of the public who believe they did not receive adequate bilingual services have a recourse to contact CalHR's toll-free line for additional services. Upon receipt of a language access complaint, the agency's language survey coordinator is contacted and CalHR tracks the issue until it is resolved. During the two year language survey and implementation plan cycle, only two complaints were received.

Each of the fifty (50) agencies that completed an implementation plan provided a description of its complaint resolution process.

Following are examples of how three agencies meet this requirement of the Act:

The FTB responds to language access inquiries and complaints through its Taxpayer Advocate and Public Affairs offices. Inquiries and complaints are responded to within 48 hours. Complaints are received on designated complaint forms, translated by bilingual staff, and researched. Responses are provided to consumers.

The Public Utilities Commission has a webpage in Spanish and Chinese that provides information on its services as well as a toll free telephone number for the public to file a language access complaint. Complaints received are processed by certified employees or interpreter services through a contract service provider. Calls are handled within five business days.

The Victim Compensation and Government Claims Board's language survey coordinator handles language access complaints by interviewing the employee and client to identify the issue and bring about timely resolution.

8. Compliance with Other State or Federal Language Access Laws

34 agencies (68%) reported that in addition to the Act they are subject to other State or federal laws that affect their provision of services to limited-English proficient clients. The remaining 16 (32%) reported no other state or federal language access laws with which they are required to comply.

9. Other Resources Used to Provide Language Services

Agencies were asked to include any other resources they employ in order to serve the needs of their limited-English proficient clients. Following are examples cited by four agencies:

The EDD has instructional videos and tutorials in Spanish on its State Disability Insurance Online System for claimants, physicians and employers. EDD's website and offices also have separate telephone numbers for Disability Insurance and Unemployment Insurance customers to receive services in Armenian, Cantonese, Punjabi, Spanish, Tagalog, and Vietnamese.

The Department of Justice has an Interpreter/Translator Resource Assessment Form to evaluate its bilingual resources, bilingual employees or contract vendors to ensure services provided are in compliance with agency standards.

The Department of Education ensures that all public announcements of and materials for open meetings are available in prevalent languages.

The Department of Toxic Substances Control has established a directory of 135 employees that are proficient in 39 languages. The directory is available on the intranet and is accessible to all of the agency's units. When a need arises, employees can access this list and ensure customer service to non-English speaking clients.

IV. CONCLUSIONS

Since the prior survey cycle, both public contacts and public contact positions and have decreased. We believe this is largely due to the shift in service delivery to the Internet. In fact, some agencies make their websites available in numerous languages using Google Translate, provided by Google, Inc. The corresponding decline in public contact positions is likely a reflection of this shift as well as the 2011 hiring freeze and to the Governor's Reorganization Plan 2 in 2012 that consolidated agencies.

Ninety-four (94) non-English languages were encountered in the state's 15,365 public contact positions. Though Spanish continues to be the dominating language with 450,759 or 11% of all contacts, agencies continue to develop bilingual resources in all languages as needed. As the state's bilingual needs increase, however, agencies must continuously realign their resources to meet these needs. With 7,179 non-certified bilingual employees in public contact positions, agencies should execute plans to certify employees that are providing services to the public. As to written material translations, 17 agencies have exceeded requirements of the Act and have document translations available in languages that did not meet the 5% threshold. Only 7 agencies reported written material translation deficiencies totaling 1,482 documents, which represents 26% of those identified as subject to the Act.

CalHR implemented changes to the Language Survey and Implementation Plan Online System in order to meet new statutory requirements and believes that these changes will improve ability to monitor agency progress within a single language survey and implementation plan cycle. This, in turn, along with recently improved data submission and tracking procedures, will enable CalHR to increase its guidance and monitoring of agencies that have substantial contact with California's limited-English proficient population.

Exhibit A: 2012 Language Survey -- Participating Agencies (56)

Agricultural Labor Relations Board	Horse Racing Board, California
Air Resources Board	Housing and Community Development, Department of
Alcohol and Drug Programs, Department of	Housing Finance Agency, California
Alcoholic Beverage Control, Department of	Industrial Relations, Department of
Child Support Services, Department of	Insurance, Department of
Community Services and Development, Department of	Justice, Department of
Conservation Corps, California	Library, California State
Consumer Affairs, Department of	Lottery, California State
Controller, Office of the State	Managed Health Care, Department of
Corporations, Department of	Managed Risk Medical Insurance Board
Correctional Health Care Services	Motor Vehicles, Department of
Corrections and Rehabilitation, Department of	Parks and Recreation, Department of
Council on Developmental Disabilities, State	Personnel Board, State
Developmental Services, Department of	Pesticide Regulation, Department of
Education, Department of	Public Health, California Department of
Emergency Management Agency, California	Public Utilities Commission
Employment Development Department	Real Estate, Department of
Equalization, Board of	Rehabilitation, Department of
Exposition and State Fair, California	Resources Recycling and Recovery, California Department of
Fair Employment and Housing, Department of	Secretary of State, California
Fish and Game, Department of	Social Services, Department of
Food and Agriculture, Department of	State Hospitals, California Department of
Forestry and Fire Protection, Department of	Student Aid Commission, California
Franchise Tax Board	Toxic Substances Control, Department of
General Services, Department of	Transportation, Department of
Health Care Services, California Department of	Unemployment Insurance Appeals Board
Highway Patrol, Department of California	Veterans Affairs, Department of
	Victim Compensation and Government Claims Board
	Water Resources Control Board, State

Exhibit B: 2012 Language Survey – Exempted Agencies (78)

Administrative Law, Office of	Law Revision Commission
African-American Museum, California	Lieutenant Governor, Office of the
Aging, Commission on	Little Hoover Commission
Aging, Department of	Mandates, Commission on State
Alcoholic Beverage Control Appeals Board	Military Department
Arts Council, California	Native American Heritage Commission
Audits, Bureau of State	Natural Resources Agency
Baldwin Hills Conservancy	Peace Officer Standards and Training, Commission on
Boating and Waterways, Department of	Personnel Administration, Department of
Building Standards Commission	Planning and Research, Governor's Office of
Business, Transportation and Housing Agency	Prison Industry Authority
Children and Families First Commission, California	Privacy Protection, California Office of
Chiropractic Examiners, Board of	Public Defender, State
Citizens Compensation Commission, California	Public Employees' Retirement System, California
Coachella Valley Mountains Conservancy	Public Employment Relations Board, California
Coastal Commission, California	Real Estate Appraisers, Office of
Coastal Conservancy, State	Regenerative Medicine, Institute for
Colorado River Board	Sacramento-San Joaquin Delta Conservancy
Conservation, Department of	San Francisco Bay Conservation And Development Commission
Delta Protection Commission	San Gabriel and Lower Los Angeles Rivers and Mountains Conservancy
Delta Stewardship Council	San Joaquin River Conservancy
Education Audit Appeals Panel	Santa Monica Mountains Conservancy
Emergency Medical Services Authority	Science Center, California
Energy Resources Conservation & Development Commission	Seismic Safety Commission
Environmental Health Hazard Assessment, Office of	Sierra Nevada Conservancy
Environmental Protection Agency	State and Consumer Services Agency
Fair Employment and Housing Commission	Status of Women, Commission on the
Fair Political Practices Commission	Summer School for the Arts, California
Finance, Department of	Tahoe Conservancy, California
Financial Institutions, Department of	Teacher Credentialing, Commission on
Gambling Control Commission	Teachers Retirement System, California State
Governor, Office of the	Technology Agency, California
Health and Human Services Agency	Traffic Safety, Office of
Health Benefit Exchange, California	Transportation Commission, California
Health Planning and Development, Office of Statewide	Treasurer, Office of the State
High Speed Rail Authority	Uniform State Laws, Commission on
Independent Living Council	Water Resources, Department of
Inspector General, Office of the	Workforce Investment Board
Labor and Workforce Development Agency	
Lands Commission, State	

Exhibit C: 2013 Implementation Plan -- Participating Agencies (50)

Agricultural Labor Relations Board
Air Resources Board
Alcoholic Beverage Control, Department of
Conservation Corps, California
Child Support Services, Department of
Community Services and Development, Department of
Consumer Affairs, Department of
Controller, Office of the State
Correctional Health Care Services, California
Corrections and Rehabilitation, Department of
Developmental Disabilities, State Council on
Developmental Services, Department of
Education, Department of
Emergency Management Agency
Employment Development Department
Equalization, Board of
Exposition & State Fair, California
Fair Employment and Housing, Department of
Fish & Game, Department of
Food and Agriculture, Department of
Forestry & Fire Protection, Department of
Franchise Tax Board
General Services, Department of
Health Care Services, Department of

Highway Patrol, Department of California
Housing & Community Development, Department of
Housing Finance Agency, California
Industrial Relations, Department of
Insurance, Department of
Justice, Department of
Library, California State
Lottery, California State
Managed Health Care, Department of
Motor Vehicles, Department of
Parks and Recreation, Department of
Personnel Board, State
Pesticide Regulation, Department of
Public Health, Department of
Public Utilities Commission
Rehabilitation, Department of
Resources Recycling and Recovery, California Department of
Secretary of State, California
Social Services, Department of
State Hospitals, California Department of
Toxic Substances Control, Department of
Transportation, Department of
Unemployment Insurance Appeals Board
Veterans Affairs, Department of
Victim Compensation and Government Claims Board
Water Resources Control Board

Exhibit D: 2013 Implementation Plan – Exempted Agencies (79)

Administrative Law, Office of	Law Revision Commission
African-American Museum, California	Lieutenant Governor, Office of the
Aging, Commission on	Little Hoover Commission
Aging, Department of	Mandates, Commission on State
Alcoholic Beverage Control Appeals Board	Military Department
Arts Council, California	Native American Heritage Commission
Audits, Bureau of State	Natural Resources Agency
Baldwin Hills Conservancy	Peace Officer Standards and Training, Commission on
Boating and Waterways, Department of	Personnel Administration, Department of
Building Standards Commission	Planning and Research, Governor's Office of
Business, Transportation and Housing Agency	Prison Industry Authority
Children and Families First Commission, California	Privacy Protection, California Office of
Chiropractic Examiners, Board of	Public Defender, State
Citizens Compensation Commission, California	Public Employees' Retirement System, California
Coachella Valley Mountains Conservancy	Public Employment Relations Board, California
Coastal Commission, California	Real Estate Appraisers, Office of
Coastal Conservancy, State	Regenerative Medicine, Institute for
Colorado River Board	Sacramento-San Joaquin Delta Conservancy
Conservation, Department of	San Francisco Bay Conservation And Development Commission
Delta Protection Commission	San Gabriel and Lower Los Angeles Rivers and Mountains Conservancy
Delta Stewardship Council	San Joaquin River Conservancy
Education Audit Appeals Panel	Santa Monica Mountains Conservancy
Emergency Medical Services Authority	Science Center, California
Energy Resources Conservation & Development Commission	Seismic Safety Commission
Environmental Health Hazard Assessment, Office of	Sierra Nevada Conservancy
Environmental Protection Agency	State and Consumer Services Agency
Fair Employment and Housing Commission	Status of Women, Commission on the
Fair Political Practices Commission	Student Aid Commission
Finance, Department of	Summer School for the Arts, California
Financial Institutions, Department of	Tahoe Conservancy, California
Gambling Control Commission	Teacher Credentialing, Commission on
Governor, Office of the	Teachers Retirement System, California State
Health and Human Services Agency	Technology Agency, California
Health Benefit Exchange, California	Traffic Safety, Office of
Health Planning and Development, Office of Statewide	Transportation Commission, California
High Speed Rail Authority	Treasurer, Office of the State
Independent Living Council	Uniform State Laws, Commission on
Inspector General, Office of the	Water Resources, Department of
Labor and Workforce Development Agency	Workforce Investment Board
Lands Commission, State	

Exhibit E: Bilingual Certified Positions

Language	Number of Certified Positions	% of Total
Spanish	6,718	82.1%
Vietnamese	271	3.3%
American Sign Language	270	3.3%
Cantonese/Yue	211	2.6%
Tagalog	162	2.0%
Mandarin	147	1.8%
Other Non-English Languages	407	5.0%
Total Bilingual Certified Positions	8,186	

Bilingual Staffing Deficiencies by Language

Language	Total Actual Deficiencies	% of Total
Spanish	189.18	88.00%
Vietnamese	6.36	2.96%
Russian	6.23	2.90%
French	2.79	1.30%
Arabic	2.77	1.29%
Tagalog	2.14	1.00%
Korean	1.00	0.47%
Mandarin	0.82	0.38%
German	0.75	0.35%
Armenian	0.73	0.34%
Punjabi/Panjabi	0.73	0.34%
Cantonese/Yue	0.71	0.33%
Hmong	0.61	0.28%
Farsi	0.10	0.05%
Japanese	0.06	0.03%
Total Actual Deficiencies	214.98	

Exhibit F: Actual Deficiencies by Agency (22 Agencies)

Department	Actual Deficiencies
Parks and Recreation, Department of	39.3
Consumer Affairs, Department of	28.27
Industrial Relations, Department of	25.18
Public Health, Department of	18.92
Employment Development Department	18.18
Forestry and Fire Protection, Department of	12.6
Health Care Services, Department of	11.54
Fish and Game, Department of	10.6
Pesticide Regulation, Department of	8.84
Motor Vehicles, Department of	7.58
Insurance, Department of	5.61
Alcoholic Beverage Control, Department of	5.57
State Lottery, California	4.8
Transportation, Department of	4.64
Horse Racing Board, California	2.82
General Services, Department of	2.55
Toxic Substances Control, Department of	2.12
Developmental Disabilities, State Council on	1.87
Conservation Corps, California	1.86
Education, Department of	0.89
Housing and Community Development, Department of	0.76
Secretary of State	0.48
Total:	214.98

Exhibit G: No Bilingual Staffing Deficiencies by Agency (34 Agencies)

Agricultural Labor Relations Board
Air Resources Board
Child Support Services, Department of
Community Services and Development, Department of
Corporations, Department of
Correctional Health Care Services
Corrections and Rehabilitation, California Department of
Developmental Services, Department of
Equalization, Board of
Food and Agriculture, California Department of
Highway Patrol, California
Justice, Department of
Rehabilitation, Department of
Resources Recycling and Recovery, California Department of
Social Services, Department of
State Hospitals, Department of
Veterans Affairs, California Department of
Victim Compensation and Government Claims Board
Alcohol and Drug Programs, Department of
Controller, Office of the State
Emergency Management Agency, California/Emergency Services, California
Governor's Office of
Exposition and State Fair, California
Fair Employment and Housing, Department of
Franchise Tax Board
Housing Finance Agency, California
Library, California State
Managed Health Care, Department of
Managed Risk Medical Insurance Board
Personnel Board, State
Public Utilities Commission
Real Estate, Department of
Student Aid Commission
Unemployment Insurance Appeals Board, California
Water Resources Control Board

**Exhibit H: Summary of Staffing Deficiencies by Agency
(as reported in Implementation Plan)**

Agency	Actual Position Deficiencies	IP Corrected	Not Yet Corrected
Alcoholic Beverage Control, Department of	5.57	5.57	-
Conservation Corps, California	1.86	1.70	0.16
Consumer Affairs, Department of	28.27	7.76	20.51
Developmental Disabilities, State Council on	1.87	1.87	-
Education, Department of	0.89	-	0.89
Employment Development Department	18.18	15.44	2.74
Fish and Game/Fish and Wildlife	10.60	10.04	0.56
Forestry and Fire Protection, Department of	12.60	11.86	0.74
General Services ,Department of	2.55	1.41	1.14
Health Care Services, Department of	11.54	10.20	1.34
Horse Racing Board	2.82	-	2.82
Housing and Community Development, Department of	0.76	0.76	-
Industrial Relations, Department of	25.18	6.14	19.04
Insurance, Department of	5.61	5.61	-
Lottery, California State	4.80	1.15	3.65
Motor Vehicles, Department of	7.58	4.06	3.52
Parks and Recreation, Department of	39.30	39.30	-
Pesticide Regulation, Department of	8.84	8.84	-
Public Health, Department of	18.92	4.72	14.20
State, Secretary of	0.48	0.48	-
Toxic Substances Control, Department of	2.12	2.12	-
Transportation, Department of	4.64	4.64	-
13 Agencies with Remaining Deficiencies	214.98	143.67	68.49

Exhibit I: Summary of Written Material Translations by Agency

Agency	Subject to the Act	Translated	Alternate Means	Deficiency*
Agricultural Labor Relations Board	34	34	-	-
Air Resources Board	129	179	-	-
Alcohol and Drug Programs, Department of	16	15	-	1
Alcoholic Beverage Control, Department of	6	6	-	-
Child Support Services, Department of	12	60	-	-
Community Services and Development, Department of	4	4	-	-
Conservation Corps, California	1	1	-	-
Consumer Affairs, Department of	153	170	-	-
Corporations, Department of	18	10	8	-
Correctional Health Care Services	undisclosed	-	-	unknown
Corrections and Rehabilitation, California Department of	75	75	-	-
Developmental Disabilities, State Council on	undisclosed	-	-	unknown
Developmental Services, Department of	52	62	-	-
Education, Department of	85	127	-	-
Employment Development Department	805	488	353	-
Equalization, Board of	254	180	105	-
Fair Employment and Housing, Department of	17	25	-	-
Fish and Game/Fish and Wildlife, Department of	905	24	-	885
Food and Agriculture, California Department of	20	20	-	-
Forestry and Fire Protection, Department of	14	14	-	-
Franchise Tax Board	35	46	-	-
General Services, Department of	10	45	-	-
Health Care Services, Department of	36	69	-	-
Highway Patrol, California	158	167	40	-
Horse Racing Board	4	4	-	-
Housing and Community Development, Department of	34	34	-	-
Housing Finance Agency, California	18	18	-	-
Industrial Relations, Department of	45	43	-	2
Insurance, Department of	14	14	-	-
Justice, Department of	32	32	-	-

Exhibit I: Summary of Written Material Translations by Agency (continued)

Agency	Subject to the Act	Translated	Alternate Means	Deficiency*
Lottery, California State	18	17	-	1
Managed Health Care, Department of	15	15	-	-
Managed Risk Medical Insurance Board	20	23	-	-
Motor Vehicles, Department of	1,241	425	215	601
Parks and Recreation, Department of	131	173	-	-
Personnel Board, State	2	2	-	-
Pesticide Regulation, Department of	57	73	-	-
Public Health, Department of	434	629	-	20
Public Utilities Commission	53	117	-	-
Real Estate, Department of	18	42	-	-
Rehabilitation, Department of	22	22	-	-
Resources Recycling and Recovery, California Department of	6	6	-	-
Social Services, Department of	465	956	-	9
State Hospitals, Department of	7	5	-	-
State, Secretary of	2	2	-	-
Student Aid Commission	8	8	-	-
Toxic Substances Control, Department of	200	200	-	-
Transportation, Department of	undisclosed	-	-	unknown
Unemployment Insurance Appeals Board, California	10	10	-	-
Veterans Affairs, California Department of	-	-	-	-
Victim Compensation and Government Claims Board	42	56	-	-
Total Reported	5,737	4,747	721	1,519

*Deficiencies listed consist of any reported by agencies less any in languages not meeting threshold in any units of the reporting agency. CalHR is working on a system for the 2016-17 cycle to correlate documents with agency divisions and units so deficiencies can be more accurately identified.