

POLICY, ACCOUNTABILITY & COMPLIANCE BRANCH
AUDIT & EVALUATION DIVISION

2018 Dymally-Alatorre Language Survey



Providing an equal level of services to Californians

DATA COLLECTION RESULTS CALHR SUMMARY REPORTS & DEFICIENCIES

June 2018



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EDD 2018 Dymally-Alatorre Language Survey

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All Cost Center SPOCs within each Branch

All EDD's Public Contact Employees



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EXECUTIVE SUMMARY

EDD 2018 Dymally-Alatorre Language Survey

The purpose of this project is to comply with the Dymally-Alatorre Bilingual Services Act that requires state and local agencies that serve a substantial number of non-English-speaking people to employ a sufficient number of qualified bilingual staff in public contact positions. Also, they need to translate documents explaining available services in their clients' language.

Under this Act, the Employment Development Department (EDD) conducts a two week survey every two years (biennial language survey) to measure the frequency of contacts with non-English-speaking individuals and to measure if EDD has a sufficient number of qualified bilingual employees in public contact positions to serve the non-English-speaking community. All Public Contact Employees (PCEs) are required to participate in the Dymally-Alatorre Language (DAL) Survey.

The project consists of two parts:

- **PART 1 - Data Collection and Data Analysis:** The Survey and Applied Research (SAR) Section surveys PCEs and reports their public contacts to the California Department of Human Resources (CalHR) website for calculation and identification of actual position deficiencies.
- **PART 2 - Administrative Compliance of the Dymally-Alatorre Bilingual Services Act:** The Bilingual Services Coordinator in the Equal Employment Opportunity Office is responsible for the corrective actions of deficiencies, implementation and reporting of the 2018 DAL Survey Supplemental Questionnaire, EDD's translated forms and documents, anticipated public position vacancies, and providing EDD's bilingual policy, mission, and vision statements to the CalHR's Bilingual Services Program.

This report focuses on the data collection results of EDD's 2018 DAL Survey for two consecutive weeks from April 23, 2018 to May 4, 2018.

DATA COLLECTION RESULTS

During the survey period EDD's 5,337 PCEs had 584,903 contacts with the public and provided services in 52 different languages. EDD has a total of 3.88 personnel year deficiencies (2.43 Spanish and 1.45 Punjabi) for the 2018 Dymally-Alatorre Language Survey. This means that across the entire department we lack about 2.5 positions of Spanish certified bilingual PCEs and 1.5 positions of Punjabi certified bilingual PCEs, very similar to the number of deficiencies identified (4.11) in the last survey (2016).

The language fluency of the 5,337 PCEs showed 55 percent speak only English and 45 percent are fluent in one or more language besides English. For those fluent in a language besides English, 63 percent are certified in that language. Seventy-nine percent of the 1,517 PCEs who are certified in another language are receiving bilingual pay.



EDD's BILINGUAL POSITION DEFICIENCIES

EDD 2018 Dymally-Alatorre Language Survey

DEFINITION OF PUBLIC CONTACT EMPLOYEE AND PUBLIC CONTACTS

A public contact employee (PCE) fills a position that emphasizes the ability to meet, contact, and deal with EDD's primary customers in the performance of the following EDD functions:

- Helping unemployed and disabled workers through the administration of the UI and SDI programs.
- Helping California job seekers obtain employment.
- Assisting California employers with their labor needs.
- Administering the federally-funded workforce investment programs for adults, dislocated workers, and youth.
- Assisting disadvantaged recipients in becoming self-sufficient.
- Supporting state activities and benefit programs by collecting and administering employment-related taxes (UI, DI, Employment Training Tax, and Personal Income Tax withholding).

A public contact employee is also someone whose duty statement specifies that they have contact with the public. PCEs can be full-time, part-time, permanent intermittents, retired annuitants, student assistants, or youth aides.

A public contact is defined as a PCE providing specific program information to or from EDD's primary customers (e.g., DI or UI claimants, business owners contacting TAX Branch, job seekers/employers contacting WSB about employment services). Public contacts include in-person, emails, faxes, letters, telephone, social media, and TTY/TTD.

IDENTIFYING BILINGUAL POSITION NEEDS AND CALCULATING DEFICIENCIES

Bilingual Staffing and Deficiencies

According to CalHR, when a department reports receiving a substantial level of contacts in a foreign language (five-percent or more) in any local office or reporting unit, the act requires that it employ a sufficient number of bilingual staff in public contact positions to ensure it provides the same level of service to limited-English speaking and English-speaking persons seeking services.

When the EDD's language survey data indicates that a cost center (reporting unit equivalent) meets the five-percent threshold for contacts in any non-English language, a calculation is performed to determine the number of bilingual staff needed to provide an equitable level of service. For example, if ten percent of public contacts are in Spanish, then ten percent of PCEs need to be certified in Spanish.

The number of bilingual positions needed is calculated and then compared to the number of existing certified bilingual staff. When the number of existing bilingual staff is less than the number needed, the difference in positions indicates position deficiencies.

EDD'S 2018 Bilingual Position Deficiencies

A bilingual position deficiency occurs when a cost center has a significant number of public contacts in a non-English language and does not have sufficient existing bilingual staff to provide an equitable level of service.

EDD had a total of 3.88 bilingual position deficiencies (2.43 Spanish and 1.45 Punjabi).

The following page is a breakout of the number of position deficiencies by branch.

Table 1
EDD's 2018 Dymally-Alatorre Language Survey Position Deficiencies

Language of Deficiency	Indicator of Position Deficiency (Full-time equivalent positions)	Branch/Cost Center
Spanish	0.76	Disability Insurance Branch 02120- SAN DIEGO DI
Spanish	0.66	Workforce Services Branch 00450- SALINAS WS
Spanish	0.94	Workforce Services Branch 09600- CONCORD
Spanish	0.07*	Workforce Services Branch 08200- MARYSVILLE
Punjabi/Panjabi	1.45	Workforce Services Branch 08200- MARYSVILLE
TOTAL	3.88	

* This deficiency is really small and is not considered an actual position deficiency.



METHODOLOGY

EDD 2018 Dymally-Alatorre Language Survey

Overall, the survey team implemented the same methodology used in the last cycle:

Training

- Provided training materials directly to PCEs from the survey team.

Communication and Public Contacts

- Included Cost Center SPOC's email address in notices to PCEs.
- Similar to previous years, included electronically submitted forms by language preference. These forms were processed by our system automatically and were not tallied by a public contact employee.
 - For the Disability Insurance (DI) Branch, we received a list of different types of electronically submitted forms by language and by type of customer (employers, medical providers, claimants, etc.). For the purpose of the survey we only included forms that were filed by claimants electronically. Then, we only included forms least likely to be touched by a public contact employee.
 - To equally distribute these forms across the DI Branch we did the following. For each DI cost center, we calculated its percent of total contacts for DI Branch. Then, we added to each cost center's total public contacts a corresponding percent of the total English and Spanish electronically submitted forms.
 - We only included those languages because they accounted for over 99% of DI electronically submitted forms.

Data Analysis

- Used validation procedures by automating custom tables by cost center within the statistical software IBM SPSS Statistics.

The main changes in this cycle included the following:

Training

- Updated a Demographic Survey training video for Branch and Cost Center Single Point of Contacts (SPOCs).
- Updated a Tally Survey training video for Branch and Cost Center SPOCs.

- Updated a training video for PCEs.
- Conducted a live webinar for Branch and Cost Center SPOCs.

Communication

- Created a communication plan that provided an overview for Branch SPOCs and the Survey team of their roles and communication requirements throughout the project.

Electronic Survey Instruments

- Constructed new electronic surveys for both Demographic Survey and Tally Survey.
 - Removed ZIP and COUNTY questions
 - Add new identified languages such as Mixtico, Taiwanese, etc.
 - Removed TTY and TTD
 - Defined Chinese Written (traditional/simplified)
- Clustered UI cost centers 08520 and 08570 into the UI Statewide reporting group.



TABLES AND FIGURES

EDD 2018 Dymally-Alatorre Language Survey

Table 2

EDD's Dymally-Alatorre Language Surveys From 2012 to 2018 Summary Results

	2012 DAL Survey	2014 DAL Survey	2016 DAL Survey	2018 DAL Survey
Number of Public Contact Employees	6,592	5,743	5,798	5,337
Survey Period	04/02/12-04/13/12	05/16/14-05/30/14	05/31/16-06/13/16	04/23/18-05/04/18
Public Contacts	884,366	666,500	601,723	584,903
Estimated Annual Contacts	22,993,516	17,329,000	15,644,798	15,207,478
Number of languages that services were provided in	67	62	56	51
Departmentwide Deficiencies	34.65	8.61	4.11	3.88

Table 3

EDD PCE Population by Branch and Survey Period

	2012 DAL Survey		2014 DAL Survey		2016 DAL Survey		2018 DAL Survey	
Branch	PCE Count	Percent	PCE Count	Percent	PCE Count	Percent	PCE Count	Percent
UI	2,971	45%	2,449	43%	2,441	42%	2,097	39%
WSB	1,222	19%	1,154	20%	1,066	18%	936	18%
DIB	1,172	18%	1,092	19%	1,121	19%	1,229	23%
TAX	1,121	17%	992	17%	1,112	19%	1,018	19%
PAC	54	1%	34	1%	47	1%	47	1%
PAB	9	0%	12	0%	11	0%	10	0%
Directorate*	43	1%	10	0%	--	--	--	--
TOTAL	6,592	100%	5,743	100%	5,798	100%	5,337	100%

* The Directorate was removed based on their types of public contacts. The Directorate employees do not provide program services to their contacts.

Table 4
EDD Employee Population and PCE Population
During the Period of April 23, 2018 – May 4, 2018

	2018 EDD Workforce			
Branch	Number of EDD Employees by Branch	Percent of the Total EDD Employees by Branch	Number of PCEs by Branch	PCE Percent of the Total Branch Employees
UI	2,307	31%	2,097	91%
WSB	1,226	16%	936	76%
DIB	1,360	18%	1,229	90%
Tax Branch	1,426	19%	1,018	71%
PACB	113	2%	47	42%
PAB	28	0.4%	10	36%
Directorate (No PCEs)	50	1%	--	--
Admin Branch (No PCEs)	420	6%	--	--
ITB (No PCEs)	553	7%	--	--
TOTAL	7,483	100%	5,337	--

Table 5
EDD PCEs' Language Fluency by Survey Period

	2012 DAL Survey		2014 DAL Survey		2016 DAL Survey		2018 DAL Survey	
	Number of PCEs	Percent of Total EDD PCEs	Number of PCEs	Percent of Total EDD PCEs	Number of PCEs	Percent of Total EDD PCEs	Number of PCEs	Percent of Total EDD PCEs
English ONLY	3,732	57%	3,199	56%	3,012	52%	2,929	55%
PCEs who were fluent in one or more foreign language	2,860	43%	2,544	40%	2,786	48%	2,408	45%
Total of EDD PCEs During the Survey Period	6,592	100%	5,743	100%	5,798	100%	5,337	100%

Table 6
EDD PCEs Fluent in One or More Foreign Language by Survey Period

		2012 DAL Survey		2014 DAL Survey		2016 DAL Survey		2018 DAL Survey	
		Number of Multilingual PCEs	Percent of Total Multilingual PCEs	Number of Multilingual PCEs	Percent of Total Multilingual PCEs	Number of Multilingual PCEs	Percent of Total Multilingual PCEs	Number of Multilingual PCEs	Percent of Total Multilingual PCEs
Language Fluency	1 Language + English	2,474	87%	2,217	87%	2,463	88%	2,102	87%
	2 Languages + English	320	11%	277	11%	260	9%	237	10%
	3 Languages + English	60	2%	44	2%	57	2%	61	3%
	4 Languages + English	6	0.2%	6	0.2%	6	0.2%	7	0.3%
	5 Languages + English	0	0.0%	0	0.0%	0	0.0%	1	0.0%
Total of PCEs who were fluent in one or more foreign language		2,860	100%	2,544	100%	2,786	100%	2,408	100%

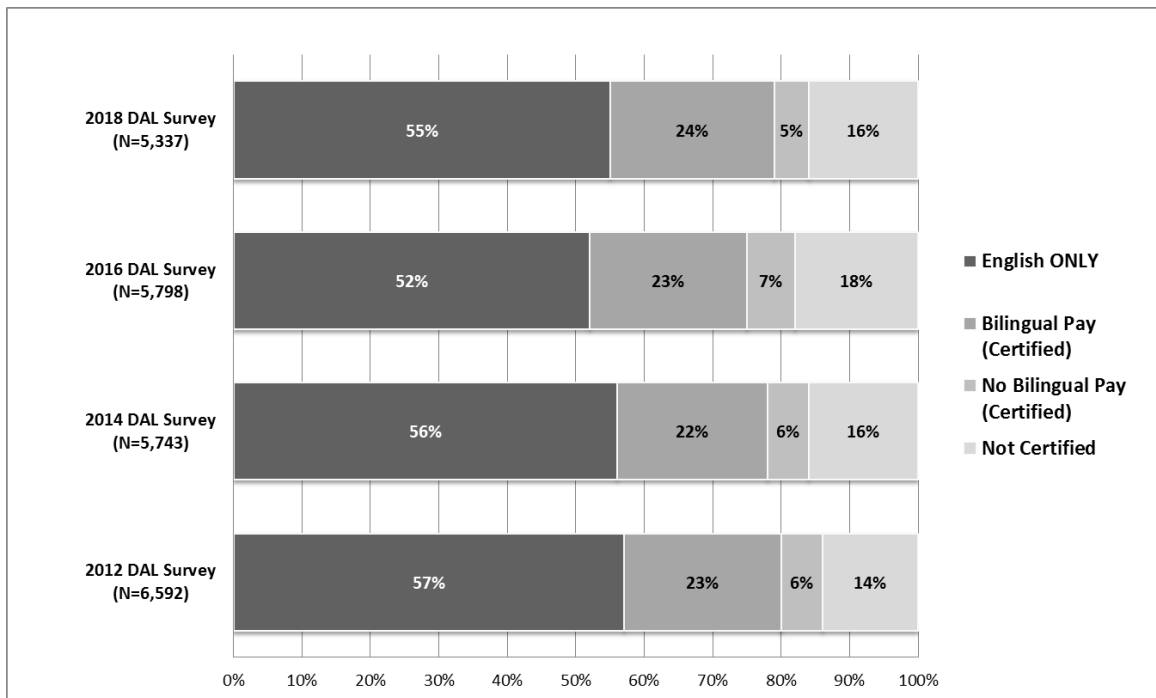
Table 7
EDD PCEs' Language Certification by Survey Period

		2012 DAL Survey		2014 DAL Survey		2016 DAL Survey		2018 DAL Survey	
		Number of Multilingual PCEs	Percent of Total Multilingual PCEs	Number of Multilingual PCEs	Percent of Total Multilingual PCEs	Number of Multilingual PCEs	Percent of Total Multilingual PCEs	Number of Multilingual PCEs	Percent of Total Multilingual PCEs
Total of Certified PCEs		1,920	67%	1,625	64%	1,735	62%	1,517	63%
Total of Non-Certified PCEs		940	33%	919	36%	1051	38%	891	37%
Total of PCEs who were fluent in one or more foreign language		2,860	100%	2,544	100%	2,786	100%	2,408	100%

Table 8
EDD PCEs Certified in One or More Foreign Language and
Bilingual Pay Status by Survey Period

		2012 DAL Survey		2014 DAL Survey		2016 DAL Survey		2018 DAL Survey	
		Number of Certified PCEs	Percent of Total Certified PCEs	Number of Certified PCEs	Percent of Total Certified PCEs	Number of Certified PCEs	Percent of Total Certified PCEs	Number of Certified PCEs	Percent of Total Certified PCEs
Language Certification	Certified in 1 Language + English	1,853	97%	1,577	97%	1,693	98%	1,473	97%
	Certified in 2 Languages + English	61	3%	45	3%	39	2%	38	3%
	Certified in 3 Languages + English	6	0%	3	0%	3	0%	6	0%
	Total of Certified PCEs	1,920	100%	1,625	100%	1,735	100%	1,517	100%
		Number of Certified PCEs	Percent of Total Certified PCEs	Number of Certified PCEs	Percent of Total Certified PCEs	Number of Certified PCEs	Percent of Total Certified PCEs	Number of Certified PCEs	Percent of Total Certified PCEs
	Bilingual Pay (Certified)	1,508	79%	1,277	79%	1,325	76%	1,205	79%
	Non-bilingual Pay (Certified)	412	21%	348	21%	410	24%	313	21%
	Total of Certified PCEs	1,920	100%	1,625	100%	1,735	100%	1,518	100%

Figure 1
Percentage of PCEs' Language Fluency, Certification, and
Bilingual Pay by Survey Period





DEPARTMENTWIDE SUMMARY RESULTS

EDD 2018 Dymally-Alatorre Language Survey

This report illustrates departmentwide indicators of full-time equivalent position deficiencies calculated by CalHR by language. This report was generated by the CalHR website.

Key to Table Headings:

Language - the language spoken by the member of the public when seeking services.

Contacts - the total number of in-person, emails, mail, faxes, letters, telephone, social media, and TTY/TTD contacts with the public in this language during the 10-day survey period.

Annual - an annualized projection (contacts times 26).

Percentage - the percent of the total number of contacts by language.

Certified Staffing - the number of certified bilingual employees in public contact positions.

Indicator of Deficiency - the total of unit bilingual staffing deficiencies calculated by the survey's formula based upon the data entered into the system.

Table 9
EDD 2018 Dymally-Alatorre Language Survey Summary Results

Language	Contacts	Annual	Percentage	Certified Staffing	Indicator of Deficiency
English	487,570	12,676,820	83.36%	0	0
Spanish	87,896	2,285,296	15.03%	1188.05	2.43
Vietnamese	3,249	84,474	0.56%	106.6	0
Cantonese/Yue	2,057	53,482	0.35%	60.55	0
Mandarin	1,199	31,174	0.20%	34.5	0
Tagalog	680	17,680	0.12%	26.6	0
Armenian	675	17,550	0.12%	20	0
Punjabi/Panjabi	364	9,464	0.06%	8.5	1.45
Chinese (WRITTEN)	202	5,252	0.03%	4	0
Russian	176	4,576	0.03%	4	0
Korean	168	4,368	0.03%	7	0
Arabic	114	2,964	0.02%	2	0
Farsi	109	2,834	0.02%	0	0
Hindi	92	2,392	0.02%	0	0
American Sign Language	60	1,560	0.01%	0	0
Cambodian/Khmer	37	962	0.01%	2	0
Lao/Laotian	35	910	0.01%	1	0
Ilocano	33	858	0.01%	0	0
Japanese	31	806	0.01%	1	0
Hmong	25	650	0.00%	1	0

Language	Contacts	Annual	Percentage	Certified Staffing	Indicator of Deficiency
French	12	312	0.00%	0	0
Yoruba	12	312	0.00%	0	0
Portuguese	10	260	0.00%	1	0
Amharic	9	234	0.00%	1	0
Gujarati	9	234	0.00%	0	0
Bengali	8	208	0.00%	2	0
Jamaican Krio/Creole	7	182	0.00%	0	0
Thai	7	182	0.00%	0	0
German	6	156	0.00%	0	0
TAIWANESE	6	156	0.00%	0	0
Italian	5	130	0.00%	0	0
Romanian	4	104	0.00%	0	0
Urdu	4	104	0.00%	2.5	0
Bulgarian	3	78	0.00%	0	0
Greek	3	78	0.00%	0	0
Ibo/Igbo	3	78	0.00%	1	0
Pampangan	3	78	0.00%	0	0
Tigrigna	3	78	0.00%	0	0
Burmese	2	52	0.00%	0	0
DARI	2	52	0.00%	0	0
Hebrew	2	52	0.00%	0	0
Ukrainian	2	52	0.00%	0	0
Afrikaans	1	26	0.00%	0	0
CREOLE/KREYOL	1	26	0.00%	0	0
Croatian	1	26	0.00%	0	0
Fijian	1	26	0.00%	0	0
Indonesian	1	26	0.00%	0	0
MIXTICO	1	26	0.00%	0	0
Mongolian/Halh	1	26	0.00%	0	0
PASHTO/PUSHTO/AFGHANI	1	26	0.00%	0	0
Telugu	1	26	0.00%	0	0
Malayalam	0	0	0.00%	0	0
Mien	0	0	0.00%	1	0
Tamil	0	0	0.00%	1	0
Tongan	0	0	0.00%	1	0
TOTAL	584,903	15,207,478		1,477.30	3.88



BRANCH SUMMARY RESULTS

EDD 2018 Dymally-Alatorre Language Survey

These reports illustrate EDD's Branch indicators of full-time equivalent position deficiencies calculated by CalHR by language. The reports were generated by the CalHR website.

Key to Table Headings:

Language - the language spoken by the member of the public when seeking services.

Contacts - the total number of in-person, emails, mail, faxes, letters, telephone, social media, and TTY/TTD contacts with the public in this language during the 10-day survey period.

Annual - an annualized projection (contacts times 26).

Percentage - the percent of the total number of contacts by language.

Certified Staffing - the number of certified bilingual employees in public contact positions.

Indicator of Deficiency - the total of unit bilingual staffing deficiencies calculated by the survey's formula based upon the data entered into the system.

Table 10
Disability Insurance Branch 2018 Dymally-Alatorre Language Survey Summary Results

Language	Contacts	Annual	Percentage	Needed	Certified Staffing	Indicator of Deficiency
English	184,888	4,807,088	86.47%	0	0	0
Spanish	27,073	703,898	12.66%	161.97	270.95	0.76
Vietnamese	362	9,412	0.17%	0	9	0
Cantonese/Yue	350	9,100	0.16%	1.41	3.5	0
Tagalog	311	8,086	0.15%	0	8	0
Mandarin	241	6,266	0.11%	0	9	0
Armenian	220	5,720	0.10%	0	4	0
Russian	74	1,924	0.03%	0	0	0
Farsi	65	1,690	0.03%	0	0	0
Punjabi/Panjabi	64	1,664	0.03%	0	2	0
Chinese (WRITTEN)	32	832	0.01%	0	0	0
Korean	27	702	0.01%	0	1	0
Arabic	15	390	0.01%	0	1	0
Ilocano	15	390	0.01%	0	0	0
American Sign Language	14	364	0.01%	0	0	0
Hindi	12	312	0.01%	0	0	0
Hmong	11	286	0.01%	0	1	0
Cambodian/Khmer	8	208	0.00%	0	0	0
Japanese	8	208	0.00%	0	0	0

Language	Contacts	Annual	Percentage	Needed	Certified Staffing	Indicator of Deficiency
Portuguese	5	130	0.00%	0	1	0
TAIWANESE	4	104	0.00%	0	0	0
Amharic	3	78	0.00%	0	0	0
Jamaican Krio/Creole	3	78	0.00%	0	0	0
Lao/Laotian	3	78	0.00%	0	0	0
Thai	3	78	0.00%	0	0	0
French	2	52	0.00%	0	0	0
Ukrainian	2	52	0.00%	0	0	0
Burmese	1	26	0.00%	0	0	0
CREOLE/KREYOL	1	26	0.00%	0	0	0
Croatian	1	26	0.00%	0	0	0
DARI	1	26	0.00%	0	0	0
German	1	26	0.00%	0	0	0
Greek	1	26	0.00%	0	0	0
MIXTICO	1	26	0.00%	0	0	0
Mongolian/Halh	1	26	0.00%	0	0	0
Telugu	1	26	0.00%	0	0	0
Tigrigna	1	26	0.00%	0	0	0
Bengali	0	0	0.00%	0	1	0
Ibo/Igbo	0	0	0.00%	0	1	0
Urdu	0	0	0.00%	0	1	0
TOTAL	213,825	5,559,450		163.38	313.45	0.76

Table 11
Public Affairs Branch 2018 Dymally-Alatorre Language Survey Summary Results

Language	Contacts	Annual	Percentage	Needed	Certified Staffing	Indicator of Deficiency
English	46	1,196	97.87%	0	0	0
Spanish	1	26	2.13%	0	0	0
TOTAL	47	1,222		0	0	0

Table 12
Policy, Accountability and Compliance Branch 2018 Dymally-Alatorre Language Survey Summary Results

Language	Contacts	Annual	Percentage	Needed	Certified Staffing	Indicator of Deficiency
English	340	8840	78.70%	0	0	0
Spanish	90	2340	20.83%	5.6	24	0
Cantonese/Yue	1	26	0.23%	0	3	0
Mandarin	1	26	0.23%	0	1	0
TOTAL	432	11,232		5.6	28	0

Table 13
Tax Branch 2018 Dymally-Alatorre Language Survey Summary Results

Language	Contacts	Annual	Percentage	Needed	Certified Staffing	Indicator of Deficiency
English	48,599	126,3574	96.52%	0	0	0
Spanish	1,448	37,648	2.88%	28.47	99	0
Vietnamese	69	1,794	0.14%	0	7	0
Mandarin	67	1,742	0.13%	0	3	0
Cantonese/Yue	41	1,066	0.08%	0	4	0
Punjabi/Panjabi	25	650	0.05%	0	1	0
Korean	17	442	0.03%	0	1	0
Russian	17	442	0.03%	0	0	0
Tagalog	17	442	0.03%	0	0	0
Chinese (WRITTEN)	16	416	0.03%	0	0	0
Hindi	12	312	0.02%	0	0	0
Arabic	8	208	0.02%	0	0	0
Armenian	6	156	0.01%	0	4	0
Farsi	2	52	0.00%	0	0	0
TAIWANESE	2	52	0.00%	0	0	0
DARI	1	26	0.00%	0	0	0
Fijian	1	26	0.00%	0	0	0
Ilocano	1	26	0.00%	0	0	0
Italian	1	26	0.00%	0	0	0
Japanese	1	26	0.00%	0	0	0
Thai	1	26	0.00%	0	0	0
Amharic	0	0	0.00%	0	1	0
TOTAL	50,352	1,309,152		28.47	120	0

Table 14
Unemployment Insurance Branch 2018 Dymally-Alatorre
Language Survey Summary Results

Language	Contacts	Annual	Percentage	Needed	Certified Staffing	Indicator of Deficiency
English	189,844	4,935,944	81.72%	0	0	0
Spanish	37,787	982,462	16.27%	319.54	472.95	0
Vietnamese	2,134	55,484	0.92%	0	74.65	0
Cantonese/Yue	1,278	33,228	0.55%	0	40.5	0
Mandarin	611	15,886	0.26%	0	16	0
Tagalog	179	4,654	0.08%	0	16.6	0
Chinese (WRITTEN)	103	2,678	0.04%	0	3	0
Punjabi/Panjabi	97	2,522	0.04%	0	3.5	0
Russian	46	1,196	0.02%	0	3	0
Korean	38	988	0.02%	0	3	0
Arabic	27	702	0.01%	0	1	0
Hindi	27	702	0.01%	0	0	0
Farsi	24	624	0.01%	0	0	0
Lao/Laotian	21	546	0.01%	0	1	0
Ilocano	16	416	0.01%	0	0	0
Armenian	15	390	0.01%	0	3	0
Cambodian/Khmer	15	390	0.01%	0	1	0
Japanese	7	182	0.00%	0	1	0
French	6	156	0.00%	0	0	0
Hmong	4	104	0.00%	0	0	0
Bengali	3	78	0.00%	0	1	0
Romanian	3	78	0.00%	0	0	0
Pampangan	2	52	0.00%	0	0	0
Portuguese	2	52	0.00%	0	0	0
Yoruba	2	52	0.00%	0	0	0
Afrikaans	1	26	0.00%	0	0	0
American Sign Language	1	26	0.00%	0	0	0
German	1	26	0.00%	0	0	0
Greek	1	26	0.00%	0	0	0
PASHTO/PUSHTO/AFGHANI	1	26	0.00%	0	0	0
Thai	1	26	0.00%	0	0	0
TOTAL	232,297	6,039,722		319.54	645.7	0

Table 15
Workforce Services Branch 2018 Dymally-Alatorre Language
Survey Summary Results

Language	Contacts	Annual	Percentage	Needed	Certified Staffing	Indicator of Deficiency
English	63,853	1,660,178	72.60%	0	0	0
Spanish	21,497	558,922	24.44%	193.4	321.15	1.67
Vietnamese	684	17,784	0.78%	6.09	15.95	0
Armenian	434	11,284	0.49%	3.93	9	0
Cantonese/Yue	387	10,062	0.44%	0	9.55	0
Mandarin	279	7,254	0.32%	0	5.5	0
Punjabi/Panjabi	178	4,628	0.20%	1.45	2	1.45
Tagalog	173	4,498	0.20%	0	2	0
Korean	86	2,236	0.10%	0	2	0
Arabic	64	1,664	0.07%	0	0	0
Chinese (WRITTEN)	51	1,326	0.06%	0	1	0
American Sign Language	45	1,170	0.05%	0	0	0
Hindi	41	1,066	0.05%	0	0	0
Russian	39	1,014	0.04%	0	1	0
Farsi	18	468	0.02%	0	0	0
Japanese	15	390	0.02%	0	0	0
Cambodian/Khmer	14	364	0.02%	0	1	0
Lao/Laotian	11	286	0.01%	0	0	0
Hmong	10	260	0.01%	0	0	0
Yoruba	10	260	0.01%	0	0	0
Gujarati	9	234	0.01%	0	0	0
Amharic	6	156	0.01%	0	0	0
Bengali	5	130	0.01%	0	0	0
French	4	104	0.00%	0	0	0
German	4	104	0.00%	0	0	0
Italian	4	104	0.00%	0	0	0
Jamaican Krio/Creole	4	104	0.00%	0	0	0
Urdu	4	104	0.00%	0	0	0
Bulgarian	3	78	0.00%	0	0	0
Ibo/Igbo	3	78	0.00%	0	0	0
Portuguese	3	78	0.00%	0	0	0
Hebrew	2	52	0.00%	0	0	0
Thai	2	52	0.00%	0	0	0
Tigrigna	2	52	0.00%	0	0	0
Burmese	1	26	0.00%	0	0	0

Language	Contacts	Annual	Percentage	Needed	Certified Staffing	Indicator of Deficiency
Greek	1	26	0.00%	0	0	0
Indonesian	1	26	0.00%	0	0	0
Ilocano	1	26	0.00%	0	0	0
Pampangan	1	26	0.00%	0	0	0
Romanian	1	26	0.00%	0	0	0
TOTAL	87,950	2,286,700		204.87	370.15	3.12