STATEWIDE LANGUAGE SURVEY

VOLUME I

2001-2002 LANGUAGE SURVEY

REPORT TO THE LEGISLATURE

BY

California State Personnel Board

STATEWIDE LANGUAGE SURVEY

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2001-2002 STATEWIDE LANGUAGE SURVEY

REPORT TO THE LEGISLATURE

STATE PERSONNEL BOARD

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2001-02 STATEWIDE LANGUAGE SURVEY REPORT

I. BACKGROUND

The Dymally-Alatorre Bilingual Services Act (Act) was enacted in 1973. In passing this Act, the Legislature, "found and declared that the effective maintenance and development of a free and democratic society depends on the right and ability of its citizens and residents to communicate with their government and the right and ability of the government to communicate with them." The Act mandates state agencies (hereinafter referred to as departments) to eliminate language barriers that may preclude non-English-speaking persons from accessing government services and benefits to which they may be entitled. In order to ensure equal access to services, the Act specifies the actions departments should take when they serve a substantial number of non- or limited-English speaking (hereinafter referred to as limited-English proficient or LEP) people.

In 1977, the Legislature amended the Act to define "substantial" as five percent or more of the people served by any office or unit. When this threshold is met departments are required to employ a sufficient number of qualified bilingual staff in public-contact positions, translate documents providing information and explaining available services, rights and benefits, or identify other appropriate means for meeting the language needs of LEP people.

In compliance with the Act, state departments are required to conduct a biennial language survey to measure the level of public contact in each local office; report the number of contacts received by language; identify staffing available to provide services; and submit their findings to the State Personnel Board (SPB) by March 31st of every even-numbered year. In addition to conducting the survey, departments are required to develop corrective action plans to eliminate any identified bilingual position deficiencies and provide other relevant information to the SPB to substantiate their efforts to ensure equal access to services.

The 2001-2002 language survey results include an addendum that contains a departmental summary and analysis for each of the 82 state departments that participated in the survey. This summary contains an analysis of the department's data, the components of its reported bilingual services programs and resources, and identifies best practices and, where appropriate, recommendations for enhancing the department's compliance.

In addition to its statutory responsibilities to compile and report the language survey results to the Legislature, the SPB Bilingual Services Program (BSP) was established to facilitate departments' compliance with the Act. Since the BSP was established in July 2000, it has developed and implemented many changes to ensure the language survey is conducted in an accurate and consistent manner and to standardize reporting requirements. These enhancements include:

1. Implementation of an automated data reporting system, accessible through the Internet. This assists departments in reporting information consistently and provides the ability to produce informational reports.

2. Revised language survey package and instructions that identified 30 of the most commonly encountered non-English languages and a language identification guide with "Point to Your Language" translations for 33 languages.

3. Provided extensive training and on-going technical assistance to departmental language survey coordinators on the survey process and other aspects of an effective bilingual services program.

II. SURVEY METHODOLOGY

The SPB issued survey instructions to approximately 99 state departments in September 2001 that required them to conduct a language survey during two non-consecutive weeks. Seventeen departments met the criteria for an exemption from participation in this year's survey. The Act enables the SPB to grant an exemption when a department has participated in the previous year's survey and has demonstrated that, due to the nature of its business, it does not interact with the

public nor a substantial number of LEP persons. The SPB also requires the department to submit substantiation that it understands its responsibilities under the Act and has identified bilingual resources to enable it to serve any LEP contacts it might encounter.

The 2001-02 Statewide Language Survey Report is a compilation of the data reported by the remaining 82 State departments and related information to document their compliance with the Act. This report and the departmental Summary and Analysis Reports (Addendum I) display a variety of data reported by each participating department that includes:

1. The two non-consecutive weeks selected by the department to conduct the language survey.

2. The total number of public contacts received during the survey period, by language.

3. The total number of certified bilingual employees in public contact positions, by language, and the number who receive bilingual pay.

4. The total number of bilingual position deficiencies, by language, and an assessment of the department's corrective action plan to eliminate the deficiencies.

5. Departmental activities to ensure the bilingual service needs of its customers are met, including information on certification of bilingual staff, translation of documents, availability of interpreters and translated materials, availability of bilingual resources, tools, and an informal process to address and resolve language access complaints, and training for public contact employees.

6. Departmental Bilingual Services Policy to communicate the department's commitment to comply with the Act.

7. Anticipated number of appointments to vacant public contact positions by language.

8. Identification of translated documents, by language.

9. Summary of reporting unit's public contact data by county and language, including those units/locations that reported: (a) no significant contact (less than 5% or 25 contacts) from LEP persons; (b) not meeting the 5% threshold, but reported significant numbers (25 or more) of public contacts from LEP persons; or (c) significant levels (5% or more) of contacts from LEP persons.

10. An overall assessment of the department's efforts to facilitate compliance with the Act.

III. SUMMARY OF FINDINGS

1. Comparison of Biennial Language Surveys

Overall the 2001-2002 language survey (hereinafter referred to as 2001 survey) indicates that state departments reported an increase in both the number of non-English languages and the number of LEP individuals contacting them to access services. As shown in ***Table I: Statewide Departmental Survey Data, 1999-2000 and 2001-2002 Comparisons***, a total of 84 departments participated in the 1999-2000 language survey (hereinafter referred to as 1999 survey), as compared to 82 departments during the 2001 survey. While 668,038 or 10.5% fewer public contacts were reported in the 2001 survey (6,334,360 in 1999 and 5,666,322 in 2001), the number of LEP contacts increased by 117,532 or 13.3% (767,272 in 1999 and 884,804 in 2001). The number of languages reported also increased from 29 non-English languages to 121 non-English languages (excluding contacts where the non-English language was identified as "other" or "not identified") in the two surveys. Some of the factors that may be attributed to these changes include the training provided by the BSP to ensure that departments understood the survey process and the revisions made to the survey tools that assisted public contact employees in identifying the non-English languages of its customers. Much of this information is accessible on the SPB's Internet Web site that contains bilingual services resources. Additionally, SPB and many other state departments now include translated information on their Web sites to assist the public in accessing information and services in their native language.

There were similar increases reported in the 2001 survey data for the number of public contact positions participating in the survey: 43,285 in 1999 and 63,567 in 2001, an increase of 20,282 or 32%; the number of bilingual employees appointed to public contact positions of 7,234 in 1999 and 8,467 in 2001, an increase of 1,233 or 15.6%; and the number of bilingual position deficiencies identified of 646 in 1999 and 1,347 in 2001, an increase of 701[1] or 52%. Increases in the majority of the 2001 language survey data can be attributed to a number of factors. As previously discussed, these likely include SPB's efforts to revise the survey collection forms and tools; training provided to departments on ensuring they conduct a full and meaningful survey; enhancements to the data reporting system through automation; ready access to information and resources via the SPB Internet Web site, and on-going consultation and assistance to departments during conduct of their surveys.

The 2000 U.S Census reports that 39.5% of California's population speaks languages other than English, as compared to a nationwide average of 17.9%. Given the increases reported in the two years between the 1999 and 2001 surveys, it is likely that the non-English languages encountered by state departments will continue to increase in both the number and diversity of non-English language speakers seeking access to state information and services. The SPB will continue implementing further improvements and develop new and centralized resources to facilitate state departments' ability to collect and report accurate survey data, ensure they provide an appropriate level of access to public information and services, and understand and implement the requirements of the Act.

2. 2001/2002 Language Survey Data

A. Non-English Language Contacts:

The 2001-02 language survey data indicates that state agencies reported public contacts from individuals speaking 121 different non-English

[1] This number is a difference of 398 deficiencies with the elimination of the erroneous information reported by the Department of Corrections.

languages during the two-week sample survey periods. It should be noted that a significant number (4,211) of the non-English contacts were reported as "other" and "not identified" that may or may not be included in the 121 languages identified. Through SPB's actions to provide departments with improved resources and survey tools, this number has decreased by 9,994 from the 1999 survey where 14,205 non-English contacts were reported as "not identified."

Table II: Statewide Language Contacts, Positions and Deficiencies identifies statewide language survey data reported by departments in the 2001 survey. As shown, the number of non-English language contacts reported ranged from 720,238 for the Spanish language, to as few as one for some of the more exotic languages. These included several languages of India and Nigeria, such as Kuturmi, Ijo, Gujarati, Efik, and Kannada.

The Spanish language continues to be the primary non-English language encountered by state departments. Over the two-week survey periods a total of 720,238 (12.7%) Spanish language contacts were reported statewide, which represents an estimated 8.6 million annual contacts. As shown in ***Table III: Total Language Contacts and Percentages, by County***, the Spanish language represented the most frequently encountered non-English language in 56 of California's 58 counties. Alpine and Trinity counties reported zero non-English contacts during the survey. Of the 56 counties that reported receiving non-English contacts, the Spanish language contacts met or exceeded the 5% threshold (countywide) in 37 counties. No other non-English language met the 5% threshold countywide, although many met the threshold in individual departments and/or units within counties. The counties reporting the most significant percentages of Spanish language contacts included: Imperial (39%), Colusa (27.8%), Monterey (27.7%), San Benito (21.5%) and Glenn (20.9%).

In addition to Spanish language contacts, significant numbers of non-English contacts were also reported in five other languages that included: Vietnamese (34,681 or 426,172 annual), Cantonese (24,406 or

292,872 annual), Tagalog/Filipino (15,227 or 182, 724 annual), Mandarin (13,892 or 166,704 annual) and Korean (11,429 or 137,148 annual). Some of the most significant language changes in the 2001 survey were: Farsi language contacts were reported as the 14th most frequently encountered non-English language statewide, as compared to the 22nd in the 1999 survey; Russian language contacts increased from the 13th to the 9th language; and "not identified" contacts dropped from 5th in 1999 to a 21st ranking in the 2001 survey.

B. Public Contact Positions:

The language survey data reported by departments included the number of public contact employees that participated in the department's survey and the language(s) spoken by these individuals. A public contact position is defined as "a position that emphasizes the ability to meet, contact and deal with the public in the performance of the agency's functions." As shown in ***Table II: Statewide Language Contacts, Positions and Deficiencies,*** the number of public contact employees reported in the 2001 survey was 63,566.6. A total of 55,099.7 were English only speaking or not "qualified bilingual" and 8,466.9 (13%) were certified as bilingual in one or more non-English languages or American Sign Language (ASL).

The Act defines a bilingual person as "a person who is proficient in both the English language and the foreign language to be used." It also requires the employment of "qualified bilingual persons" in public contact positions. Although the Act does not specifically define "qualified" or "proficient," the SPB has interpreted this to mean the individual must be certified as proficient in the foreign language or ASL, by passing a fluency examination administered by either the SPB or another approved testing authority. Some state departments have been granted delegated authority to administer bilingual fluency examinations using qualified bilingual employees as raters. The SPB requires state employees to attain a passing score of 85% or higher in the applicable foreign language to serve as a rater for oral bilingual fluency tests. Overall, the largest numbers of bilingual public contact employees

are certified as fluent in the Spanish (6,846.4), American Sign (507), Vietnamese (221.3), Tagalog (194) and Cantonese (193) languages.

Despite the significant increase in the number of bilingual public contact employees reported within the 82 participating departments, a substantial number of unmet language needs were identified. These language deficiencies are discussed in the next two sections of this report.

C. Bilingual Position Deficiencies:

The language data collected over the two-week survey period, and the number of certified bilingual staff employed by the department are used to identify any bilingual position deficiencies within each department. The Act requires that when a department serves a substantial number (5% threshold) of non-English-speaking people, it shall employ "a sufficient number of qualified bilingual persons in public contact positions to enable it to provide the same level of services to non-English-speaking persons, as is available to English-speaking persons seeking such services." The Act also enables departments that employ 25 or fewer regular full-time staff in a local office/unit to be in compliance, if they "demonstrate they employ a sufficient number of qualified bilingual persons in public contact positions to ensure the same level of services are afforded to non-English speaking people, as is provided to the English-speaking public."

Although the automated system performs a calculation to identify the number of deficiencies in each unit, each state agency must review its identified bilingual position deficiencies to determine: (a) whether or not it is providing an appropriate level of services to its LEP customers in compliance with the Act; (b) develop a corrective action plan that identifies the specific action(s) it will take to eliminate bilingual position deficiencies; and (c) ensure it identifies alternative bilingual resources to serve its LEP customers until such time as its bilingual position deficiencies can be corrected.

The Spanish language was the non-English language with the most significant numbers of bilingual position deficiencies statewide. The Spanish language deficiencies total 1,180 (88%) of the 1,347 deficiencies identified statewide for all non-English languages. The Spanish language deficiencies were identified in 41 counties with the most significant numbers in Los Angeles (452), Sacramento (138), San Diego (64), Orange (61), San Bernardino (49), Fresno (48), Riverside (35), Santa Clara (33), Kern (32), and Monterey (31) counties.

D. Recommended Staffing/Unmet Language Needs

In reviewing the survey data, the SPB identified numerous instances where departments received significant numbers of public contacts in a non-English language, and did not report the availability of any certified bilingual staffing in public contact positions. This occurs when the public contacts received, although significant in number, do not represent at least 5% of the contacts reported in a unit. The SPB identifies these occurrences and identifies "recommended staffing" levels for the applicable languages. The identification of recommended staffing levels are calculated when a non-English language receives a "significant number" (at least 25 "or" 700 annual) of contacts over the two-week survey period, but does not represent at least 5% of the unit's total public contacts to require employment of bilingual staff.

The SPB requires departments to review recommended staffing levels and identify the bilingual resources it has available to ensure an appropriate level of access to services is provided to LEP customers. This can include use of qualified bilingual employees within the department, contracts for interpreter services, translated documents and/or other appropriate resources for providing language access. It should be noted that departments often reported the employment of qualified bilingual staff in the units where recommended staffing is identified. The specific instances where departments encountered significant numbers of contacts, the actions taken by departments to address any unmet language needs, and recommendations made by the SPB are contained in the Summary and Analysis Reports in Addendum II of this report.

3. Bilingual Services Programs and Resources:

In addition to reporting their language survey data, departments were also required to submit specific information regarding available bilingual tools, resources and processes they have available to facilitate compliance with the Act. The requested information included the following:

A. Bilingual Pay

Departments were asked to identify the number of employees that currently receive the bilingual pay differential. A pay differential can be approved when the department certifies that an employee utilizes his/her bilingual skills at least 10% of their time. The 82 participating departments reported that they employ a total of 7,964 certified bilingual employees who are receiving the bilingual pay differential. The SPB did not collect specific information that identifies the non-English language(s) spoken by these bilingual employees.

B. Translation of Documents

The SPB requested a variety of information from departments related to translated documents including: (a) what, if any, process exists to identify its public documents that are subject to the Act; (b) of these documents, how many have been translated and into what languages; (c) the types of documents translated (e.g. form letter, claim form, brochure, etc.); (d) how it informs LEP people and its public contact employees of their existence; and (e) how it makes them available.

The Act allows departments to meet the needs of LEP people through the translation of documents. Alternatively, departments may elect to use bilingual staff to explain the information in the native language of the person accessing the services, or develop translation aids and/or guides to assist LEP persons in understanding the English documents. In some

instances, the use of alternatives to document translation can be an effective method for providing language access. However, in many instances SPB recommended the translation of the documents as the more effective means of communicating the information to LEP people, particularly in those departments that reported few or no certified bilingual staff within the department to assist LEP people.

The SPB received varying levels of response to its questions regarding translated documents; overall, very few state departments report substantial translation of documents or procedures for making translated documents available to LEP people. A few departments are doing an excellent job of making their written documents available in non-English languages, but most indicated they have very few translated documents available. The individual responses of the 82 participating departments are contained in the Departmental Summary and Analysis Reports that are included in Addendum II of this report.

C. Other Resources

In addition to the use of certified bilingual staff and translated documents, the SPB requested that departments report the availability of other bilingual resources available to assist LEP people in accessing their public services. Departments reported the availability of a variety of resources that included: contract interpreter and/or translation services, foreign language dictionaries, glossaries of commonly used terminology, Internet Web sites geared towards LEP people (most commonly the Spanish language), TDD devices for hearing impaired people, audio and video tape recordings, and toll-free telephone lines accessible in non-English languages.

The individual responses of the 82 participating departments are contained in the Departmental Summary and Analysis Reports that are included in Addendum II of this report.

D. Language Access Complaints

The SPB requested that departments report the existence of a process for receiving and resolving complaints related to language-access issues. The SPB recommended that departments have a process in place that advises LEP people of their right to complain if they feel they have been inappropriately denied access to information and services in their native language, and for addressing and resolving such complaints. Most departments reported not having any such process. Some reported they had incorporated language access complaints into their EEO or other existing complaint processes. Several departments reported that they utilized other processes to handle these types of complaints, but did not specifically identify the right to complain about language access issues within their procedures. Only a few departments indicated that they had information translated into non-English languages that informed LEP people of their right to complain or how to proceed with a complaint. Most of the complaint processes, and the forms utilized to in-take complaints, were only available in the English language.

The responses by departments regarding what, if any, complaint process they had in place and the SPB's recommended actions are detailed in each department's Summary and Analysis Report contained in Addendum II of this report. It should be noted that at the time departments conducted their 2001 surveys, the Act did not require departments to have a complaint process. The SPB recommended such a process to serve as a mechanism for ensuring departments are providing an appropriate level of language-access to their LEP customers.

E. Training of Public Contact Employees

The SPB requested that departments report what, if any, training was provided to public contact employees regarding their responsibilities under the Act, available bilingual resources within the department, and standards for ensuring an appropriate provision of services to LEP people. The SPB recommended that departments conduct this type of training for all public

contact staff or develop written procedures to communicate this information. Most departments did not provide such training, while a few indicated it is included in their EEO or other existing training.

Departments' responses regarding what, if any, training they provide to public contact employees are contained in each department's Summary and Analysis Report contained in Addendum II. It should be noted that at the time departments conducted their 2001 surveys, the Act did not require departments to provide training to their public contact staff. The SPB recommended such a process to serve as a mechanism for ensuring public contact employees are aware of their responsibilities under the Act and how to fulfill them in an informed and appropriate manner.

F. Bilingual Services Policy

The SPB recommended that all departments implement a Bilingual Services Policy that communicated the director's commitment to comply with the Act. The SPB developed a sample policy that departments could utilize as a template that contained definitions, service and performance standards, identification of available bilingual resources and contact information for questions or assistance. Overall, most departments followed the SPB's recommendations and developed some type of bilingual services policy. The SPB reviewed each policy submitted by departments and made suggestions for improvement, where applicable. The policies ranged from very comprehensive documents that clearly identified the department's responsibilities under the Act and the expectation for public contact employees to carry out their responsibilities in an appropriate manner, to single paragraph documents that restated the intent of the Act. Other departments merely submitted their EEO and/or bilingual pay policies rather than the type of document recommended by the SPB. Some chose not to submit any type of policy statement.

A copy of the policies submitted are attached to each department's Summary and Analysis Report contained in Addendum II of this report. It should be noted that at the time departments conducted their 2001 surveys, the Act did not require them to implement a Bilingual Services Policy. This was an additional tool that the SPB recommended to departments. SPB

recommended it be disseminated to all of their employees to ensure they are aware of the department's responsibilities under the Act and how they should conduct themselves if they encounter an LEP customer.

G. Anticipated Appointments

As required by the Act, the SPB requested departments to provide information that projected the number of appointments it anticipated making to vacant public contact positions, and of those vacancies, how many would be filled with bilingual staff by language. Generally, most departments were non-responsive to this request. Many departments failed to provide any response and others indicated they did not anticipate making any appointments due to the hiring freeze. Many of the responses to this question were in conflict with the responses given in departmental action plans to correct bilingual position deficiencies. Some departments were found to have made a substantial number of new appointments during the year, despite their assertion that they could not correct deficiencies due to the hiring freeze. The response provided by each department is detailed in the Summary and Analysis Reports contained in Addendum II of this report.

IV. CONCLUSIONS

The 2001 Language Survey results and supporting documentation submitted by the 82 participating state departments, indicate that departments are making an effort to ensure access to state services and benefits in compliance with the Act. Despite the increased number of deficiencies reported in the 2001 survey, the number of certified bilingual staff employed by state departments has also increased. Consistent with the increases in the LEP populations over the last ten years, the language survey data shows increases in non-English languages and LEP people that are seeking access to services or information from state departments.

The survey results show that the level of contacts differ significantly among departments based on their size and the degree to which they provide service to

the public. Increased SPB staffing resources allowed it to take a more proactive role in the 2001 language survey. New or improved efforts include: (a) revise and improve the survey collection and reporting process; (b) provide training and on-going technical consultation to state departments; (c) develop a standardized exemption process that required departments to document their efforts and commitment to comply with the Act; (d) follow-up to obtain additional and/or missing information; (e) conduct a full review and analysis of departments' language survey data and supporting documents; (f) develop and provide a written report on each participating departments' efforts to comply with the Act; and (g) issue a report to the Legislature containing data tables, comprehensive language survey data results and individual analysis reports.

Overall, the State of California has made significant progress since its last language survey in ensuring that all persons are provided access to state benefits, services and information regardless of their English-language proficiency. The State will continue to provide language access to its LEP populations through the ongoing evaluation of its services and programs, and in expanding its bilingual resources to respond to its emerging multilingual needs.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
ADMINISTRATIVE LAW, OFFICE OF							
	English	EXEMPTED			242	20	0.0
	Spanish				0	5	0.0
Department Totals					**242**	**25**	**0.0**
AFRO-AMERICAN MUSEUM							
	English	DID NOT PARTICIPATE			145	1	0.0
	Spanish				1	0	0.0
Department Totals					**146**	**1**	**0.0**
AGING, DEPARTMENT OF							
	Armenian	3	0	0.0	6	0	0.0
	Cantonese	2	0	0.0	1	0	0.0
	English	2,725	107	0.0	4,054	152	0.0
	Hindi	0	0	0.0	0	1	0.0
	Korean	3	0	0.0	0	0	0.0
	Mandarin	0	0	0.0	4	0	0.0
	Not Identified	2	0	0.0	0	0	0.0
	Punjabi	0	0	0.0	1	1	0.0
	Russian	1	0	0.0	12	0	0.0
	Spanish	5	3	0.0	44	5	0.0
	Vietnamese	1	0	0.0	2	0	0.0
Department Totals		**2,742**	**110**	**0.0**	**4,124**	**158**	**0.0**
AGRICULTURAL LABOR RELATIONS BOARD							
	English	433	10	0.0	301	10	0.0
	Spanish	309	17	0.0	271	14	1.0
Department Totals		**742**	**27**	**0.0**	**572**	**24**	**1.0**
AIR RESOURCES BOARD, STATE							
	Arabic	3	20	0.0	EXEMPTED		
	Cantonese	1	13	0.0			
	English	3,564	178	0.0			
	Tagalog/Filipino	9	21	0.0			
	German	3	5	0.0			
	Italian	1	5	0.0			
	Japanese	12	31	0.0			

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
AIR RESOURCES BOARD, STATE *(Continued)*					EXEMPTED		
	Mandarin	2	13	0.0			
	Not Identified	5	15	0.0			
	Russian	1	7	0.0			
	Spanish	276	69	0.0			
Department Totals		**3,877**	**377**	**0.0**			
ALCOHOL AND DRUG PROGRAMS, DEPARTMENT OF							
	American Sign/ Dactylology	1	0	0.0	0	0	0.0
	Arabic	1	0	0.0	0	0	0.0
	Armenian	3	0	0.0	1	0	0.0
	Cantonese	6	0	0.0	0	0	0.0
	English	4,367	199	0.0	3,503	124	0.0
	Tagalog/Filipino	0	0	0.0	1	0	0.0
	French	0	0	0.0	1	0	0.0
	Hebrew	0	0	0.0	1	0	0.0
	Korean	1	0	0.0	0	0	0.0
	Not Identified	8	0	0.0	0	0	0.0
	Spanish	198	6	0.0	277	3	6.0
	Vietnamese	1	0	0.0	0	0	0.0
	Yoruba	0	0	0.0	0	1	0.0
Department Totals		**4,586**	**205**	**0.0**	**3,784**	**128**	**6.0**
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF							
	American Sign/ Dactylology	1	0	0.0	1	0	0.0
	Arabic	142	1	0.0	90	0	0.0
	Armenian	45	0	0.0	19	0	0.0
	Cambodian	1	0	0.0	1	1	0.0
	Cantonese	261	6	0.0	297	6	0.0
	English	28,335	389	0.0	27,171	362	0.0
	Farsi	0	0	0.0	3	0	0.0
	Tagalog/Filipino	61	6	0.0	153	4	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
ALCOHOLIC BEVERAGE CONTROL, DEPARTMENT OF *(Continued)*							
	French	10	0	0.0	2	0	0.0
	German	8	0	0.0	0	0	0.0
	Hindi	23	0	0.0	25	0	0.0
	Hmong	2	0	0.0	0	0	0.0
	Ilocano	0	0	0.0	9	1	0.0
	Italian	0	0	0.0	6	0	0.0
	Japanese	72	0	0.0	155	0	0.0
	Korean	277	1	0.0	613	0	5.0
	Mandarin	76	1	0.0	147	1	0.0
	Not Identified	172	0	0.0	30	0	0.0
	Other	0	0	0.0	33	0	0.0
	Portuguese	17	0	0.0	7	0	0.0
	Punjabi	18	0	0.0	58	0	0.0
	Samoan	1	0	0.0	0	0	0.0
	Serbian	0	0	0.0	1	0	0.0
	Spanish	1,622	45	1.0	3,144	44	9.0
	Thai	0	0	0.0	4	0	0.0
	Vietnamese	164	2	1.0	294	1	1.0
Department Totals		**31,308**	**451**	**2.0**	**32,263**	**420**	**15.0**
ARTS COUNCIL							
	English	1,511	27	0.0	**EXEMPTED**		
	Spanish	14	4	0.0			
Department Totals		**1,525**	**31**	**0.0**			
BOARD OF CORRECTIONS							
	English	496	1	0.0	1,416	1	0.0
	Not Identified	8	1	0.0	0	0	0.0
	Spanish	8	1	0.0	1	0	0.0
Department Totals		**512**	**3**	**0.0**	**1,417**	**1**	**0.0**
BOARD OF PRISON TERMS							
	Armenian	0	0	0.0	2	0	0.0
	English	1,193	54	0.0	1,184	35	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
BOARD OF PRISON TERMS							
	Spanish	5	0	0.0	32	1	0.0
Department Totals		**1,198**	**54**	**0.0**	**1,218**	**36**	**0.0**
BOATING AND WATERWAYS, DEPARTMENT OF							
	English	1,328	68	0.0	EXEMPTED		
	Not Identified	2	0	0.0			
	Vietnamese	5	1	0.0			
Department Totals		**1,335**	**69**	**0.0**			
CALIFORNIA EXPOSITION AND STATE FAIR							
	English	EXEMPTED			1,148	11	0.0
	Spanish				15	0	0.0
	Vietnamese				4	0	0.0
Department Totals					**1,167**	**11**	**0.0**
CHILD SUPPORT SERVICES, DEPARTMENT OF							
	Cantonese	DID NOT PARTICIPATE - NEW DEPT.			1	0	0.0
	English				573	7	0.0
	Spanish				104	1	0.0
	Tagalog/Filipino				1	0	0.0
	Vietnamese				15	0	0.0
Department Totals					**694**	**8**	**0.0**
COASTAL COMMISSION, CA							
	American Sign/ Dactylology	2	0	0.0	EXEMPTED		
	English	2,476	26	0.0			
	Spanish	4	0	0.0			
Department Totals		**2,482**	**26**	**0.0**			
COASTAL CONSERVANCY, STATE							
	English	462	2	0.0	474	4	0.0
Department Totals		**462**	**2**	**0.0**	**474**	**4**	**0.0**

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
COMMUNITY COLLEGES, CALIFORNIA							
	Cantonese				3	0	0.0
	East Indian				1	0	0.0
	English				1,126	9	0.0
	French		**EXEMPTED**		1	0	0.0
	Iran				1	0	0.0
	Japanese				1	0	0.0
	Spanish				2	0	0.0
	Vietnamese				1	0	0.0
Department Totals					**1,136**	**9**	**0.0**
COMMUNITY SERVICES & DEVELOPMENT, DEPARTMENT OF							
	Afgan	0	0	0.0	1	0	0.0
	American Sign/ Dactylology	3	0	0.0	0	0	0.0
	Arabic	11	0	0.0	3	0	0.0
	Armenian	33	0	0.0	21	0	0.0
	Bosinian	0	0	0.0	1	0	0.0
	Cantonese	23	0	0.0	35	0	0.0
	English	5,254	89	0.0	7,256	90	0.0
	Farsi	0	0	0.0	1	0	0.0
	Flagh	0	0	0.0	1	0	0.0
	French	0	0	0.0	1	0	0.0
	German	7	0	0.0	3	0	0.0
	Hindi	4	0	0.0	8	0	0.0
	Ilocano	0	0	0.0	1	0	0.0
	Indonesian	0	0	0.0	1	0	0.0
	Italian	0	0	0.0	3	0	0.0
	Japanese	3	0	0.0	1	0	0.0
	Korean	7	0	0.0	1	0	0.0
	Mandarin	18	0	0.0	5	0	0.0
	Mogavian	0	0	0.0	1	0	0.0
	Not Identified	120	0	0.0	0	0	0.0
	Persian	0	0	0.0	2	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
COMMUNITY SERVICES & DEVELOPMENT, DEPT. ***(Continued)***							
	Philipino	0	0	0.0	1	0	0.0
	Portuguese	3	0	0.0	0	0	0.0
	Punjabi	1	0	0.0	1	0	0.0
	Relay Calls	0	0	0.0	1	0	0.0
	Romanien	0	0	0.0	1	0	0.0
	Russian	0	0	0.0	43	0	0.0
	Serbian	1	0	0.0	1	0	0.0
	Spanish	342	3	0.0	850	11	0.0
	Tagalog/Filipino	6	0	0.0	1	0	0.0
	Thai	0	0	0.0	2	0	0.0
	Vietnamese	62	1	0.0	84	1	0.0
	Yukraniain	0	0	0.0	1	0	0.0
Department Totals		**5,898**	**93**	**0.0**	**8,332**	**102**	**0.0**
CONSERVATION CORPS, CALIFORNIA							
	American Sign/ Dactylology	0	0	0.0	6	1	0.0
	Cantonese	4	0	0.0	6	0	0.0
	English	4,030	136	0.0	7,631	190	0.0
	French	0	0	0.0	1	0	0.0
	Hindi	1	0	0.0	0	0	0.0
	Korean	0	0	0.0	2	0	0.0
	Not Identified	8	0	0.0	3	0	0.0
	Spanish	122	0	2.0	377	3	1.0
	Tagalog/Filipino	0	0	0.0	15	0	0.0
	Vietnamese	0	0	0.0	3	0	0.0
Department Totals		**4,165**	**136**	**2.0**	**8,044**	**194**	**1.0**
CONSERVATION, DEPARTMENT OF							
	Arabic	3	0	0.0	0	0	0.0
	Armenian	16	0	0.0	1	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CONSERVATION, DEPARTMENT OF ***(Continued)***							
	Cantonese	4	0	0.0	11	0	0.0
	English	7,765	210	0.0	7,227	188	0.0
	Farsi	0	0	0.0	2	0	0.0
	German	3	0	0.0	0	0	0.0
	Hindustani	4	0	0.0	0	0	0.0
	Japanese	4	0	0.0	4	0	0.0
	Korean	3	0	0.0	8	0	0.0
	Mandarin	1	0	0.0	0	0	0.0
	Not Identified	2	0	0.0	0	0	0.0
	Russian	0	0	0.0	3	0	0.0
	Punjabi	1	0	0.0	0	0	0.0
	Spanish	261	8	2.0	300	8	1.0
	Tagalog/Filipino	3	0	0.0	1	0	0.0
	Taiwanese	0	0	0.0	1	0	0.0
	Vietnamese	6	0	0.0	2	0	0.0
Department Totals		**8,076**	**218**	**2.0**	**7,560**	**196**	**1.0**
CONSUMER AFFAIRS, DEPARTMENT OF							
	Ada	0	0	0.0	1	0	0.0
	Albanian	0	0	0.0	2	0	0.0
	American Sign/ Dactylology	4	0	0.0	79	0	0.0
	Arabic	238	1	0.0	169	1	0.0
	Armenian	260	2	0.0	164	0	0.0
	Aruba	0	0	0.0	1	0	0.0
	Asserian	0	0	0.0	7	0	0.0
	Assyrian	0	0	0.0	1	0	0.0
	Bengali	0	0	0.0	2	0	0.0
	Burma	0	0	0.0	1	0	0.0
	Cambodian	0	1	0.0	23	0	0.0
	Cantonese	466	1	0.0	520	0	0.0
	Cebuan	0	0	0.0	1	0	0.0
	Chilean	0	0	0.0	1	0	0.0

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CONSUMER AFFAIRS, DEPARTMENT OF *(Continued)*							
	Chinese	0	0	0.0	1	0	0.0
	Croatian	0	0	0.0	14	0	0.0
	Czech	0	0	0.0	1	0	0.0
	Danish	0	0	0.0	1	0	0.0
	Dutch	0	0	0.0	4	0	0.0
	Efik	0	0	0.0	1	0	0.0
	English	100,274	1,151	0.0	128,252	1,415	0.0
	Farsi	0	0	0.0	129	1	0.0
	Tagalog/Filipino	484	18	1.0	560	1	2.0
	Finnish	0	0	0.0	1	0	0.0
	French	0	0	0.0	47	0	0.0
	Gaelic	0	0	0.0	1	0	0.0
	German	44	2	0.0	46	0	0.0
	Greek	0	0	0.0	10	0	0.0
	Gujarati	0	0	0.0	1	0	0.0
	Hebrew	0	0	0.0	32	0	0.0
	Hindi	61	0	0.0	57	1	0.0
	Hmong	0	0	0.0	2	0	0.0
	Hungarian	0	0	0.0	4	0	0.0
	Hyundai	0	0	0.0	1	0	0.0
	Ibo	0	0	0.0	1	0	0.0
	Ilocano	0	0	0.0	22	0	0.0
	Indian	0	0	0.0	2	0	0.0
	Iranian	0	0	0.0	8	0	0.0
	Italian	0	0	0.0	26	0	0.0
	Japanese	179	1	0.0	206	2	0.0
	Kannada	0	0	0.0	1	0	0.0
	Korean	281	0	0.0	470	0	1.0
	Kurdish	0	0	0.0	1	0	0.0
	Latvian	0	0	0.0	1	0	0.0
	Lebanese	0	0	0.0	2	0	0.0
	Malayalam	0	0	0.0	1	0	0.0

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CONSUMER AFFAIRS, DEPARTMENT OF *(Continued)*							
	Mandarin	167	1	0.0	284	0	1.0
	Not Identified	1,108	3	0.0	93	0	0.0
	Other	0	0	0.0	19	0	0.0
	Other/Unknown	0	0	0.0	1	0	0.0
	Polish	0	0	0.0	5	0	0.0
	Polynesian	0	0	0.0	1	0	0.0
	Portuguese	68	1	0.0	6	0	0.0
	Punjabi	63	1	0.0	81	0	0.0
	Romanian	0	0	0.0	3	0	0.0
	Russian	0	0	0.0	121	0	0.0
	Serbian	0	0	0.0	6	0	0.0
	Serbo-Croatian	0	0	0.0	1	0	0.0
	Sinhalese	0	0	0.0	1	0	0.0
	Somali	0	0	0.0	1	0	0.0
	Spanish	5,489	101	5.0	7,462	87	21.0
	Swahili	0	0	0.0	1	0	0.0
	Swedish	0	0	0.0	3	0	0.0
	Tamil	0	0	0.0	3	0	0.0
	Telugu	0	0	0.0	6	0	0.0
	Thai	0	0	0.0	14	0	0.0
	Turkish	0	0	0.0	2	0	0.0
	Urdu	0	0	0.0	8	1	0.0
	Vietnamese	1,276	6	4.0	5,340	8	9.0
	Yoruba	0	0	0.0	1	0	0.0
Department Totals		**110,462**	**1,290**	**10.0**	**144,341**	**1,516**	**34.0**
CONTROLLER, OFFICE OF STATE							
	American Sign/ Dactylology	1	0	0.0	1	0	0.0
	Arabic	20	0	0.0	10	0	0.0
	Armenian	3	0	0.0	2	0	0.0
	Cantonese	34	0	0.0	37	0	0.0
	Croatian	0	0	0.0	2	0	0.0

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CONTROLLER, OFFICE OF STATE ***(Continued)***							
	Dutch	0	0	0.0	1	0	0.0
	English	10,603	94	0.0	10,104	49	0.0
	Farsi	0	0	0.0	2	0	0.0
	Tagalog/Filipino	22	0	0.0	9	0	0.0
	French	8	0	0.0	9	0	0.0
	German	3	0	0.0	18	0	0.0
	Hindi	8	0	0.0	14	0	0.0
	Hmong	0	0	0.0	1	0	0.0
	Hungarian	0	0	0.0	2	0	0.0
	Italian	2	0	0.0	15	0	0.0
	Japanese	29	0	0.0	18	0	0.0
	Korean	0	0	0.0	1	0	0.0
	Mandarin	17	0	0.0	19	0	0.0
	Not Identified	38	0	0.0	10	0	0.0
	Polish	1	0	0.0	0	0	0.0
	Portuguese	1	0	0.0	0	0	0.0
	Punjabi	7	0	0.0	5	0	0.0
	Russian	0	0	0.0	14	0	0.0
	Spanish	373	0	1.0	1,029	4	1.0
	Swedish	0	0	0.0	1	0	0.0
	Thai	0	0	0.0	1	0	0.0
	Tongan	0	0	0.0	1	0	0.0
	Urdu	0	0	0.0	1	0	0.0
	Vietnamese	15	0	0.0	27	0	0.0
	Ydish	0	0	0.0	1	0	0.0
Department Totals		**11,185**	**94**	**1.0**	**11,355**	**53**	**1.0**
CORPORATIONS, DEPARTMENT OF							
	American Sign/ Dactylology	5	0	0.0	0	0	0.0
	Arabic	1	0	0.0	0	0	0.0
	Cantonese	5	0	0.0	3	0	0.0
	English	13,838	344	0.0	11,472	136	0.0

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DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CORPORATIONS, DEPARTMENT OF ***(Continued)***							
	Tagalog/Filipino	9	0	0.0	9	2	0.0
	French	0	0	0.0	3	0	0.0
	German	0	0	0.0	1	0	0.0
	Hindi	1	0	0.0	0	0	0.0
	Italian	0	0	0.0	1	0	0.0
	Japanese	3	0	0.0	4	0	0.0
	Korean	7	0	0.0	3	0	0.0
	Mandarin	1	0	0.0	14	2	0.0
	Not Identified	5	0	0.0	0	0	0.0
	Russian	0	0	0.0	1	0	0.0
	Spanish	204	1	3.0	70	2	0.0
	Vietnamese	5	0	0.0	0	0	0.0
Department Totals		**14,084**	**345**	**3.0**	**11,581**	**142**	**0.0**
CORRECTIONS, DEPARTMENT OF							
	American Sign/Dactylology	62	7	0.0	6	4	0.0
	Arabic	60	2	0.0	18	0	9.0
	Armenian	34	0	0.0	6	0	0.0
	Burmese	0	0	0.0	1	0	0.0
	Cambodian	6	0	0.0	13	0	0.0
	Cantonese	183	0	0.0	67	5	0.0
	Croatian	0	0	0.0	9	0	0.0
	English	219,746	0	0.0	172,002	8,115	0.0
	Farsi	0	0	0.0	11	1	16.0
	Tagalog/Filipino	319	8	0.0	156	5	23.0
	French	14	0	0.0	2	0	0.0
	German	19	0	0.0	5	0	0.0
	Guamanian	0	0	0.0	0	1	0.0
	Hawaiian	0	0	0.0	1	0	0.0
	Hebrew	0	0	0.0	2	0	0.0
	Hindi	68	0	0.0	7	1	0.0

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DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
CORRECTIONS, DEPARTMENT OF ***(Continued)***							
	Hmong	2	0	0.0	14	0	0.0
	Ilocano	0	0	0.0	11	0	0.0
	Indonesian	0	0	0.0	3	0	0.0
	Italian	0	0	0.0	8	0	0.0
	Japanese	17	0	0.0	15	0	0.0
	Korean	96	0	0.0	40	1	0.0
	Laotian	0	0	0.0	33	0	33.0
	Mandarin	73	0	0.0	76	0	0.0
	Mein	0	0	0.0	26	0	0.0
	Nigerian	0	0	0.0	1	0	0.0
	Not Identified	390	0	0.0	55	0	0.0
	Other	0	0	0.0	2	0	0.0
	Polish	0	0	0.0	3	0	0.0
	Portuguese	11	0	0.0	12	0	0.0
	Punjabi	12	0	0.0	7	1	0.0
	Russian	0	0	0.0	53	0	0.0
	Samoan	0	0	0.0	0	1	0.0
	Serbian	0	0	0.0	1	0	0.0
	Somali	0	0	0.0	30	0	0.0
	Spanish	12,939	390	0.0	11,839	658	440.0
	Thai	0	0	0.0	18	0	0.0
	Vietnamese	417	0	0.0	247	5	0.0
Department Totals		**234,468**	**407**	**0.0**	**184,800**	**8,798**	**521.0**
CRIMINAL JUSTICE PLANNING, OFFICE OF							
	English	37	2	0.0	108	5	0.0
	Spanish	2	0	0.0	1	0	0.0
Department Totals		**39**	**2**	**0.0**	**109**	**5**	**0.0**
DEVELOPMENTAL SERVICES, DEPARTMENT OF							
	American Sign/ Dactylology	31	3	0.0	13	7	0.0
	Arabic	65	2	0.0	6	2	0.0

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DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
DEVELOPMENTAL SERVICES, DEPARTMENT OF							
	Armenian	14	0	0.0	0	0	0.0
	Cantonese	23	2	0.0	4	1	0.0
	English	19,514	361	0.0	21,387	1,976	0.0
	Farsi	0	0	0.0	4	0	0.0
	German	5	0	0.0	0	0	0.0
	Greek	0	0	0.0	2	0	0.0
	Hindi	8	3	0.0	9	0	0.0
	Italian	0	0	0.0	1	0	0.0
	Japanese	68	4	0.0	5	0	0.0
	Korean	22	4	0.0	11	0	0.0
	Mandarin	18	1	0.0	4	0	0.0
	Not Identified	46	6	0.0	7	0	0.0
	Polish	0	0	0.0	3	0	0.0
	Portuguese	12	0	0.0	0	1	0.0
	Punjabi	15	0	0.0	0	0	0.0
	Spanish	1,169	56	0.0	689	46	0.0
	Swahili	0	0	0.0	1	0	0.0
	Tagalog/Filipino	354	4	0.0	99	3	0.0
	Vietnamese	430	4	0.0	10	3	0.0
Department Totals		**21,794**	**450**	**0.0**	**22,255**	**2,039**	**0.0**
EDUCATION, CALIFORNIA STATE DEPARTMENT OF							
	American Sign/ Dactylology	4,909	338	30.0	11,638	340	0.0
	Arabic	6	1	0.0	15	1	0.0
	Armenian	3	0	0.0	5	0	0.0
	Cantonese	21	1	0.0	51	0	0.0
	Croatian	0	0	0.0	8	0	0.0
	English	23,448	839	0.0	44,795	1,594	0.0
	Farsi	0	0	0.0	3	1	0.0
	Tagalog/Filipino	58	0	0.0	181	3	8.0
	French	0	0	0.0	8	0	0.0
	German	4	1	0.0	8	1	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
EDUCATION, CALIFORNIA STATE DEPARTMENT OF *(Continued)*							
	Hebrew	0	0	0.0	1	0	0.0
	Hindi	14	0	0.0	5	0	0.0
	Hmong	2	0	0.0	2	0	0.0
	Italian	0	0	0.0	9	1	0.0
	Japanese	10	0	0.0	22	0	0.0
	Korean	3	0	0.0	12	2	0.0
	Laotian	2	0	0.0	16	0	0.0
	Mandarin	0	0	0.0	24	0	0.0
	Not Identified	50	0	0.0	0	0	0.0
	Other	0	0	0.0	42	0	0.0
	Portuguese	4	0	0.0	1	1	0.0
	Punjabi	4	0	0.0	4	0	0.0
	Russian	0	0	0.0	19	0	0.0
	Serbian	0	0	0.0	1	0	0.0
	Spanish	1,417	23	27.0	2,076	47	15.0
	Thai	30	1	0.0	1	0	0.0
	TTY	0	0	0.0	1	0	0.0
	Vietnamese	11	0	0.0	41	1	0.0
Department Totals		**29,996**	**1,204**	**57.0**	**58,989**	**1,991**	**23.0**
EMERGENCY MEDICAL SERVICES AUTHORITY							
	English	595	16	0.0	707	24	0.0
	Spanish	1	0	0.0	0	0	0.0
Department Totals		**596**	**16**	**0.0**	**707**	**24**	**0.0**
EMERGENCY SERVICES, OFFICE OF							
	English	2,064	33	0.0	1,989	7	0.0
	Spanish	1	1	0.0	0	0	0.0
Department Totals		**2,065**	**34**	**0.0**	**1,989**	**7**	**0.0**
EMPLOYMENT DEVELOPMENT DEPARTMENT							
	American Sign/ Dactylology	543	4	0.0	803	2	0.0
	Arabic	253	2	0.0	237	7	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
EMPLOYMENT DEVELOPMENT DEPARTMENT *(Continued)*							
	Armenian	1,013	15	2.0	930	27	0.0
	Cambodian	122	4	0.0	273	4	0.0
	Cantonese	4,470	73	0.0	7,515	95	0.0
	Croatian	0	0	0.0	20	3	0.0
	English	938,459	3,077	0.0	918,178	4,796	0.0
	Farsi	0	0	0.0	252	1	0.0
	Tagalog/Filipino	1,777	52	0.0	1,633	77	0.0
	French	38	0	0.0	39	17	0.0
	German	57	4	0.0	19	4	0.0
	Greek	1	0	0.0	4	1	0.0
	Hebrew	0	0	0.0	1	1	0.0
	Hindi	107	0	0.0	167	4	0.0
	Hmong	81	2	0.0	88	0	0.0
	Ilocano	0	0	0.0	111	12	0.0
	Indonesian	0	0	0.0	8	1	0.0
	Italian	23	1	0.0	11	4	0.0
	Japanese	130	4	0.0	114	2	0.0
	Korean	279	11	0.0	477	6	0.0
	Laotian	94	1	0.0	83	4	0.0
	Mandarin	886	23	0.0	2,675	48	0.0
	Mein	0	0	0.0	17	0	0.0
	Not Identified	1,205	5	0.0	119	0	0.0
	Other	0	0	0.0	184	7	0.0
	Polish	0	0	0.0	9	1	0.0
	Portuguese	117	4	0.0	28	8	0.0
	Punjabi	1,392	45	1.0	652	17	0.0
	Russian	253	0	0.0	404	5	0.0
	Samoan	87	2	0.0	24	2	0.0
	Serbian	0	0	0.0	4	3	0.0
	Somali	0	0	0.0	21	1	0.0
	Spanish	150,314	1,098	12.0	169,230	1,835	3.0
	Thai	0	0	0.0	26	2	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
EMPLOYMENT DEVELOPMENT DEPARTMENT *(Continued)*							
	Urdu	0	0	0.0	12	0	0.0
	Vietnamese	4,716	48	0.0	10,443	97	0.0
Department Totals		**1,106,417**	**4,475**	**15.0**	**1,114,811**	**7,094**	**3.0**
ENERGY COMMISSION, CALIFORNIA							
	Armenian	1	1	0.0			
	English	955	34	0.0		**EXEMPTED**	
	French	2	1	0.0			
	German	2	1	0.0			
Department Totals		**960**	**37**	**0.0**			
ENVIRONMENTAL HEALTH HAZARD ASSESSMENT, OFFICE OF							
	Cantonese	2	0	0.0	3	0	0.0
	Dutch	0	0	0.0	1	0	0.0
	English	944	122	0.0	1,338	138	0.0
	French	0	0	0.0	0	1	0.0
	Hindi	1	0	0.0	4	1	0.0
	Mandarin	5	0	0.0	0	0	0.0
	Not Identified	1	0	0.0	0	0	0.0
	Spanish	4	0	0.0	56	2	0.0
Department Totals		**957**	**122**	**0.0**	**1,402**	**142**	**0.0**
EQUALIZATION, BOARD OF							
	American Sign/Dactylology	17	0	0.0	11	1	0.0
	Arabic	262	1	0.0	179	0	0.0
	Armenian	118	0	0.0	111	0	0.0
	Bulgarian	0	0	0.0	1	0	0.0
	Cambodian	39	0	0.0	19	0	0.0
	Cantonese	665	12	0.0	623	7	0.0
	Chinese	0	0	0.0	7	0	0.0
	Croatian	0	0	0.0	1	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
EQUALIZATION, BOARD OF ***(Continued)***							
	East Indian	0	0	0.0	1	0	0.0
	English	143,728	2,956	0.0	117,717	3,228	0.0
	Farsi	0	0	0.0	51	3	0.0
	French	0	0	0.0	15	2	0.0
	German	39	0	0.0	7	1	0.0
	Greek	0	0	0.0	2	0	0.0
	Hebrew	0	0	0.0	9	0	0.0
	Hindi	76	4	0.0	50	1	0.0
	Hmong	6	1	0.0	16	0	0.0
	Ilocano	0	0	0.0	2	0	0.0
	Indonesian	0	0	0.0	1	0	0.0
	Italian	0	0	0.0	6	0	0.0
	Japanese	251	0	0.0	112	0	0.0
	Korean	567	2	0.0	576	2	0.0
	Laotian	0	0	0.0	11	0	0.0
	Mandarin	344	5	0.0	375	8	0.0
	Not Identified	782	1	0.0	0	0	0.0
	Portuguese	17	0	0.0	4	1	0.0
	Punjabi	77	5	0.0	61	2	0.0
	Romanian	0	0	0.0	5	0	0.0
	Rumanian	0	0	0.0	1	0	0.0
	Russian	0	0	0.0	48	0	0.0
	Samoan	0	0	0.0	0	2	0.0
	Spanish	11,942	135	66.0	11,171	150	59.0
	Sri-Linka	0	0	0.0	1	0	0.0
	Tagalog/Filipino	409	4	0.0	199	4	0.0
	Telugo	0	0	0.0	2	0	0.0
	Thai	0	0	0.0	35	0	0.0
	Tongan	0	0	0.0	0	1	0.0
	Urdu	0	0	0.0	27	1	0.0
	Uzbek	0	0	0.0	1	0	0.0

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Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
EQUALIZATION, BOARD OF ***(Continued)***							
	Vietnamese	676	11	0.0	568	1	0.0
Department Totals		**160,015**	**3,137**	**66.0**	**132,026**	**3,414**	**59.0**
FAIR EMPLOYMENT AND HOUSING COMMISSION							
	English	264	10	0.0	**EXEMPTED**		
	Mandarin	1	0	0.0			
Department Totals		**265**	**10**	**0.0**			
FAIR EMPLOYMENT AND HOUSING, DEPARTMENT OF							
	American Sign/ Dactylology	4	0	0.0	0	0	0.0
	Arabic	12	0	0.0	48	0	0.0
	Armenian	1	0	0.0	15	0	0.0
	Cambodian	0	0	0.0	1	0	0.0
	Cantonese	64	1	0.0	59	2	0.0
	Croatian	0	0	0.0	2	0	0.0
	English	23,763	205	0.0	19,920	168	0.0
	Farsi	0	0	0.0	14	0	0.0
	French	0	0	0.0	3	0	0.0
	German	2	0	0.0	0	0	0.0
	Hindi	4	0	0.0	3	0	0.0
	Hmong	0	0	0.0	3	0	0.0
	Japanese	5	0	0.0	36	0	0.0
	Korean	10	0	0.0	24	0	0.0
	Laotian	0	0	0.0	2	0	0.0
	Mandarin	15	0	0.0	35	0	0.0
	Not Identified	39	0	0.0	33	0	0.0
	Other	0	0	0.0	12	0	0.0
	Polish	0	0	0.0	1	0	0.0
	Portuguese	3	0	0.0	3	0	0.0
	Punjabi	5	0	0.0	1	0	0.0
	Russian	0	0	0.0	26	0	0.0
	Samoan	0	0	0.0	1	0	0.0

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FAIR EMPLOYMENT AND HOUSING, DEPARTMENT OF *(Continued)*							
	Tagalog/Filipino	33	0	0.0	134	3	0.0
	Spanish	3,128	47	1.0	4,125	38	0.0
	Vietnamese	31	0	0.0	24	0	0.0
Department Totals		**27,119**	**253**	**1.0**	**24,525**	**211**	**0.0**
FAIR POLITICAL PRACTICES COMMISSION		**EXEMPT**					
	English				1,922	52	0.0
	Spanish				14	1	0.0
Department Totals					**1,936**	**53**	**0.0**
FINANCE, DEPARTMENT OF		**EXEMPT**					
	English				444	27	0.0
	Spanish				1	0	0.0
Department Totals					**445**	**27**	**0.0**
FINANCIAL INSTITUTIONS, DEPARTMENT OF							
	Cantonese	3	0	0.0	0	0	0.0
	English	2,311	46	0.0	176	7	0.0
	Japanese	9	0	0.0	0	0	0.0
	Korean	7	0	0.0	0	0	0.0
	Mandarin	2	0	0.0	0	1	0.0
	Not Identified	2	0	0.0	0	0	0.0
	Spanish	36	0	1.0	13	1	0.0
	Tagalog/Filipino	4	0	0.0	2	2	0.0
	Vietnamese	1	0	0.0	1	0	0.0
Department Totals		**2,375**	**46**	**1.0**	**192**	**11**	**0.0**
FISH AND GAME, DEPARTMENT OF							
	American Sign/Dactylology	0	0	0.0	28	2	0.0
	Arabic	5	0	0.0	0	0	0.0
	Armenian	4	0	0.0	7	0	0.0
	Cambodian	0	0	0.0	9	0	0.0

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FISH AND GAME, DEPARTMENT OF ***(Continued)***							
	Cantonese	81	0	0.0	18	0	0.0
	Chinese	0	0	0.0	1	0	0.0
	Croatian	0	0	0.0	3	0	0.0
	English	16,988	278	0.0	26,879	610	0.0
	French	0	0	0.0	3	1	0.0
	German	3	0	0.0	3	1	0.0
	Hindi	5	0	0.0	1	0	0.0
	Hmong	16	0	0.0	56	0	1.0
	Indonesian	0	0	0.0	6	0	0.0
	Italian	0	0	0.0	4	1	0.0
	Japanese	8	0	0.0	51	0	0.0
	Korean	14	0	0.0	30	0	0.0
	Laotian	21	0	0.0	59	0	1.0
	Mandarin	10	0	0.0	44	0	0.0
	Mein	0	0	0.0	8	0	0.0
	Not Identified	196	0	0.0	0	0	0.0
	Other	0	0	0.0	13	0	0.0
	Portuguese	4	0	0.0	17	0	0.0
	Punjabi	8	0	0.0	0	0	0.0
	Russian	0	0	0.0	40	0	1.0
	Spanish	387	2	6.0	1,078	15	11.0
	Tagalog/Filipino	32	0	0.0	43	0	0.0
	Thai	0	0	0.0	3	0	0.0
	Ukranian	0	0	0.0	8	0	0.0
	Vietnamese	286	0	2.0	307	0	3.0
Department Totals		**18,068**	**280**	**8.0**	**28,719**	**630**	**17.0**
FOOD AND AGRICULTURE, DEPARTMENT OF							
	American Indian	21	0	0.0	1	0	0.0
	American Sign/Dactylology	0	0	0.0	18	0	0.0
	Arabic	28	0	0.0	60	0	0.0

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1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FOOD AND AGRICULTURE, DEPARTMENT OF *(Continued)*							
	Armenian	16	0	0.0	22	0	0.0
	Basque	0	0	0.0	2	0	0.0
	Cambodian	6	0	0.0	1	0	0.0
	Cantonese	150	0	1.0	289	1	0.0
	Chinese	0	0	0.0	11	0	0.0
	Croatian	0	0	0.0	2	0	0.0
	Dutch	0	0	0.0	16	0	0.0
	Egyption	0	0	0.0	1	0	0.0
	English	473,858	701	0.0	273,220	680	0.0
	Farsi	0	0	0.0	2	0	0.0
	French/ Canadian	0	0	0.0	2	0	0.0
	French	0	0	0.0	97	2	0.0
	German	107	0	0.0	91	0	0.0
	Greek	0	0	0.0	15	0	0.0
	Hawaiian	0	0	0.0	1	0	0.0
	Hebrew	0	0	0.0	1	0	0.0
	Hindi	11	0	0.0	46	0	0.0
	Hmong	9	0	0.0	5	0	0.0
	Israel	0	0	0.0	1	0	0.0
	Italian	0	0	0.0	41	0	0.0
	Japanese	168	0	0.0	453	0	0.0
	Korean	33	1	0.0	75	0	0.0
	Laotian	0	0	0.0	135	0	0.0
	Mandarin	22	0	0.0	153	0	0.0
	Native American	0	0	0.0	1	0	0.0
	Norwegian	0	0	0.0	1	0	0.0
	Not Identified	332	0	0.0	80	0	0.0
	Polish	0	0	0.0	8	0	0.0
	Portuguese	126	0	0.0	131	1	1.0
	Punjabi	7	0	0.0	15	0	0.0
	Russian	0	0	0.0	34	0	0.0

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DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FOOD AND AGRICULTURE, DEPARTMENT OF *(Continued)*							
	Serbian	0	0	0.0	0	1	0.0
	Spanish	7,023	10	23.0	10,100	22	21.0
	Swiss	0	0	0.0	2	0	0.0
	Tagalog/Filipino	48	0	0.0	38	0	0.0
	Thai	0	0	0.0	6	0	0.0
	Urdu	0	0	0.0	2	0	0.0
	Vietnamese	48	0	0.0	289	1	0.0
Department Totals		**482,013**	**712**	**24.0**	**285,468**	**708**	**22.0**
FORESTRY AND FIRE PROTECTION, DEPARTMENT OF							
	American Sign/ Dactylology	1	0	0.0	5	1	0.0
	Cantonese	6	0	1.0	8	0	0.0
	English	17,633	385	0.0	22,414	285	0.0
	Farsi	1	0	0.0	1	0	0.0
	French	1	0	0.0	3	0	0.0
	Hindi	2	0	0.0	5	0	0.0
	Hmong	5	0	0.0	0	1	0.0
	Italian	0	0	0.0	3	0	0.0
	Japanese	1	0	0.0	3	0	0.0
	Korean	1	0	0.0	2	0	0.0
	Laotian	2	0	0.0	0	0	0.0
	Mandarin	0	0	0.0	1	0	0.0
	Not Identified	6	0	0.0	0	0	0.0
	Portuguese	0	0	0.0	2	0	0.0
	Punjabi	0	0	0.0	3	0	0.0
	Sanskrit	0	0	0.0	1	0	0.0
	Spanish	807	16	6.0	256	17	3.0
	Tibetan	0	0	0.0	1	0	0.0
	Vietnamese	5	0	0.0	1	0	0.0
Department Totals		**18,471**	**401**	**7.0**	**22,709**	**304**	**3.0**

[1/] Some languages were inappropriately identified by departments.

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DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FRANCHISE TAX BOARD							
	American Sign/Dactylology	65	0	0.0	6	0	0.0
	Arabic	50	0	0.0	5	0	0.0
	Armenian	39	0	0.0	23	2	0.0
	Burmese	0	0	0.0	1	0	0.0
	Cambodian	2	0	0.0	7	0	0.0
	Cantonese	217	0	0.0	210	0	0.0
	Croatian	0	0	0.0	9	0	0.0
	Cusarati	0	0	0.0	0	1	0.0
	English	143,981	1,090	0.0	134,100	1,779	0.0
	Farsi	17	0	0.0	11	1	0.0
	Figian	0	0	0.0	1	0	0.0
	French	0	0	0.0	3	0	0.0
	German	29	0	0.0	3	0	0.0
	Greek	2	0	0.0	2	0	0.0
	Hindi	57	0	0.0	22	1	0.0
	Hmong	1	0	0.0	14	0	0.0
	Ilocano	0	0	0.0	2	0	0.0
	Indian	2	0	0.0	0	0	0.0
	Italian	5	0	0.0	1	0	0.0
	Japanese	116	0	0.0	22	0	0.0
	Korean	55	0	0.0	20	0	0.0
	Laotian	1	0	0.0	6	0	0.0
	Mandarin	87	0	0.0	68	2	0.0
	Marachi	0	0	0.0	1	0	0.0
	Mein	0	0	0.0	2	0	0.0
	Not Identified	295	0	0.0	5	0	0.0
	Persian	0	0	0.0	1	0	0.0
	Polish	2	0	0.0	3	0	0.0
	Portuguese	11	0	0.0	1	0	0.0
	Punjabi	7	0	0.0	12	0	0.0
	Russian	61	0	0.0	230	6	1.0
	Samoan	2	0	0.0	1	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
FRANCHISE TAX BOARD *(Continued)*							
	Serbian	0	0	0.0	2	0	0.0
	Spanish	6,004	67	0.0	5,993	189	10.0
	Tagalog/Filipino	181	0	0.0	137	0	0.0
	Thai	1	0	0.0	4	0	0.0
	Vietnamese	198	0	0.0	133	1	0.0
Department Totals		**151,488**	**1,157**	**0.0**	**141,061**	**1,982**	**11.0**
GENERAL SERVICES, DEPARTMENT OF							
	Arabic	33	1	0.0	34	0	0.0
	Armenian	12	0	0.0	0	0	0.0
	Cambodian	2	0	0.0	1	0	0.0
	Cantonese	17	0	0.0	49	0	0.0
	Croatian	0	0	0.0	2	0	0.0
	English	28,015	386	0.0	17,222	324	0.0
	French	0	0	0.0	5	0	0.0
	German	5	0	0.0	1	0	0.0
	Greek	0	0	0.0	1	0	0.0
	Hebrew	0	0	0.0	1	0	0.0
	Hindi	4	0	0.0	20	0	0.0
	Ilocano	0	0	0.0	7	0	0.0
	Indian	2	0	0.0	0	0	0.0
	Italian	0	0	0.0	12	0	0.0
	Japanese	16	0	0.0	16	0	0.0
	Korean	9	0	0.0	4	0	0.0
	Mandarin	20	1	0.0	21	0	0.0
	Not Identified	119	0	0.0	3	0	0.0
	Portuguese	5	0	0.0	0	0	0.0
	Punjabi	9	0	0.0	11	0	0.0
	Russian	0	0	0.0	14	0	0.0
	Samoan	0	0	0.0	3	0	0.0
	Serbian	0	0	0.0	1	0	0.0
	Spanish	168	0	0.0	419	3	1.0

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
GENERAL SERVICES, DEPARTMENT OF *(Continued)*							
	Tagalog/Filipino	27	0	0.0	99	0	0.0
	Vietnamese	7	0	0.0	19	0	0.0
Department Totals		**28,470**	**388**	**0.0**	**17,965**	**327**	**1.0**
HEALTH & HUMAN SERVICES AGENCY DATA CENTER		**EXEMPTED**					
	English				29	11	0.0
Department Totals					**29**	**11**	**0.0**
HEALTH SERVICES, DEPARTMENT OF							
	American Sign/ Dactylology	25	1	0.0	206	18	2.0
	Arabic	204	3	0.0	39	1	0.0
	Armenian	147	0	1.0	114	1	0.0
	Chaldean	0	0	0.0	2	0	0.0
	Cambodian	35	3	0.0	18	2	0.0
	Cantonese	211	6	0.0	122	1	0.0
	Chinese	0	0	0.0	38	3	0.0
	Creole	0	0	0.0	2	0	0.0
	Croatian	0	0	0.0	13	0	0.0
	East Indian	0	0	0.0	1	0	0.0
	English	104,436	3,592	0.0	96,184	2,379	0.0
	Estonian	0	0	0.0	0	1	0.0
	Farsi	0	0	0.0	52	0	0.0
	Finnish	0	0	0.0	3	0	0.0
	French	0	0	0.0	5	1	0.0
	German	40	3	0.0	4	0	0.0
	Guamanian	0	0	0.0	1	0	0.0
	Hindi	50	0	0.0	3	0	0.0
	Hmong	30	1	0.0	7	0	0.0
	Hungarian	0	0	0.0	1	0	0.0
	Italian	0	0	0.0	3	0	0.0
	Japanese	102	1	0.0	66	0	0.0
	Korean	130	2	0.0	46	2	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
HEALTH SERVICES, DEPARTMENT OF *(Continued)*							
	Laotian	41	0	0.0	5	0	0.0
	Latvian	0	0	0.0	1	0	0.0
	Mandarin	157	1	0.0	88	0	0.0
	Mein	0	0	0.0	1	0	0.0
	Nigerian	0	0	0.0	1	0	0.0
	Norwegian	0	0	0.0	0	1	0.0
	Not Identified	74	3	0.0	47	0	0.0
	Other	0	0	0.0	31	0	0.0
	Portuguese	14	0	0.0	3	0	0.0
	Punjabi	18	0	0.0	11	0	0.0
	Romanian	0	0	0.0	0	1	0.0
	Russian	0	0	0.0	87	0	0.0
	Samoan	5	0	0.0	15	1	0.0
	Serb-Croatian	0	0	0.0	12	0	0.0
	Somali	0	0	0.0	2	0	0.0
	Spanish	8,552	150	32.0	6,988	114	29.0
	Swalili	0	0	0.0	4	0	0.0
	Swedish	0	0	0.0	1	0	0.0
	Tagalog/Filipino	339	1	1.0	681	2	5.0
	Thai	0	0	0.0	7	0	0.0
	TTD	0	0	0.0	2	0	0.0
	Urdu	0	0	0.0	2	1	0.0
	Vietnamese	240	6	0.0	229	8	0.0
Department Totals		**114,850**	**3,773**	**34.0**	**105,148**	**2,537**	**36.0**
HIGHWAY PATROL, CALIFORNIA							
	American Sign/ Dactylology	75	0	0.0	62	0	0.0
	Arabic	1,448	0	0.0	132	0	0.0
	Armenian	124	0	0.0	134	0	0.0
	Cambodian	9	0	0.0	52	0	0.0
	Cantonese	1,436	5	0.0	1,278	4	5.0
	Chamorro	0	0	0.0	12	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
HIGHWAY PATROL, CALIFORNIA ***(Continued)***							
	Chinese	0	0	0.0	1	0	0.0
	Croatian	0	0	0.0	48	0	0.0
	English	474,827	0	0.0	460,846	7,956	0.0
	Farsi	13	0	0.0	32	0	0.0
	French	0	0	0.0	63	0	0.0
	German	61	0	0.0	44	0	0.0
	Greek	0	0	0.0	9	0	0.0
	Hebrew	0	0	0.0	20	0	0.0
	Hindi	44	1	0.0	111	1	0.0
	Hmong	112	0	0.0	79	0	0.0
	Ilocano	0	0	0.0	5	0	0.0
	Indonesian	0	0	0.0	10	0	0.0
	Italian	0	0	0.0	37	0	0.0
	Jamaican	0	0	0.0	1	0	0.0
	Japanese	1,519	0	0.0	696	0	0.0
	Korean	271	0	1.0	623	0	0.0
	Laotian	31	0	0.0	45	0	0.0
	Mandarin	61	0	0.0	564	0	0.0
	Mein	0	0	0.0	4	0	0.0
	Norwegian/ Dutch	0	0	0.0	1	0	0.0
	Not Identified	1,138	0	0.0	30	0	0.0
	Other	0	0	0.0	121	0	0.0
	Polish	0	0	0.0	52	0	0.0
	Portuguese	63	0	0.0	72	0	0.0
	Punjabi	279	0	2.0	607	0	0.0
	Russian	0	0	0.0	575	0	0.0
	Samoan	10	0	0.0	1	0	0.0
	Serbian	0	0	0.0	19	0	0.0
	Somali	0	0	0.0	11	0	0.0
	Spanish	71,036	835	218.0	67,579	913	317.0
	Tagalog/Filipino	1,078	0	1.0	458	0	0.0
	Thai	0	0	0.0	17	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
HIGHWAY PATROL, CALIFORNIA ***(Continued)***							
	Ukranian	0	0	0.0	12	0	0.0
	Urdu	0	0	0.0	7	0	0.0
	Vietnamese	2,859	1	9.0	1,534	2	0.0
Department Totals		**556,494**	**842**	**231.0**	**536,004**	**8,876**	**322.0**
HORSE RACING BOARD, CALIFORNIA							
	American Sign/ Dactylology	1	0	0.0	0	0	0.0
	Arabic	0	0	0.0	14	0	0.0
	Cantonese	5	0	0.0	58	1	0.0
	English	2,060	37	0.0	4,138	46	0.0
	French	0	0	0.0	23	0	0.0
	German	2	0	0.0	24	0	0.0
	Greek	0	0	0.0	25	0	0.0
	Italian	0	0	0.0	65	0	0.0
	Japanese	6	0	0.0	14	0	0.0
	Korean	3	0	0.0	0	0	0.0
	Mandarin	5	0	0.0	9	0	0.0
	Not Identified	8	0	0.0	0	0	0.0
	Polish	0	0	0.0	6	0	0.0
	Portuguese	2	0	0.0	15	0	0.0
	Russian	0	0	0.0	18	0	0.0
	Spanish	796	9	2.0	1,765	7	4.0
	Tagalog/Filipino	0	0	0.0	19	0	0.0
	Thai	0	0	0.0	2	0	0.0
	Vietnamese	0	0	0.0	10	0	0.0
Department Totals		**2,888**	**46**	**2.0**	**6,205**	**54**	**4.0**
HOUSING & COMMUNITY DEVELOPMENT, DEPT OF							
	American Sign/ Dactylology	0	0	0.0	0	1	0.0
	Arabic	2	0	0.0	0	0	0.0

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
HOUSING & COMMUNITY DEVELOPMENT, DEPT OF *(Continued)*							
	Cambodian	0	0	0.0	2	0	0.0
	Cantonese	2	0	0.0	8	0	0.0
	English	18,321	292	0.0	17,692	231	0.0
	German	0	0	0.0	3	0	0.0
	Japanese	0	0	0.0	2	0	0.0
	Korean	0	0	0.0	4	0	0.0
	Laotian	0	0	0.0	1	0	0.0
	Mandarin	0	0	0.0	4	0	0.0
	Not Identified	1	0	0.0	2	0	0.0
	Spanish	1,103	14	1.0	1,300	17	0.0
	Tagalog/Filipino	5	2	0.0	12	0	0.0
	Vietnamese	37	0	0.0	13	0	0.0
Department Totals		**19,471**	**308**	**1.0**	**19,043**	**249**	**0.0**
HOUSING FINANCE AGENCY, CALIFORNIA							
	Cantonese	4	0	0.0	0	0	0.0
	English	1,096	7	0.0	3,561	102	0.0
	Tagalog/Filipino	1	0	0.0	0	0	
	Spanish	106	3	0.0	126	2	0.0
Department Totals		**1,207**	**10**	**0.0**	**3,687**	**104**	**0.0**
INDUSTRIAL RELATIONS, DEPARTMENT OF							
	American Sign/ Dactylology	11	0	0.0	5	1	0.0
	Arabic	68	0	0.0	38	1	0.0
	Armenian	61	0	0.0	113	1	0.0
	Cambodian	22	0	0.0	17	0	0.0
	Cantonese	517	11	0.0	624	7	0.0
	Croatian	0	0	0.0	9	0	0.0
	English	191,286	2,143	0.0	137,578	1,194	0.0
	Farsi	0	0	0.0	40	2	0.0

[1/] Some languages were inappropriately identified by departments.

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1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
INDUSTRIAL RELATIONS, DEPARTMENT OF *(Continued)*							
	French	3	0	0.0	21	0	0.0
	German	18	0	0.0	28	0	0.0
	Greek	0	0	0.0	3	0	0.0
	Hebrew	0	0	0.0	8	0	0.0
	Hindi	32	0	0.0	20	1	0.0
	Hmong	1	0	0.0	0	0	0.0
	Ilocano	0	0	0.0	13	1	0.0
	Indonesian	0	0	0.0	2	0	0.0
	Italian	0	0	0.0	15	0	0.0
	Japanese	48	0	0.0	109	0	0.0
	Korean	444	2	3.0	856	7	0.0
	Laotian	1	0	0.0	0	0	0.0
	Mandarin	296	1	1.0	398	6	0.0
	Not Identified	503	3	0.0	0	0	0.0
	Polish	0	0	0.0	1	0	0.0
	Portuguese	24	0	0.0	17	0	0.0
	Punjabi	121	0	1.0	81	0	0.0
	Romanian	0	0	0.0	1	0	0.0
	Russian	0	0	0.0	33	0	0.0
	Spanish	15,033	113	44.0	23,337	201	27.0
	Tagalog/Filipino	551	13	1.0	602	14	2.0
	Thai	0	0	0.0	6	0	0.0
	Urdu	0	0	0.0	1	0	0.0
	Vietnamese	433	2	0.0	445	4	0.0
Department Totals		**209,473**	**2,288**	**50.0**	**164,421**	**1,440**	**29.0**
INSPECTOR GENERAL, OFFICE OF THE		**DID NOT PARTICIPATE**					
	English				253	12	0.0
Department Totals					**253**	**12**	**0.0**

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
INSURANCE, DEPARTMENT OF							
	American Sign/Dactylology	9	0	0.0	0	0	0.0
	Arabic	31	0	0.0	7	0	0.0
	Armenian	30	0	0.0	3	0	0.0
	Cambodian	0	0	0.0	0	1	0.0
	Cantonese	41	0	0.0	41	1	0.0
	English	70,949	420	0.0	33,159	544	0.0
	Farsi	0	0	0.0	1	0	0.0
	French	0	0	0.0	1	0	0.0
	German	1	0	0.0	0	0	0.0
	Hebrew	0	0	0.0	6	0	0.0
	Hindi	9	0	0.0	10	0	0.0
	Ilocano	0	0	0.0	1	0	0.0
	Iranian	0	0	0.0	1	0	0.0
	Japanese	16	0	0.0	2	0	0.0
	Korean	9	0	0.0	4	0	0.0
	Mandarin	18	0	0.0	22	0	0.0
	Not Identified	179	0	0.0	0	0	0.0
	Punjabi	15	0	0.0	0	0	0.0
	Russian	0	0	0.0	17	1	0.0
	Spanish	1,094	26	2.0	1,868	43	3.0
	Tagalog/Filipino	27	0	0.0	35	2	0.0
	Taiwanese	0	0	0.0	0	1	0.0
	Vietnamese	68	0	0.0	18	1	0.0
Department Totals		**72,496**	**446**	**2.0**	**35,196**	**594**	**3.0**
INTEGRATED WASTE MANAGEMENT BOARD, CALIFORNIA							
	American Sign/ Dactylology	0	0	0.0	0	1	0.0
	Cantonese	0	0	0.0	0	1	0.0
	English	2,440	57	0.0	2,874	83	0.0
	Spanish	278	2	0.0	117	2	0.0
Department Totals		**2,718**	**59**	**0.0**	**2,991**	**86**	**0.0**

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DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
JUSTICE, DEPARTMENT OF							
	American Sign/ Dactylology	3	1	0.0	2	1	0.0
	Arabic	25	0	0.0	2	0	0.0
	Armenian	14	1	0.0	2	0	0.0
	Cambodian	0	1	0.0	4	0	0.0
	Cantonese	80	5	0.0	35	2	0.0
	English	35,967	561	0.0	29,642	391	0.0
	French	0	0	0.0	1	0	0.0
	German	19	6	0.0	0	1	0.0
	Hindi	23	0	0.0	5	0	0.0
	Italian	0	0	0.0	5	0	0.0
	Japanese	42	1	0.0	12	0	0.0
	Korean	9	3	0.0	2	0	0.0
	Mandarin	12	0	0.0	7	0	0.0
	Not Identified	177	1	0.0	0	0	0.0
	Portuguese	4	0	0.0	0	0	0.0
	Punjabi	14	0	0.0	3	0	0.0
	Russian	0	0	0.0	3	0	0.0
	Somali	0	0	0.0	1	0	0.0
	Spanish	1,502	48	8.0	638	14	0.0
	Tagalog/Filipino	69	7	0.0	8	1	0.0
	Vietnamese	79	0	0.0	30	1	0.0
Department Totals		**38,039**	**635**	**8.0**	**30,402**	**411**	**0.0**
LEGISLATIVE COUNSEL BUREAU							
	Dutch	EXEMPTED			1	0	0.0
	English				58	12	0.0
Department Totals					**59**	**12**	**0.0**
MANAGED HEALTH CARE, DEPARTMENT OF							
	American Sign/ Dactylology	DID NOT PARTICIPATE - NEW DEPT.			3	0	0.0
	Cantonese				21	0	0.0
	English				6,565	181	0.0

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DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
MANAGED HEALTH CARE, DEPARTMENT OF *(Continued)*							
	German	DID NOT PARTICIPATE - NEW DEPT.			1	0	0.0
	Hindi				2	0	0.0
	Italian				3	0	0.0
	Russian				1	0	0.0
	Spanish				242	7	3.0
	Vietnamese				1	0	0.0
Department Totals					**6,839**	**188**	**3.0**
MANAGED RISK MEDICAL INSURANCE BOARD							
	Cantonese	7	0	0.0	2	0	0.0
	English	1,153	33	0.0	317	15	0.0
	Hmong	3	0	0.0	0	0	0.0
	Spanish	448	7	0.0	120	6	0.0
	Vietnamese	3	0	0.0	1	0	0.0
Department Totals		**1,614**	**40**	**0.0**	**440**	**21**	**0.0**
MENTAL HEALTH, DEPARTMENT OF							
	Afrikaan	0	0	0.0	1	0	0.0
	American Sign/ Dactylology	139	13	0.0	82	4	0.0
	Arabic	37	7	0.0	10	0	0.0
	Armenian	24	3	0.0	22	0	0.0
	Cantonese	307	12	0.0	81	4	0.0
	English	61,278	1,957	0.0	47,658	1,417	0.0
	Ethopian	0	0	0.0	2	0	0.0
	Farsi	0	0	0.0	7	0	0.0
	French	0	0	0.0	1	0	0.0
	German	11	5	0.0	0	0	0.0
	Hindi	49	5	0.0	0	1	0.0
	Japanese	16	0	0.0	5	0	0.0
	Korean	90	8	0.0	4	2	0.0
	Laotian	11	0	0.0	11	0	0.0
	Malayalam	0	0	0.0	0	1	0.0
	Mandarin	231	13	0.0	65	6	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
MENTAL HEALTH, DEPARTMENT OF *(Continued)*							
	Not Identified	235	16	0.0	4	0	0.0
	Other	0	0	0.0	8	0	0.0
	Portuguese	36	2	0.0	0	0	0.0
	Punjabi	25	7	0.0	2	2	0.0
	Russian	0	0	0.0	21	0	0.0
	Spanish	6,182	177	0.0	2,292	55	2.0
	Swedish	0	0	0.0	1	0	0.0
	Tagalog/Filipino	896	70	0.0	558	9	1.0
	Vietnamese	438	22	0.0	148	5	0.0
Department Totals		**70,005**	**2,317**	**0.0**	**50,983**	**1,506**	**3.0**
MILITARY, DEPARTMENT OF					**DID NOT ENTER SURVEY DATA**		
	English	1,850	30	0.0			
Department Totals		**1,850**	**30**	**0.0**			
MOTOR VEHICLES, DEPARTMENT OF							
	Afrikaan	0	0	0.0	1	0	0.0
	American Sign/ Dactylology	547	1	0.0	445	23	1.0
	Amharic	0	0	0.0	7	0	0.0
	Arabic	3,809	5	0.0	2,472	2	0.0
	Armenian	5,942	11	0.0	4,431	13	0.0
	Assyrian	0	0	0.0	21	0	0.0
	Burma	0	0	0.0	1	0	0.0
	Cambodian	1,000	0	0.0	443	0	0.0
	Cantonese	7,549	18	1.0	10,361	36	3.0
	Czech	0	0	0.0	1	0	0.0
	Chinese	0	0	0.0	5	2	0.0
	Croatian	0	0	0.0	104	0	0.0
	Czech	0	0	0.0	1	0	0.0
	Dutch	0	0	0.0	3	1	0.0
	Ebonics	0	0	0.0	0	1	0.0
	El Salvador	0	0	0.0	1	0	0.0

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
MOTOR VEHICLES, DEPARTMENT OF *(Continued)*							
	English	1,602,323	3,462	0.0	1,447,234	3,650	0.0
	Farsi	423	1	0.0	2,606	3	0.0
	French	1,145	1	0.0	585	1	0.0
	Gaelic	0	0	0.0	1	0	0.0
	German	951	0	0.0	464	0	0.0
	Greek	34	0	0.0	88	0	0.0
	Hebrew	160	0	0.0	550	0	0.0
	Hindi	2,364	12	0.0	1,354	10	0.0
	Hmong	797	0	0.0	460	1	0.0
	Hungarian	0	0	0.0	5	0	0.0
	Ilocano	0	0	0.0	62	1	0.0
	Indian	27	0	0.0	1	0	0.0
	Indonesian	0	0	0.0	191	0	0.0
	Italian	190	0	0.0	276	1	0.0
	Japanese	3,735	0	0.0	3,209	1	1.0
	Kikuyu	0	0	0.0	1	0	0.0
	Korean	6,049	6	0.0	6,392	5	2.0
	Kurdish	0	0	0.0	2	0	0.0
	Laotian	498	0	0.0	224	1	0.0
	Mandarin	4,851	7	2.0	7,589	18	1.0
	Mein	0	0	0.0	70	0	0.0
	Not Identified	4,399	0	0.0	268	0	0.0
	Other	0	0	0.0	2,715	0	0.0
	Pakistani	16	0	0.0	1	0	0.0
	Polish	29	0	0.0	62	0	0.0
	Portuguese	1,345	0	0.0	1,071	2	0.0
	Punjabi	2,444	5	0.0	2,380	8	1.0
	Romanian	0	0	0.0	3	0	0.0
	Ronian	0	0	0.0	1	0	0.0
	Russian	5,014	5	3.0	5,270	8	8.0
	Samoan	39	1	0.0	33	1	0.0
	Serbian	89	0	0.0	35	0	0.0

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
MOTOR VEHICLES, DEPARTMENT OF *(Continued)*							
	Slurlanka	0	0	0.0	1	0	0.0
	Somali	0	0	0.0	37	0	0.0
	Spanish	259,941	1,063	34.0	343,410	1,389	53.0
	Swahili	0	0	0.0	1	0	0.0
	Swedish	0	0	0.0	1	1	0.0
	Tagalog/Filipino	5,297	35	0.0	7,766	32	4.0
	Taiwanese	0	0	0.0	0	1	0.0
	Thai	138	0	0.0	422	1	0.0
	Tigngnia	0	0	0.0	2	0	0.0
	Urdu	0	0	0.0	50	0	0.0
	Vietnamese	8,075	36	1.0	12,193	44	0.0
Department Totals		**1,929,220**	**4,669**	**41.0**	**1,865,383**	**5,258**	**74.0**
NATIVE AMERICAN HERITAGE COMMISSION		**EXEMPTED**					
	English				377	4	0.0
Department Totals					**377**	**4**	**0.0**
OFFICE OF REAL ESTATE APPRAISERS		**EXEMPTED**					
	English				1,308	2	0.0
Department Totals					**1,308**	**2**	**0.0**
PARKS AND RECREATION, DEPARTMENT OF							
	Afrikaans	0	0	0.0	2	0	0.0
	Albanian	0	0	0.0	1	0	0.0
	American Sign/Dactylology	15	0	0.0	44	0	0.0
	Arabic	48	0	0.0	95	0	0.0
	Armenian	9	2	0.0	41	0	0.0
	Asian	0	0	0.0	8	0	0.0
	Assyrian	0	0	0.0	6	0	0.0
	Australian	0	0	0.0	21	0	0.0
	Austrian	0	0	0.0	6	0	0.0
	Brittish	0	0	0.0	16	0	0.0

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Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
PARKS AND RECREATION, DEPARTMENT OF *(Continued)*							
	Bulgarian	0	0	0.0	7	0	0.0
	C - Sign	0	0	0.0	3	0	0.0
	Cambodian	3	0	0.0	32	0	0.0
	Cantonese	473	0	0.0	418	0	0.0
	Creole	0	0	0.0	2	0	0.0
	Croatian	0	0	0.0	9	0	0.0
	CzechoSlovakia	0	0	0.0	9	0	0.0
	Danish	0	0	0.0	13	0	0.0
	Dutch	0	0	0.0	34	0	0.0
	Ebonics	0	0	0.0	1	0	0.0
	English	74,709	738	0.0	52,623	1,620	0.0
	Farsi	0	0	0.0	23	0	0.0
	Finish-Finland	0	0	0.0	14	0	0.0
	French	0	0	0.0	335	0	0.0
	German	595	13	0.0	432	0	0.0
	Greek	0	0	0.0	31	0	0.0
	Guamanium	0	0	0.0	1	0	0.0
	Hawaiian	0	0	0.0	40	0	0.0
	Hebrew	0	0	0.0	118	0	0.0
	Hindi	0	0	0.0	73	0	0.0
	Hindu	22	0	0.0	10	0	0.0
	Hmong	11	0	0.0	106	0	0.0
	Holland	0	0	0.0	4	0	0.0
	Hungarian	0	0	0.0	2	0	0.0
	Ilocano	0	0	0.0	13	0	0.0
	Indian	0	0	0.0	2	0	0.0
	Indian - Tulu	0	0	0.0	2	0	0.0
	Indian - Yocut	0	0	0.0	5	0	0.0
	Irish	0	0	0.0	9	0	0.0
	Italian	0	0	0.0	214	0	0.0
	Japanese	118	0	0.0	599	0	0.0
	Kashemer	0	0	0.0	1	0	0.0

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Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
PARKS AND RECREATION, DEPARTMENT OF *(Continued)*							
	Keniani	0	0	0.0	2	0	0.0
	Korean	165	0	0.0	407	0	0.0
	Laotian	0	0	0.0	17	0	0.0
	Lithuian	0	0	0.0	2	0	0.0
	Lomane	0	0	0.0	1	0	0.0
	Mandarin	756	1	6.0	280	0	0.0
	Mein	0	0	0.0	8	0	0.0
	Mein	0	0	0.0	4	0	0.0
	Navajo	0	0	0.0	1	0	0.0
	Netherlands	0	0	0.0	2	0	0.0
	Norweigan	0	0	0.0	8	0	0.0
	Not Identified	1,057	2	0.0	0	0	0.0
	Pakistan	0	0	0.0	3	0	0.0
	Polish	0	0	0.0	51	0	0.0
	Portuguese	154	0	0.0	103	0	0.0
	Punjabi	11	0	0.0	5	0	0.0
	Russian	0	0	0.0	249	0	3.0
	Scandinavian	0	0	0.0	1	0	0.0
	Serbian	0	0	0.0	33	0	0.0
	Sikh	0	0	0.0	2	0	0.0
	Sloven	0	0	0.0	1	0	0.0
	South Africa	0	0	0.0	1	0	0.0
	South Afrikaan	0	0	0.0	3	0	0.0
	Spanish	1,894	13	13.0	4,039	2	75.0
	Swedish	0	0	0.0	34	0	0.0
	Swiss	0	0	0.0	1	0	0.0
	Switzerland	0	0	0.0	5	0	0.0
	Tagalog/Filipino	91	1	0.0	148	0	0.0
	Taiwanese	0	0	0.0	2	0	0.0
	Tenigu	0	0	0.0	1	0	0.0
	Thai	0	0	0.0	28	0	0.0
	Tibetan	0	0	0.0	1	0	0.0

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
PARKS AND RECREATION, DEPARTMENT OF *(Continued)*							
	Turkish	0	0	0.0	5	0	0.0
	Ukrainian	0	0	0.0	2	0	0.0
	Vietnamese	129	4	0.0	376	0	0.0
	Welsh	0	0	0.0	1	0	0.0
	Yugoslavian	0	0	0.0	2	0	0.0
Department Totals		**80,260**	**774**	**19.0**	**61,254**	**1,622**	**78.0**
PEACE OFFICER STANDARDS AND TRAINING					**EXEMPTED**		
	English	419	25	0.0			
Department Totals		**419**	**25**				
PERSONNEL ADMINISTRATION, DEPARTMENT OF					**EXEMPTED**		
	English	1,976	37	0.0			
	Spanish	11	0	0.0			
Department Totals		**1,987**	**37**	**0.0**			
PERSONNEL BOARD, STATE							
	American Sign/ Dactylology	2	0	0.0	1	0	0.0
	Arabic	24	0	0.0	6	0	0.0
	Cantonese	20	0	0.0	12	0	0.0
	English	3,702	68	0.0	6,330	121	0.0
	Farsi	1	0	0.0	0	0	0.0
	German	1	0	0.0	0	0	0.0
	Greek	0	0	0.0	1	0	0.0
	Hindi	7	0	0.0	1	0	0.0
	Japanese	4	0	0.0	2	0	0.0
	Korean	4	0	0.0	6	0	0.0
	Mandarin	7	0	0.0	3	1	0.0
	Not Identified	54	0	0.0	0	0	0.0
	Other	0	0	0.0	2	0	0.0
	Polish	0	0	0.0	1	0	0.0
	Punjabi	4	0	0.0	0	0	0.0
	Russian	2	0	0.0	6	0	0.0

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
PERSONNEL BOARD, STATE *(Continued)*							
	Serbian	0	0	0.0	5	0	0.0
	Spanish	87	0	0.0	71	9	0.0
	Tagalog/Filipino	46	0	0.0	13	1	0.0
	TTY	0	0	0.0	4	0	0.0
	Unknown	0	0	0.0	1	0	0.0
	Vietnamese	12	0	0.0	13	0	0.0
Department Totals		**3,977**	**68**	**0.0**	**6,478**	**132**	**0.0**
PESTICIDE REGULATION, DEPARTMENT OF							
	Arabic	1	0	0.0	0	0	0.0
	Armenian	1	0	0.0	0	0	0.0
	Cambodian	0	0	0.0	1	0	0.0
	Cantonese	1	0	0.0	0	0	0.0
	English	4,544	312	0.0	5,241	235	0.0
	Farsi	0	0	0.0	8	0	0.0
	French	0	0	0.0	0	1	0.0
	Hindi	1	0	0.0	2	0	0.0
	Japanese	14	0	0.0	0	0	0.0
	Korean	2	0	0.0	0	0	0.0
	Mandarin	0	0	0.0	8	0	0.0
	Not Identified	7	0	0.0	0	0	0.0
	Punjabi	9	0	0.0	10	1	0.0
	Spanish	199	6	3.0	266	5	9.0
	Tagalog/Filipino	12	2	0.0	11	1	0.0
	Urdu	0	0	0.0	7	0	0.0
	Vietnamese	17	0	0.0	1	0	0.0
Department Totals		**4,808**	**320**	**3.0**	**5,555**	**243**	**9.0**
POSTSECONDARY EDUCATION, CALIFORNIA COMMISSION ON							
	English	112	1	0.0	320	41	0.0
	Hebrew	0	0	0.0	0	1	0.0
Department Totals		**112**	**1**	**0.0**	**320**	**42**	**0.0**

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
PRISON INDUSTRY AUTHORITY							
	Cantonese	1	0	0.0	0	0	0.0
	English	347	16	0.0	119	14	0.0
Department Totals		**348**	**16**	**0.0**	**119**	**14**	**0.0**
PUBLIC EMPLOYEES RETIREMENT SYSTEM							
	American Sign/ Dactylology	7	1	0.0	20	1	0.0
	Arabic	4	0	0.0	2	0	0.0
	Armenian	1	0	0.0	0	0	0.0
	Burmese	0	0	0.0	1	0	0.0
	Cantonese	11	0	0.0	14	0	0.0
	Croatian	0	0	0.0	9	0	0.0
	Dutch	0	0	0.0	1	0	0.0
	English	66,264	258	0.0	37,995	257	0.0
	Farsi	0	0	0.0	1	0	0.0
	German	3	0	0.0	1	0	0.0
	Hindi	6	0	0.0	5	0	0.0
	Japanese	7	0	0.0	6	0	0.0
	Korean	7	0	0.0	5	0	0.0
	Laotian	0	0	0.0	5	0	0.0
	Mandarin	33	0	0.0	43	0	0.0
	Mein	0	0	0.0	1	0	0.0
	Not Identified	32	0	0.0	1	0	0.0
	Pampango	0	0	0.0	1	0	0.0
	Portuguese	1	0	0.0	2	0	0.0
	Punjabi	1	0	0.0	0	0	0.0
	Russian	0	0	0.0	5	0	0.0
	Spanish	148	0	0.0	435	5	2.0
	Tagalog/Filipino	13	0	0.0	39	0	0.0
	Taiwanese	0	0	0.0	1	0	0.0
	Vietnamese	10	0	0.0	16	0	0.0
Department Totals		**66,548**	**259**	**0.0**	**38,609**	**263**	**2.0**

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
PUBLIC EMPLOYMENT RELATIONS BOARD		DID NOT PARTICIPATE					
	English				438	36	0.0
	Spanish				15	0	0.0
Department Totals					**453**	**36**	**0.0**
PUBLIC UTILITIES COMMISSION							
	American Sign/ Dactylology	2	0	0.0	0	0	0.0
	Arabic	29	0	0.0	2	0	0.0
	Armenian	1	0	0.0	6	0	0.0
	Cantonese	45	0	0.0	67	2	0.0
	English	16,810	154	0.0	13,261	575	0.0
	German	4	0	0.0	0	0	0.0
	Hebrew	0	0	0.0	4	0	0.0
	Hindi	3	0	0.0	2	0	0.0
	Japanese	7	0	0.0	2	0	0.0
	Korean	11	0	0.0	3	0	0.0
	Mandarin	16	0	0.0	9	0	0.0
	Not Identified	48	0	0.0	0	0	0.0
	Portuguese	2	0	0.0	1	0	0.0
	Punjabi	2	0	0.0	2	0	0.0
	Spanish	1,148	4	3.0	1,529	12	9.0
	Tagalog/Filipino	68	0	0.0	56	3	1.0
	Vietnamese	7	0	0.0	10	0	0.0
Department Totals		**18,203**	**158**	**3.0**	**14,954**	**592**	**10.0**
REAL ESTATE, DEPARTMENT OF							
	Arabic	3	0	0.0	0	0	0.0
	Armenian	0	0	0.0	8	0	0.0
	Cantonese	4	0	0.0	7	0	0.0
	English	21,419	261	0.0	24,469	292	0.0
	Farsi	0	0	0.0	5	0	0.0
	Ilocano	0	0	0.0	12	0	0.0
	Japanese	2	0	0.0	0	0	0.0
	Korean	2	0	0.0	3	0	0.0

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Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
REAL ESTATE, DEPARTMENT OF *(Continued)*							
	Mandarin	3	0	0.0	9	0	0.0
	Not Identified	15	0	0.0	0	0	0.0
	Punjabi	1	0	0.0	0	0	0.0
	Russian	0	0	0.0	6	0	0.0
	Spanish	141	3	0.0	141	6	0.0
	Swahili	0	0	0.0	12	0	0.0
	Tagalog/Filipino	37	0	0.0	44	1	0.0
	Vietnamese	8	0	0.0	1	0	0.0
Department Totals		**21,635**	**264**	**0.0**	**24,717**	**299**	**0.0**
REHABILITATION, DEPARTMENT OF							
	American Sign/ Dactylology	3,178	59	3.0	1,129	97	1.0
	Arabic	56	0	0.0	4	0	0.0
	Armenian	65	2	0.0	140	5	0.0
	ASL	0	0	0.0	133	0	0.0
	Bisaya	0	0	0.0	2	0	0.0
	Bosnian	0	0	0.0	1	0	0.0
	Braille	0	0	0.0	0	7	0.0
	Burmese	0	0	0.0	1	0	0.0
	Cambodian	107	2	0.0	79	4	0.0
	Cantonese	435	12	0.0	242	7	0.0
	Cebuano	0	0	0.0	3	0	0.0
	Deaf	0	0	0.0	10	0	0.0
	English	120,677	1,157	0.0	67,694	1,098	0.0
	Farsi	8	1	0.0	28	0	0.0
	French	0	0	0.0	7	0	0.0
	German	10	0	0.0	3	0	0.0
	Hindi	93	0	0.0	2	1	0.0
	Hmong	3	0	0.0	0	0	0.0
	Ilocano	0	0	0.0	5	0	0.0
	Indonesian	0	0	0.0	2	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
REHABILITATION, DEPARTMENT OF *(Continued)*							
	Italian	0	0	0.0	0	1	0.0
	Japanese	25	1	0.0	13	0	0.0
	Korean	132	4	0.0	160	7	0.0
	Mandarin	193	4	0.0	162	6	0.0
	Native American	0	0	0.0	8	0	0.0
	Not Identified	182	3	0.0	61	0	0.0
	Other	0	0	0.0	0	1	0.0
	Pakistani	2	0	0.0	0	0	0.0
	Portuguese	8	0	0.0	1	0	0.0
	Punjabi	140	0	1.0	18	1	0.0
	Relay Calls	0	0	0.0	3	0	0.0
	Russian	5	0	0.0	19	1	0.0
	Somali	0	0	0.0	1	0	0.0
	Spanish	8,234	183	2.0	5,410	298	1.0
	Tagalog/Filipino	538	15	1.0	328	13	0.0
	Thai	0	0	0.0	0	1	0.0
	TTY	0	0	0.0	18	0	0.0
	Vietnamese	693	15	0.0	502	25	0.0
Department Totals		**134,784**	**1,458**	**7.0**	**76,189**	**1,573**	**2.0**
SCIENCE CENTER, CALIFORNIA							
	American Sign/ Dactylology	10	2	0.0	0	0	0.0
	Arabic	4	1	0.0	0	0	0.0
	Cantonese	100	1	0.0	0	0	0.0
	English	83,000	168	0.0	1,230	15	0.0
	Tagalog/Filipino	8	4	0.0	0	0	0.0
	French	20	5	0.0	0	0	0.0
	German	3	1	0.0	0	0	0.0
	Spanish	25,000	33	0.0	32	0	0.0
Department Totals		**108,145**	**215**	**0.0**	**1,262**	**15**	**0.0**

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
SECRETARY OF STATE							
	American Sign/Dactylology	0	0	0.0	3	0	0.0
	Arabic	76	0	1.0	86	0	0.0
	Armenian	0	0	0.0	65	0	0.0
	Cambodian	38	0	0.0	3	0	0.0
	Cantonese	107	0	0.0	521	0	0.0
	Croatian	0	0	0.0	34	0	0.0
	English	35,840	206	0.0	22,618	101	0.0
	Farsi	0	0	0.0	11	0	0.0
	French	1	0	0.0	34	0	0.0
	German	11	0	0.0	37	0	0.0
	Greek	0	0	0.0	26	0	0.0
	Hebrew	0	0	0.0	15	0	0.0
	Hindi	3	0	0.0	105	0	0.0
	Hmong	0	0	0.0	4	0	0.0
	Ilocano	0	0	0.0	11	0	0.0
	Italian	0	0	0.0	64	0	0.0
	Japanese	19	0	0.0	178	0	0.0
	Korean	29	0	0.0	181	0	0.0
	Laotian	0	0	0.0	1	0	0.0
	Mandarin	47	0	0.0	148	1	0.0
	Not Identified	123	0	0.0	68	0	0.0
	Other	0	0	0.0	41	0	0.0
	Polish	0	0	0.0	2	0	0.0
	Portuguese	3	0	0.0	2	0	0.0
	Punjabi	17	0	0.0	50	0	0.0
	Russian	0	0	0.0	139	0	0.0
	Serbian	0	0	0.0	1	0	0.0
	Spanish	1,650	6	3.0	3,272	7	4.0
	Tagalog/Filipino	11	0	0.0	357	0	1.0
	Thai	0	0	0.0	6	0	0.0
	Vietnamese	34	0	0.0	399	1	0.0
Department Totals		**38,009**	**212**	**4.0**	**28,482**	**110**	**5.0**

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
SOCIAL SERVICES, DEPARTMENT OF							
	Albanian	0	0	0.0	2	0	0.0
	American Sign/ Dactylology	6	6	0.0	11	3	0.0
	Arabic	39	19	0.0	23	0	0.0
	Armenian	103	12	0.0	121	0	2.0
	Bosnian	0	0	0.0	6	0	0.0
	Cambodian	3	3	0.0	11	0	0.0
	Cantonese	138	37	0.0	161	3	0.0
	Croatian	0	0	0.0	56	0	0.0
	English	63,000	558	0.0	47,066	970	0.0
	Farsi	0	0	0.0	154	0	0.0
	French	0	0	0.0	2	0	0.0
	German	9	4	0.0	0	0	0.0
	Greek	0	0	0.0	1	0	0.0
	Hindi	30	15	0.0	5	0	0.0
	Hmong	2	2	0.0	2	0	0.0
	Indonesian	0	0	0.0	6	0	0.0
	Japanese	2	2	0.0	23	2	0.0
	Korean	33	15	0.0	106	2	0.0
	Laotian	3	2	0.0	14	0	0.0
	Mandarin	32	13	0.0	311	3	0.0
	Not Identified	221	44	0.0	6	0	0.0
	Other	0	0	0.0	19	0	0.0
	Portuguese	1	1	0.0	2	1	0.0
	Punjabi	30	12	0.0	18	0	0.0
	Romanian	0	0	0.0	4	0	0.0
	Russian	0	0	0.0	243	0	3.0
	Samoan	5	1	0.0	0	0	0.0
	Serbian	0	0	0.0	1	0	0.0
	Somali	0	0	0.0	4	0	0.0
	Spanish	3,780	283	0.0	5,756	83	14.0
	Tagalog/Filipino	294	54	0.0	249	1	0.0

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
SOCIAL SERVICES, DEPARTMENT OF *(Continued)*							
	Thai	0	0	0.0	1	0	0.0
	Vietnamese	295	47	0.0	283	4	0.0
Department Totals		**68,026**	**1,130**	**0.0**	**54,667**	**1,072**	**19.0**
STATE AUDITS, BUREAU OF					EXEMPTED		
	English	1,478	2	0.0			
	Spanish	1	0	0.0			
Department Totals		**1,479**	**2**	**0.0**			
STATE LANDS COMMISSION							
	English	982	24	0.0	1,423	27	0.0
	Spanish	3	2	0.0	36	0	0.0
Department Totals		**985**	**26**	**0.0**	**1,459**	**27**	**0.0**
STATE LIBRARY, CALIFORNIA							
	Cantonese	7	1	0.0	1	0	0.0
	English	6,765	121	0.0	6,398	92	0.0
	French	0	0	0.0	1	0	0.0
	German	0	0	0.0	1	0	0.0
	Greek	0	0	0.0	1	0	0.0
	Hindi	0	0	0.0	1	0	0.0
	Italian	0	0	0.0	2	0	0.0
	Japanese	1	1	0.0	0	0	0.0
	Spanish	2	0	0.0	2	0	0.0
	Tagalog/Filipino	3	1	0.0	1	0	0.0
Department Totals		**6,778**	**124**	**0.0**	**6,408**	**92**	**0.0**
STATE LOTTERY COMMISSION, CALIFORNIA							
	American Sign/ Dactylology	4	0	0.0	0	0	0.0
	Arabic	441	0	1.0	18	0	0.0
	Armenian	118	0	0.0	0	0	0.0
	Cambodian	5	0	0.0	11	0	0.0
	Cantonese	458	3	0.0	177	2	0.0
	English	39,619	266	0.0	36,558	391	0.0

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
STATE LOTTERY COMMISSION, CALIFORNIA *(Continued)*							
	Farsi	0	0	0.0	15	0	0.0
	German	4	0	0.0	1	0	0.0
	Greek	0	0	0.0	1	0	0.0
	Hindi	279	0	0.0	0	0	0.0
	Japanese	41	0	0.0	12	0	0.0
	Korean	628	0	1.0	176	0	0.0
	Laotian	1	0	0.0	0	0	0.0
	Mandarin	169	2	0.0	95	2	0.0
	Not Identified	191	0	0.0	0	0	0.0
	Polish	0	0	0.0	2	0	0.0
	Portuguese	13	0	0.0	0	0	0.0
	Punjabi	349	0	0.0	4	0	0.0
	Russian	0	0	0.0	3	0	0.0
	Spanish	1,490	17	0.0	1,321	26	0.0
	Tagalog/Filipino	170	1	0.0	38	1	0.0
	Thai	0	0	0.0	1	0	0.0
	Vietnamese	459	0	0.0	139	2	0.0
Department Totals		**44,439**	**289**	**2.0**	**38,572**	**424**	**0.0**
STATE PUBLIC DEFENDER					**EXEMPTED**		
	English	881	98	0.0			
	Spanish	4	0	0.0			
Department Totals		**885**	**98**	**0.0**			
STATEWIDE HEALTH PLANNING & DEVELOPMENT, OFFICE OF					**EXEMPTED**		
	Cantonese	4	0	0.0			
	English	1,264	19	0.0			
	Tagalog/Filipino	1	0	0.0			
	Not Identified	33	0	0.0			
Department Totals		**1,302**	**19**	**0.0**			

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
STEPHEN P. TEALE CONSOLIDATED DATA CENTER					EXEMPTED		
	English	87	0	0.0			
Department Totals		**87**	**0**	**0.0**			
STUDENT AID COMMISSION, CALIFORNIA							
	American Sign/ Dactylology	5	0	0.0	0	0	0.0
	Arabic	1	0	0.0	0	0	0.0
	Armenian	3	0	0.0	0	0	0.0
	Cantonese	10	0	0.0	1	0	0.0
	English	4,744	23	0.0	4,882	28	0.0
	German	5	0	0.0	0	0	0.0
	Japanese	6	0	0.0	0	0	0.0
	Korean	4	0	0.0	0	0	0.0
	Mandarin	3	0	0.0	0	0	0.0
	Not Identified	1	0	0.0	0	0	0.0
	Portuguese	2	0	0.0	0	0	0.0
	Spanish	551	0	1.0	59	0	0.0
	Tagalog/Filipino	6	0	0.0	0	0	0.0
	Vietnamese	21	0	0.0	1	0	0.0
Department Totals		**5,362**	**23**	**1.0**	**4,943**	**28**	**0.0**
TEACHER CREDENTIALING, COMMISSION ON					EXEMPTED		
	Arabic	2	0	0.0			
	Cantonese	1	0	0.0			
	English	1,801	69	0.0			
	Hindi	2	0	0.0			
	Korean	1	0	0.0			
	Mandarin	2	0	0.0			
	Punjabi	2	0	0.0			
	Spanish	47	0	0.0			
	Tagalog/Filipino	6	0	0.0			
Department Totals		**1,864**	**69**	**0.0**			

[1/] Some languages were inappropriately identified by departments.

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BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
TEACHERS RETIREMENT SYSTEM, STATE					EXEMPTED		
	English	27,979	461	0.0			
	Spanish	5	0	0.0			
	Tagalog/Filipino	1	0	0.0			
Department Totals		**27,985**	**461**	**0.0**			
TECHNOLOGY, TRADE & COMMERCE AGENCY, CA (TRADE & COMMERCE AGENCY)					EXEMPTED		
	Arabic	10	0	0.0			
	Armenian	13	0	0.0			
	Cantonese	18	0	0.0			
	English	16,040	209	0.0			
	German	39	0	0.0			
	Hindi	8	0	0.0			
	Japanese	56	0	0.0			
	Korean	34	0	0.0			
	Mandarin	26	0	0.0			
	Not Identified	20	0	0.0			
	Portuguese	2	0	0.0			
	Spanish	384	1	2.0			
	Tagalog/Filipino	1	0	0.0			
	Vietnamese	1	0	0.0			
Department Totals		**16,652**	**210**	**2.0**			
TOXIC SUBSTANCES CONTROL, DEPARTMENT OF							
	American Sign/ Dactylology	2	1	0.0	0	0	0.0
	Arabic	15	7	0.0	4	6	0.0
	Armenian	5	3	0.0	0	0	0.0
	Cantonese	42	13	0.0	100	2	2.0
	English	7,919	305	0.0	6,608	441	0.0
	Farsi	0	0	0.0	3	3	0.0
	French	0	0	0.0	0	3	0.0
	German	0	0	0.0	0	2	0.0

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DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
TOXIC SUBSTANCES CONTROL, DEPARTMENT OF *(Continued)*							
	Gujarati	0	0	0.0	0	1	0.0
	Hindi	11	6	0.0	18	2	0.0
	Indonesian	0	0	0.0	0	1	0.0
	Japanese	4	3	0.0	0	1	0.0
	Korean	5	3	0.0	5	1	0.0
	Malayalam	0	0	0.0	0	2	0.0
	Mandarin	1	1	0.0	6	1	0.0
	Not Identified	79	17	0.0	0	0	0.0
	Punjabi	13	6	0.0	2	0	0.0
	Spanish	152	24	0.0	451	20	0.0
	Tagalog/Filipino	16	6	0.0	45	2	2.0
	Urdu	0	0	0.0	0	2	0.0
	Vietnamese	13	8	0.0	1	1	0.0
Department Totals		**8,277**	**403**	**0.0**	**7,243**	**491**	**4.0**
TRAFFIC SAFETY, OFFICE OF							
	English	368	2	0.0	1,423	31	0.0
	Farsi	0	0	0.0	2	0	0.0
	Spanish	28	0	0.0	16	1	0.0
Department Totals		**396**	**2**	**0.0**	**1,441**	**32**	**0.0**
TRANSPORTATION, CALIFORNIA DEPARTMENT OF							
	Ambaric	0	0	0.0	0	1	0.0
	American Sign/ Dactylology	4	0	0.0	9	0	0.0
	Arabic	61	0	0.0	29	1	0.0
	Armenian	53	0	0.0	1	0	0.0
	Cantonese	55	0	0.0	21	2	0.0
	English	46,354	1,558	0.0	29,522	1,257	0.0
	Farsi	0	0	0.0	9	2	0.0
	French	0	0	0.0	2	0	0.0
	German	11	0	0.0	4	0	0.0
	Hebrew	0	0	0.0	1	0	0.0

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DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
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TRANSPORTATION, CALIFORNIA DEPARTMENT OF *(Continued)*							
	Hindi	19	0	0.0	3	1	0.0
	Hmong	0	0	0.0	1	0	0.0
	Ilocano	0	0	0.0	0	2	0.0
	Italian	0	0	0.0	1	0	0.0
	Japanese	73	1	0.0	13	0	0.0
	Korean	31	0	0.0	14	0	0.0
	Laotian	0	0	0.0	28	0	0.0
	Mandarin	19	0	0.0	2	0	0.0
	Not Identified	251	2	0.0	1	0	0.0
	Oromegna	0	0	0.0	0	1	0.0
	Polish	0	0	0.0	2	0	0.0
	Portuguese	44	0	1.0	0	1	0.0
	Punjabi	32	0	0.0	4	1	0.0
	Russian	0	0	0.0	2	0	0.0
	Spanish	1,393	13	15.0	4,540	68	13.0
	Tagalog/Filipino	62	0	0.0	16	3	0.0
	Urdu	0	0	0.0	1	0	0.0
	Vietnamese	75	0	0.0	27	1	0.0
Department Totals		**48,537**	**1,574**	**16.0**	**34,253**	**1,341**	**13.0**
TRANSPORTATION COMMISSION, CALIFORNIA					DID NOT PARTICIPATE		
	English	70	1	0.0			
Department Totals		**70**	**1**	**0.0**			
TREASURER, STATE							
	Cantonese	1	0	0.0	16	0	0.0
	Chimaro	0	0	0.0	1	0	0.0
	English	1,878	95	0.0	4,409	114	0.0
	French	0	0	0.0	1	0	0.0
	German	0	0	0.0	1	0	0.0
	Hindi	0	0	0.0	1	0	0.0
	Italian	0	0	0.0	1	0	0.0
	Japanese	0	0	0.0	2	0	0.0

[1/] Some languages were inappropriately identified by departments.

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DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
TREASURER, STATE *(Continued)*							
	Mandarin	1	0	0.0	1	0	0.0
	Not Identified	1	0	0.0	0	0	0.0
	Spanish	7	0	0.0	52	1	0.0
	Tagalog/Filipino	0	0	0.0	3	0	0.0
Department Totals		**1,888**	**95**	**0.0**	**4,488**	**115**	**0.0**
UNEMPLOYMENT INSURANCE APPEALS BOARD							
	American Sign/ Dactylology	11	0	0.0	7	0	0.0
	Amharic	0	0	0.0	1	0	0.0
	Arabic	1	0	0.0	5	0	0.0
	Armenian	0	0	0.0	7	0	0.0
	Bosnian	0	0	0.0	1	0	0.0
	Burmese	0	0	0.0	2	0	0.0
	Cambodian	4	0	0.0	2	0	0.0
	Cantonese	49	0	0.0	78	2	0.0
	English	18,619	202	0.0	18,598	278	0.0
	Farsi	1	0	0.0	8	0	0.0
	French	1	0	0.0	1	0	0.0
	German	4	0	0.0	1	0	0.0
	Greek	0	0	0.0	2	0	0.0
	Hindi	7	0	0.0	6	0	0.0
	Hmong	2	0	0.0	2	0	0.0
	Ilocano	0	0	0.0	2	0	0.0
	Italian	0	0	0.0	1	0	0.0
	Japanese	6	0	0.0	11	0	0.0
	Korean	32	0	0.0	12	0	0.0
	Lahu	0	0	0.0	1	0	0.0
	Laotian	4	0	0.0	3	0	0.0
	Mandarin	19	0	0.0	36	0	0.0
	Mein	0	0	0.0	1	0	0.0
	Not Identified	35	0	0.0	0	0	0.0
	Polish	3	0	0.0	0	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
UNEMPLOYMENT INSURANCE APPEALS BOARD *(Continued)*							
	Portuguese	4	0	0.0	1	0	0.0
	Punjabi	8	0	0.0	12	0	0.0
	Pushtan	0	0	0.0	1	0	0.0
	Russian	3	0	0.0	5	0	0.0
	Serbian	0	0	0.0	1	0	0.0
	Serbo-Croatian	1	0	0.0	0	0	0.0
	Spanish	2,488	42	2.0	3,713	73	1.0
	Tagalog/Filipino	53	0	0.0	86	1	0.0
	Thai	0	0	0.0	2	0	0.0
	Tigriti	0	0	0.0	1	0	0.0
	Vietnamese	88	2	0.0	163	2	0.0
Department Totals		**21,443**	**246**	**2.0**	**22,773**	**355**	**1.0**
VETERANS AFFAIRS, DEPT OF							
	American Sign/ Dactylology	3	1	0.0			
	Arabic	1	0	0.0			
	Cantonese	1	0	0.0			
	English	8,974	67	0.0			
	Japanese	1	0	0.0		**EXEMPTED**	
	Not Identified	40	0	0.0			
	Spanish	101	6	0.0			
	Tagalog/Filipino	20	1	0.0			
	Vietnamese	8	0	0.0			
Department Totals		**9,149**	**75**	**0.0**			
VICTIMS COMPENSATION CLAIMS BOARD (BOARD OF CONTROL)							
	Arabic	1	0	0.0	1	0	0.0
	Cantonese	4	0	0.0	0	0	0.0
	English	7,468	286	0.0	11,759	199	0.0
	Farsi	0	0	0.0	11	2	0.0
	Hindi	0	0	0.0	1	0	0.0
	Japanese	2	0	0.0	0	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
VICTIMS COMPENSATION CLAIMS BOARD (BOARD OF CONTROL) ***(Continued)***							
	Korean	4	0	0.0	0	0	0.0
	Mandarin	1	0	0.0	0	0	0.0
	Not Identified	25	0	0.0	0	0	0.0
	Panshtu	0	0	0.0	0	1	0.0
	Pashtu	0	0	0.0	2	0	0.0
	Russian	0	0	0.0	3	0	0.0
	Spanish	295	4	8.0	641	13	2.0
	Tagalog/Filipino	12	0	0.0	0	0	0.0
	Urdu	0	0	0.0	2	1	0.0
	Vietnamese	0	0	0.0	3	0	0.0
Department Totals		**7,812**	**290**	**8.0**	**12,423**	**216**	**2.0**
WATER RESOURCES CONTROL BOARD, STATE							
	American Sign/ Dactylology	7	0	0.0	0	0	0.0
	Arabic	10	0	0.0	41	0	0.0
	Armenian	7	0	0.0	12	0	0.0
	Cantonese	5	0	0.0	67	0	0.0
	English	15,472	529	0.0	22,063	758	0.0
	Farsi	0	0	0.0	3	0	0.0
	French	0	0	0.0	1	0	0.0
	German	1	0	0.0	3	0	0.0
	Hindi	2	0	0.0	3	0	0.0
	Italian	1	0	0.0	0	0	0.0
	Japanese	7	0	0.0	5	0	0.0
	Korean	2	0	0.0	5	0	0.0
	Mandarin	26	0	0.0	67	0	0.0
	Nigerian	0	0	0.0	1	0	0.0
	Not Identified	0	0	0.0	37	0	0.0
	Portuguese	4	0	0.0	2	0	0.0
	Punjabi	1	0	0.0	0	0	0.0
	Spanish	126	0	0.0	153	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
WATER RESOURCES CONTROL BOARD, STATE *(Continued)*							
	Tagalog/Filipino	1	0	0.0	32	0	0.0
	Tigrinia	0	0	0.0	3	0	0.0
	Vietnamese	25	0	0.0	10	0	0.0
Department Totals		**15,697**	**529**	**0.0**	**22,508**	**758**	**0.0**
WATER RESOURCES, DEPARTMENT OF							
	American Sign/ Dactylology	2	0	0.0	0	0	0.0
	Arabic	3	0	0.0	2	0	0.0
	Armenian	1	0	0.0	0	0	0.0
	Cantonese	14	0	0.0	15	0	0.0
	English	12,519	354	0.0	11,508	309	0.0
	Farsi	0	0	0.0	0	1	0.0
	French	0	0	0.0	2	1	0.0
	German	6	0	0.0	5	0	0.0
	Greek	0	0	0.0	1	0	0.0
	Hindi	3	0	0.0	0	0	0.0
	Hmong	0	0	0.0	1	0	0.0
	Ijaw	0	0	0.0	1	0	0.0
	Ilocano	0	0	0.0	0	1	0.0
	Italian	0	0	0.0	0	1	0.0
	Japanese	4	0	0.0	7	1	0.0
	Korean	9	0	0.0	1	0	0.0
	Mandarin	6	0	0.0	1	0	0.0
	Middle Eastern	0	0	0.0	3	0	0.0
	Not Identified	78	0	0.0	0	0	0.0
	Portuguese	7	0	0.0	0	1	0.0
	Punjabi	2	0	0.0	0	0	0.0
	Russian	0	0	0.0	15	0	0.0
	Spanish	75	0	0.0	121	7	3.0
	Tagalog/Filipino	3	0	0.0	4	0	0.0

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
WATER RESOURCES, DEPARTMENT OF							
	Vietnamese	8	0	0.0	5	0	0.0
Department Totals		**12,740**	**354**	**0.0**	**11,692**	**322**	**3.0**
YOUTH AUTHORITY, DEPARTMENT OF THE							
	Afganistan	0	0	0.0	4	0	0.0
	American Sign/ Dactylology	25	3	0.0	19	1	0.0
	Arabic	10	0	0.0	7	0	0.0
	Armenian	4	0	0.0	3	0	0.0
	Cambodian	6	0	0.0	29	0	0.0
	Cantonese	16	4	0.0	46	0	0.0
	English	40,045	1,184	0.0	68,199	932	0.0
	Farsi	0	0	0.0	1	0	0.0
	French	0	0	0.0	7	1	0.0
	Fuskien	0	0	0.0	0	1	0.0
	Hindi	2	1	0.0	0	0	0.0
	Hmong	1	0	0.0	40	1	0.0
	Italian	0	0	0.0	2	0	0.0
	Japanese	10	0	0.0	19	0	0.0
	Korean	10	0	0.0	45	1	0.0
	Laotian	3	0	0.0	22	0	0.0
	Mandarin	10	0	0.0	16	1	0.0
	Not Identified	57	2	0.0	4	0	0.0
	Portuguese	3	0	0.0	4	0	0.0
	Russian	0	0	0.0	14	0	0.0
	Samoan	12	0	0.0	0	0	0.0
	Spanish	2,385	123	11.0	7,308	228	6.0
	Tagalog/Filipino	44	14	0.0	146	4	0.0
	Thai	0	0	0.0	8	1	0.0
	Vietnamese	89	2	0.0	251	0	0.0
Department Totals		**42,732**	**1,333**	**11.0**	**76,194**	**1,171**	**6.0**

[1/] Some languages were inappropriately identified by departments.

Table I

BIENNIAL LANGUAGE SURVEY
1999-2000 AND 2001-2002 SURVEY COMPARISONS

DEPARTMENT	LANGUAGE[1/]	1999-2000 SURVEY			2001-2002 SURVEY		
		PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES	PUBLIC CONTACTS RECEIVED	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
YOUTHFUL OFFENDER PAROLE BOARD							
	American Sign/ Dactylology				3	0	0.0
	Cantonese				1	0	0.0
	English				1,494	29	0.0
	Hmong		EXEMPTED		1	0	0.0
	Laotian				1	0	0.0
	Spanish				37	2	0.0
	Vietnamese				3	0	0.0
Department Totals					**1,540**	**31**	**0.0**
STATEWIDE	**TOTALS**	**6,334,360**	**43,285**	**646**	**5,666,322**	**63,567**	**1,347**

[1/] Some languages were inappropriately identified by departments.

Table II

2001-2002 LANGUAGE SURVEY
STATEWIDE LANGAUGE CONTACTS, POSITIONS AND DEFICIENCIES

LANGUAGE	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
ENGLISH	4,781,518	57,378,216	55,099.70	
SPANISH	720,238	8,642,856	6,846.44	1,180
VIETNAMESE	34,681	416,172	221.30	13
CANTONESE	24,406	292,872	193.00	10
TAGALOG/FILIPINO	15,227	182,724	194.00	49
AMERICAN SIGN/ TTY/RELAY	14,841	178,092	507.06	4
MANDARIN	13,892	166,704	107.00	2
KOREAN	11,429	137,148	38.00	8
RUSSIAN	7,796	93,552	21.00	16
ARMENIAN	6,558	78,696	49.00	2
JAPANESE	6,245	74,940	9.00	1
PUNJABI	4,121	49,452	33.75	1
ARABIC	3,913	46,956	22.00	9
FARSI/PERSIAN/ IRANIAN	3,519	42,228	21.00	16
OTHER	3,243	38,916	8.00	0
HINDI	2,186	26,232	26.75	0
PORTUGUESE	1,508	18,096	17.00	
FRENCH	1,338	16,056	31.00	0
GERMAN	1,262	15,144	10.00	0
CAMBODIAN	1,052	12,624	12.00	0
NOT IDENTIFIED	968	11,616	0.00	0
HMONG	904	10,848	3.00	1
ITALIAN	836	10,032	8.60	0
HEBREW	770	9,240	2.00	0
LAO/LAOTIAN	722	8,664	5.00	34
THAI	614	7,368	7.00	0
CROATIAN	354	4,248	3.00	0
ILOCANO	289	3,468	18.00	0
INDONESIAN	230	2,760	2.00	0
GREEK	225	2,700	1.00	0
POLISH	211	2,532	1.00	1
MIEN	138	1,656	0.00	0
SERBO-CROATIAN/SERBIAN/BOSNIAN	134	1,608	4.00	0
URDU	120	1,440	6.00	0
SOMALI	108	1,296	1.00	0
SAMOAN	78	936	7.00	0
CHINESE*	64	768	5.00	0
DUTCH	63	756	1.00	0
HAWAIIAN/PIDGIN	42	504	0.00	0
SWEDISH	41	492	1.00	0
ASSYRIAN/LISHANA	35	420	0.00	0
NATIVE AMERICAN/ INDIAN/YOCUT/ TULU/NAVAJO*	27	324	0.00	0
UKRAINIAN	23	276	0.00	0

*Language was inappropriately identified by the department.

Table II

2001-2002 LANGUAGE SURVEY
STATEWIDE LANGAUGE CONTACTS, POSITIONS AND DEFICIENCIES

LANGUAGE	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
ARRENTE/AUSTRALIAN	21	252	0.00	0
SWAHILI	19	228	0.00	0
FINNISH	18	216	0.00	0
ROMANIAN	18	216	1.00	0
BRITTISH*	16	192	0.00	0
CHAMORRO/GUAMANIAN	15	180	1.00	0
DANISH	14	168	0.00	0
HUNGARIAN	14	168	0.00	0
CZECH	12	144	0.00	0
GAELIC/IRISH	11	132	0.00	0
NORWEGIAN	10	120	1.00	0
TELUGU	9	108	0.00	0
AFRIKAANS	8	96	0.00	0
AMHARIC	8	96	1.00	0
ASIAN*	8	96	0.00	0
BULGARIAN	8	96	0.00	0
BURMESE	8	96	0.00	0
SWISS*	8	96	0.00	0
TIGRIGNA/ETHOPIAN	8	96	0.00	0
ALBANIAN/GHEG	7	84	0.00	0
PASHTO/PUSHTU	7	84	1.00	0
TURKISH*	7	84	0.00	0
AUSTRIAN	6	72	0.00	0
EAST INDIAN/SIKH*	5	60	0.00	0
KAMVIRI/AFGANISTAN	5	60	0.00	0
KRIO/JAMACIAN CREOLE	5	60	0.00	0
AMIS/TAIWANESE	4	48	0.00	0
CEBUANO	4	48	0.00	0
HOLLAND*	4	48	0.00	0
IGBO/IBO	4	48	0.00	0
KURDI	3	36	0.00	0
MIDDLE EASTERN*	3	36	0.00	0
SINHALA	3	36	0.00	0
TAMIL	3	36	0.00	0
BASQUE	2	24	0.00	0
BENGALI	2	24	0.00	0
BISAYA	2	24	0.00	0
CHALDEAN	2	24	0.00	0
KONKANI	2	24	0.00	0
LATVIAN	2	24	0.00	0
LEBANESE*	2	24	0.00	0
LITHUANIAN	2	24	0.00	0
TIBETIAN	2	24	0.00	0

*Language was inappropriately identified by the department.

Table II

2001-2002 LANGUAGE SURVEY
STATEWIDE LANGAUGE CONTACTS, POSITIONS AND DEFICIENCIES

LANGUAGE	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	PUBLIC CONTACT POSITIONS	BILINGUAL POSITION DEFICIENCIES
ADA/KATURMI	1	12	0.00	0
ARUBA	1	12	0.00	0
EBONICS*	1	12	1.00	0
EFIK	1	12	0.00	0
EGYPTION*	1	12	0.00	0
EL SALVADOR*	1	12	0.00	0
FIJIAN	1	12	0.00	0
FLAGH*	1	12	0.00	0
GIKUYU/KIKUYU	1	12	0.00	0
GUJARATI	1	12	1.00	0
HUYUNDAI*	1	12	0.00	0
IJO/IJAW	1	12	0.00	0
ISRAEL*	1	12	0.00	0
KANNADA	1	12	0.00	0
KASHIMIRI	1	12	0.00	0
LAHU	1	12	0.00	0
LOMANE*	1	12	0.00	0
MALAYALAM	1	12	3.00	0
MAPUNDUNGUN/CHILEAN	1	12	0.00	0
MARATHI	1	12	0.00	0
MOGAVIAN*	1	12	0.00	0
PAMPANGAN	1	12	0.00	0
POLYNESIAN*	1	12	0.00	0
RONIAN*	1	12	0.00	0
SANSKRIT	1	12	0.00	0
SCANDANAVIAN*	1	12	0.00	0
SLOVENIAN	1	12	0.00	0
TONGAN	1	12	1.00	0
UZBEK	1	12	0.00	0
WELSH	1	12	0.00	0
YIDDISH	1	12	0.00	0
YORUBA	1	12	1.00	0
BRAILLE	0	0	7.00	0
CUSARATI*	0	0	1.00	0
ESTONIAN	0	0	1.00	0
FUSKIEN*	0	0	1.00	0
OROMEGNA*	0	0	1.00	0
PHILIPINO*	0	0	1.00	0
TOTALS	5,666,322	67,995,864	63,566.60	1,347

*Language was inappropriately identified by the department.

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
ALAMEDA				
	English	169,750	4,413,500	83.85%
	Spanish	13,293	345,618	6.57%
	ASL/TTY/Relay	8,617	224,042	4.26%
	Cantonese	2,515	65,390	1.24%
	Tagalog	1,390	36,140	0.69%
	Vietnamese	1,212	31,512	0.60%
	Other	1,065	27,690	0.53%
	Mandarin	1,011	26,286	0.50%
	Punjabi	641	16,666	0.32%
	Arabic	561	14,586	0.28%
	Hindi	511	13,286	0.25%
	Farsi	451	11,726	0.22%
	Korean	410	10,660	0.20%
	Japanese	282	7,332	0.14%
	Russian	206	5,356	0.10%
	Not Identified	123	3,198	0.06%
	French	64	1,664	0.03%
	Portuguese	57	1,482	0.03%
	German	55	1,430	0.03%
	Cambodian	34	884	0.02%
	Thai	30	780	0.01%
	Japanese	24	624	0.01%
	Armenian	20	520	0.01%
	13 Additional Languages	134	3,484	0.07%
Alameda Total		**202,456**	**5,263,856**	**100.00%**
ALPINE				
	English	46	1,196	100.00%
Alpine Total		**46**	**1,196**	**100.00%**
AMADOR				
	English	3,401	88,426	98.24%
	Spanish	54	1,404	1.56%
	4 Additional Languages	7	182	0.20%
Amador Total		**3,462**	**90,012**	**100.00%**
BUTTE				
	English	27,610	717,860	94.92%
	Spanish	1,187	30,862	4.08%
	Hmong	73	1,898	0.25%
	Vietnamese	42	1,092	0.14%
	Punjabi	40	1,040	0.14%
	Cantonese	28	728	0.10%
	18 Additional Languages	107	2,782	0.37%
Butte Total		**29,087**	**756,262**	**100.00%**
CALAVARAS				
	English	3,114	80,964	96.35%
	Spanish	115	2,990	3.56%

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
CALAVARAS *(Continued)*				
	2 Additional Languages	3	78	0.09%
Calavaras Total		**3,232**	**84,032**	**100.00%**
COLUSA				
	English	1,572	40,872	72.21%
	Spanish	605	15,730	27.79%
Colusa Total		**2,177**	**56,602**	**100.00%**
CONTRA COSTA				
	English	42,333	1,100,658	83.25%
	Spanish	5,925	154,050	11.65%
	Cantonese	375	9,750	0.74%
	Tagalog	370	9,620	0.73%
	Vietnamese	333	8,658	0.65%
	Mandarin	291	7,566	0.57%
	Korean	222	5,772	0.44%
	Japanese	198	5,148	0.39%
	Punjabi	167	4,342	0.33%
	Portuguese	118	3,068	0.23%
	Arabic	102	2,652	0.20%
	Farsi	86	2,236	0.17%
	Hindi	69	1,794	0.14%
	Not Identified	66	1,716	0.13%
	Other	40	1,040	0.08%
	Russian	23	598	0.05%
	French	19	494	0.04%
	13 Additional Languages	112	2,912	0.22%
Contra Costa Total		**50,849**	**1,322,074**	**100.00%**
DEL NORTE				
	English	11,791	306,566	97.48%
	Spanish	290	7,540	2.40%
	8 Additional Languages	15	390	0.12%
Del Norte Total		**12,096**	**314,496**	**100.00%**
EL DORADO				
	English	10,080	262,080	95.63%
	Spanish	427	11,102	4.05%
	12 Additional Languages	34	884	0.32%
El Dorado Total		**10,541**	**274,066**	**100.00%**
FRESNO				
	English	129,288	3,361,488	82.64%
	Spanish	25,506	663,156	16.30%
	Punjabi	366	9,516	0.23%
	Hmong	359	9,334	0.23%
	Vietnamese	172	4,472	0.11%
	Laotian	131	3,406	0.08%
	Arabic	117	3,042	0.07%
	Cantonese	74	1,924	0.05%

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
FRESNO *(Continued)*				
	ASL/TTY/Relay	72	1,872	0.05%
	Armenian	59	1,534	0.04%
	Japanese	53	1,378	0.03%
	Korean	34	884	0.02%
	Cambodian	33	858	0.02%
	Tagalog	32	832	3.00%
	Other	26	676	0.02%
	Portuguese	22	572	0.01%
	22 Additional Languages	97	2,522	0.06%
Fresno Total		**156,441**	**4,067,466**	**102.98%**
GLENN				
	English	2,878	74,828	76.81%
	Spanish	782	20,332	20.87%
	Tagalog	29	754	0.77%
	Hmong	23	598	0.61%
	6 Additional Languages	35	910	0.93%
Glenn total		**3,747**	**97,422**	**100.00%**
HUMBOLDT				
	English	17,599	457,574	98.21%
	Spanish	240	6,240	1.34%
	German	14	364	0.08%
	Japanese	13	338	0.07%
	15 AdditionalLanguages	54	1,404	0.30%
Humboldt Total		**17,920**	**465,920**	**100.00%**
IMPERIAL				
	English	29,900	777,400	60.15%
	Spanish	19,392	504,192	39.01%
	Cantonese	96	2,496	0.19%
	Japanese	79	2,054	0.16%
	Korean	57	1,482	0.11%
	Mandarin	54	1,404	0.11%
	Vietnamese	51	1,326	0.10%
	ASL/TTY/Relay	25	650	0.05%
	15 AdditionalLanguages	59	1,534	0.12%
Imperial Total		**49,713**	**1,292,538**	**100.00%**
INYO				
	English	6,670	173,420	95.94%
	Spanish	272	7,072	3.91%
	10 Additional Languages	10	260	0.14%
Inyo Total		**6,952**	**180,752**	**100.00%**
KERN				
	English	80,402	2,090,452	79.45%
	Spanish	19,489	506,714	19.26%
	Punjabi	499	12,974	0.49%
	Korean	357	9,282	0.35%

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
KERN *(Continued)*				
	Tagalog	158	4,108	0.16%
	Cantonese	55	1,430	0.05%
	ASL/TTY/Relay	49	1,274	0.05%
	Vietnamese	37	962	0.04%
	Somali	30	780	0.03%
	Arabic	29	754	0.03%
	Japanese	20	520	0.02%
	9 Additional Languages	70	1,820	0.07%
Kern Total		**101,195**	**2,631,070**	**100.00%**
KINGS				
	English	16,239	422,214	81.65%
	Spanish	3,618	94,068	18.19%
	Portuguese	18	468	0.09%
	7 Additional Languages	14	364	0.07%
Kings Total		**19,889**	**517,114**	**100.00%**
LAKE				
	English	5,104	132,704	94.03%
	Spanish	321	8,346	5.91%
	Dutch	3	78	0.06%
Lake Total		**5,428**	**141,128**	**100.00%**
LASSEN				
	English	8,723	226,798	95.54%
	Spanish	336	8,736	3.68%
	Vietnamese	43	1,118	0.47%
	Cantonese	14	364	0.15%
	4 Additional Languages	14	364	0.15%
Lassen Total		**9,130**	**237,380**	**100.00%**
LOS ANGELES				
	English	814,010	21,164,260	76.39%
	Spanish	209,757	5,453,682	19.68%
	Vietnamese	6,449	167,674	0.61%
	Korean	5,926	154,076	0.56%
	Armenian	5,815	151,190	0.55%
	Mandarin	5,668	147,368	0.53%
	Cantonese	5,208	135,408	0.49%
	Tagalog	3,802	98,852	0.36%
	Japanese	1,718	44,668	0.16%
	Farsi	1,558	40,508	0.15%
	Russian	1,414	36,764	0.13%
	Arabic	906	23,556	0.09%
	Other	566	14,716	0.05%
	ASL/TTY/Relay	492	12,792	0.05%
	Hebrew	454	11,804	0.04%
	Cambodian	390	10,140	0.04%
	Thai	245	6,370	0.02%

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
LOS ANGELES *(Continued)*				
	French	196	5,096	0.02%
	Hindi	180	4,680	0.02%
	Not Identified	146	3,796	0.01%
	Italian	127	3,302	0.01%
	German	110	2,860	0.01%
	Portuguese	98	2,548	0.01%
	Croation	82	2,132	0.01%
	Punjabi	82	2,132	0.01%
	19 Additional Languages	217	5,642	0.02%
Los Angeles Total		**1,065,616**	**27,706,016**	**100.00%**
MADERA				
	English	11,827	307,502	83.62%
	Spanish	2,316	60,216	16.38%
County Total		**14,143**	**367,718**	**100.00%**
MARIN				
	English	16,434	427,284	75.33%
	Spanish	3,197	83,122	14.65%
	Portuguese	407	10,582	1.87%
	Cantonese	297	7,722	1.36%
	Vietnamese	290	7,540	1.33%
	Tagalog	230	5,980	1.05%
	Japanese	214	5,564	0.98%
	Korean	165	4,290	0.76%
	Farsi	126	3,276	0.58%
	French	62	1,612	0.28%
	German	53	1,378	0.24%
	Russian	43	1,118	0.20%
	Mandarin	42	1,092	0.19%
	Italian	41	1,066	0.19%
	Arabic	38	988	0.17%
	Other	31	806	0.14%
	Thai	27	702	0.12%
	Hindi	26	676	0.12%
	Cambodian	25	650	0.11%
	Hebrew	25	650	0.11%
	Punjabi	23	598	0.11%
	5 Additional Languages	21	546	0.10%
Marin Total		**21,817**	**567,242**	**100.00%**
MARIPOSA				
	English	2,889	75,114	98.57%
	Spanish	39	1,014	1.33%
	Russian	3	78	0.10%
Mariposa Total		**2,931**	**76,206**	**100.00%**

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
MENDOCINO				
	English	7,961	206,986	91.22%
	Spanish	753	19,578	8.63%
	7 Additional Languages	13	338	0.15%
Mendocino Total		**8,727**	**226,902**	**100.00%**
MERCED				
	English	23,481	610,506	84.29%
	Spanish	4,122	107,172	14.80%
	Vietnamese	54	1,404	0.19%
	Hmong	53	1,378	0.19%
	Punjabi	26	676	0.09%
	Korean	24	624	0.09%
	ASL/TTY/Relay	19	494	0.07%
	9 Additional Languages	78	2,028	0.28%
Merced Total		**27,857**	**724,282**	**100.00%**
MODOC				
	English	1,776	46,176	96.78%
	Spanish	55	1,430	3.00%
	4 Additional Languages	4	104	0.22%
Modoc Total		**1,835**	**47,710**	**100.00%**
MONO			0	
	English	4,018	104,468	97.48%
	Spanish	103	2,678	2.50%
	Japanese	1	26	0.02%
Mono Total		**4,122**	**107,172**	**100.00%**
MONTEREY				
	English	32,480	844,480	69.19%
	Spanish	13,006	338,156	27.70%
	Vietnamese	312	8,112	0.66%
	Japanese	147	3,822	0.31%
	Korean	143	3,718	0.30%
	Cantonese	122	3,172	0.26%
	Tagalog	114	2,964	0.24%
	French	99	2,574	0.21%
	Italian	84	2,184	0.18%
	German	77	2,002	0.16%
	Mandarin	73	1,898	0.16%
	Hindi	62	1,612	0.13%
	Russian	43	1,118	0.09%
	Other	37	962	0.08%
	Serbo-Croatian/Bosnian	31	806	0.07%
	Hebrew	18	468	0.04%
	26 Additional Languages	98	2,548	0.21%
Monterey Total		**46,946**	**1,220,596**	**100.00%**
NAPA				
	English	24,422	634,972	90.67%

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
NAPA *(Continued)*			0	
	Spanish	2,090	54,340	7.76%
	Tagalog	321	8,346	1.19%
	Cantonese	26	676	0.10%
	16 Additional Languages	75	1,950	0.28%
Napa Total		**26,934**	**700,284**	**100.00%**
NEVADA				
	English	79,472	2,066,272	99.13%
	Spanish	466	12,116	0.58%
	Cantonese	39	1,014	0.05%
	Mandarin	34	884	0.04%
	Japanese	33	858	0.04%
	ASL/TTY/Relay	22	572	0.03%
	Russian	22	572	0.03%
	15 Additional Languages	81	2,106	0.10%
Nevada Total		**80,169**	**2,084,394**	**100.00%**
ORANGE				
	English	268,903	6,991,478	82.55%
	Spanish	45,100	1,172,600	13.84%
	Vietnamese	4,841	125,866	1.49%
	Korean	1,466	38,116	0.45%
	Cantonese	813	21,138	0.25%
	Tagalog	720	18,720	0.22%
	Japanese	674	17,524	0.21%
	Mandarin	621	16,146	0.19%
	Farsi	385	10,010	0.12%
	Other	294	7,644	0.09%
	ASL/TTY/Relay	291	7,566	0.09%
	Arabic	230	5,980	0.07%
	German	131	3,406	0.04%
	French	124	3,224	0.04%
	Hindi	123	3,198	0.04%
	Not Identified	106	2,756	0.03%
	Italian	104	2,704	0.03%
	Russian	100	2,600	0.03%
	Armenian	90	2,340	0.03%
	Cambodian	75	1,950	0.02%
	Portuguese	75	1,950	0.02%
	Croatian	74	1,924	0.02%
	Hebrew	60	1,560	0.02%
	Thai	60	1,560	0.02%
	Polish	49	1,274	0.02%
	Hawaiian/Pidgin	39	1,014	0.01%
	Punjabi	33	858	0.01%
	29 Additional Languages	170	4,420	0.05%
Orange Total		**325,751**	**8,469,526**	**100.00%**

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
PLACER				
	English	29,538	767,988	95.65%
	Spanish	981	25,506	3.18%
	Russian	116	3,016	0.38%
	Cantonese	59	1,534	0.19%
	Vietnamese	50	1,300	0.16%
	Other	31	806	0.10%
	ASL/TTY/Relay	29	754	0.09%
	18 Additional Languages	77	2,002	0.25%
Placer Total		**30,881**	**802,906**	**100.00%**
PLUMAS				
	English	1,913	49,738	99.22%
	Spanish	15	390	0.78%
Plumas Total		**1,928**	**50,128**	**100.00%**
RIVERSIDE				
	English	210,681	5,477,706	83.81%
	Spanish	35,306	917,956	14.05%
	ASL/TTY/Relay	3,600	93,600	1.43%
	Vietnamese	517	13,442	0.21%
	Cantonese	257	6,682	0.10%
	Tagalog	202	5,252	0.08%
	Korean	180	4,680	0.07%
	Arabic	140	3,640	0.06%
	Mandarin	139	3,614	0.06%
	Japanese	102	2,652	0.04%
	Not Identified	32	832	0.01%
	Other	25	650	0.01%
	Hindi	24	624	0.01%
	20 Additional Languages	167	4,342	0.07%
Riverside Total		**251,372**	**6,535,672**	**100.00%**
SACRAMENTO				
	English	1,365,980	35,515,480	88.67%
	Spanish	136,995	3,561,870	8.89%
	Vietnamese	11,503	299,078	0.75%
	Cantonese	8,053	209,378	0.52%
	Russian	4,726	122,876	0.31%
	Mandarin	3,066	79,716	0.20%
	Tagalog	2,365	61,490	0.15%
	Punjabi	959	24,934	0.06%
	Korean	898	23,348	0.06%
	Japanese	723	18,798	0.05%
	Arabic	679	17,654	0.04%
	ASL/TTY/Relay	747	19,422	0.05%
	Other	467	12,142	0.03%
	Hindi	398	10,348	0.03%
	Armenian	359	9,334	0.02%

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SACRAMENTO *(Continued)*				
	Farsi	353	9,178	0.02%
	Cambodian	299	7,774	0.02%
	Hmong	274	7,124	0.02%
	German	211	5,486	0.01%
	Not Identified	192	4,992	0.01%
	Laotian	170	4,420	0.01%
	French	149	3,874	0.01%
	Ilocano	130	3,380	0.01%
	Croatian	111	2,886	0.01%
	Italian	98	2,548	0.01%
	Thai	79	2,054	0.01%
	64 Additional Languages	598	15,548	0.04%
Sacramento Total		**1,540,582**	**40,055,132**	**100.00%**
SAN BENITO				
	English	2,538	65,988	78.33%
	Spanish	697	18,122	21.51%
	4 Additional Languages	5	130	0.15%
San Benito Total		**3,240**	**84,240**	**100.00%**
SAN BERNARDINO				
	English	249,495	6,486,870	91.02%
	Spanish	21,956	570,856	8.01%
	Vietnamese	406	10,556	0.15%
	Japanese	358	9,308	0.13%
	ASL/TTY/Relay	272	7,072	0.10%
	Cantonese	246	6,396	0.09%
	Korean	179	4,654	0.07%
	Laotian	132	3,432	0.05%
	Indonesian	129	3,354	0.05%
	Arabic	129	3,354	0.05%
	Mandarin	112	2,912	0.04%
	Tagalog	110	2,860	0.04%
	Not Identified	99	2,574	0.04%
	German	94	2,444	0.03%
	French	96	2,496	0.04%
	Hindi	53	1,378	0.02%
	Italian	46	1,196	0.02%
	Armenian	37	962	0.01%
	Russian	26	676	0.01%
	Other	24	624	0.01%
	Thai	24	624	0.01%
	14 Additional Languages	84	2,184	0.03%
San Bernardino Total		**274,107**	**7,126,782**	**100.00%**
SAN DIEGO				
	English	258,264	6,714,864	81.38%
	Spanish	53,676	1,395,576	16.91%

Table III

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COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SAN DIEGO *(Continued)*				
	Vietnamese	1,201	31,226	0.38%
	Tagalog	1,181	30,706	0.37%
	Japanese	467	12,142	0.15%
	Cantonese	382	9,932	0.12%
	Arabic	379	9,854	0.12%
	Korean	235	6,110	0.07%
	Mandarin	227	5,902	0.07%
	Farsi	163	4,238	0.05%
	Portuguese	157	4,082	0.05%
	French	146	3,796	0.05%
	Other	145	3,770	0.05%
	German	128	3,328	0.04%
	Russian	119	3,094	0.04%
	ASL/TTY/Relay	80	2,080	0.03%
	Laotian	70	1,820	0.02%
	Italian	68	1,768	0.02%
	SOMALI	53	1,378	0.02%
	Hindi	35	910	0.01%
	Cambodian	27	702	0.01%
	Ilocano	24	624	0.01%
	28 Additional Languages	136	3,536	0.04%
San Diego Total		**317,363**	**8,251,438**	**100.00%**
SAN FRANCISCO				
	English	85,823	2,231,398	87.91%
	Spanish	5,413	140,738	5.54%
	Cantonese	2,599	67,574	2.66%
	Mandarin	978	25,428	1.00%
	Tagalog	931	24,206	0.95%
	Vietnamese	459	11,934	0.47%
	Russian	294	7,644	0.30%
	Japanese	224	5,824	0.23%
	Korean	181	4,706	0.19%
	ASL/TTY/Relay	108	2,808	0.11%
	Hindi	104	2,704	0.11%
	Arabic	101	2,626	0.10%
	Not Identified	65	1,690	0.07%
	Punjabi	43	1,118	0.04%
	Italian	41	1,066	0.04%
	Other	39	1,014	0.04%
	French	32	832	0.03%
	Portuguese	32	832	0.03%
	Croatian	25	650	0.03%
	Greek	25	650	0.03%
	Armenian	21	546	0.02%
	German	19	494	0.02%
	Thai	18	468	0.02%

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SAN FRANCISCO ***(Continued)***				
	7 Additional Languages	47	1,222	0.05%
San Francisco Total		**97,622**	**2,538,172**	**100.00%**
SAN JOAQUIN				
	English	72,459	1,883,934	88.10%
	Spanish	8,532	221,832	10.37%
	Vietnamese	391	10,166	0.48%
	Tagalog	195	5,070	0.24%
	Punjabi	175	4,550	0.21%
	Cantonese	89	2,314	0.11%
	Mandarin	65	1,690	0.08%
	Cambodian	48	1,248	0.06%
	Hindi	47	1,222	0.06%
	Hmong	37	962	0.04%
	ASL/TTY/Relay	27	702	0.03%
	Arabic	25	650	0.03%
	Portuguese	24	624	0.03%
	Korean	21	546	0.03%
	Japanese	20	520	0.02%
	16 Additional Languages	89	2,314	0.11%
San Joaquin Total		**82,244**	**2,138,344**	**100.00%**
SAN LUIS OBISPO				
	English	51,167	1,330,342	92.48%
	Spanish	3,435	89,310	6.21%
	Korean	87	2,262	0.16%
	German	84	2,184	0.15%
	French	63	1,638	0.11%
	Cantonese	61	1,586	0.11%
	Japanese	53	1,378	0.10%
	Hebrew	47	1,222	0.08%
	Mandarin	45	1,170	0.08%
	Tagalog	41	1,066	0.07%
	Vietnamese	37	962	0.07%
	Portuguese	27	702	0.05%
	Russian	26	676	0.05%
	ASL/TTY/Relay	23	598	0.04%
	28 Additional Languages	133	3,458	0.24%
San Luis Obispo Total		**55,329**	**1,438,554**	**100.00%**
SAN MATEO				
	English	31,320	814,320	74.92%
	Spanish	6,794	176,644	16.25%
	Tagalog	1,368	35,568	3.27%
	Cantonese	1,197	31,122	2.86%
	Mandarin	386	10,036	0.92%
	Portuguese	111	2,886	0.27%
	Vietnamese	108	2,808	0.26%

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COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SAN MATEO *(Continued)*				
	Japanese	78	2,028	0.19%
	Italian	67	1,742	0.16%
	Russian	67	1,742	0.16%
	Arabic	50	1,300	0.12%
	Other	46	1,196	0.11%
	ASL/TTY/Relay	40	1,040	0.10%
	Hindi	38	988	0.09%
	Greek	29	754	0.07%
	German	25	650	0.06%
	French	25	650	0.06%
	Korean	23	598	0.06%
	9 Additional Languages	33	858	0.08%
San Mateo Total		**41,805**	**1,086,930**	**100.00%**
SANTA BARBARA				
	English	45,225	1,175,850	79.72%
	Spanish	11,086	288,236	19.54%
	Korean	69	1,794	0.12%
	Cantonese	63	1,638	0.11%
	Vietnamese	52	1,352	0.09%
	ASL/TTY/Relay	45	1,170	0.08%
	Other	41	1,066	0.07%
	Tagalog	40	1,040	0.07%
	Mandarin	36	936	0.06%
	Japanese	32	832	0.06%
	Portuguese	21	546	0.04%
	5 Additional Languages	18	468	0.03%
Santa Barbara Total		**56,728**	**1,474,928**	**100.00%**
SANTA CLARA				
	English	138,637	3,604,562	83.48%
	Spanish	17,890	465,140	10.77%
	Vietnamese	4,012	104,312	2.42%
	Cantonese	1,217	31,642	0.73%
	Mandarin	836	21,736	0.50%
	Tagalog	827	21,502	0.50%
	Korean	399	10,374	0.24%
	Punjabi	381	9,906	0.23%
	Japanese	368	9,568	0.22%
	Hindi	308	8,008	0.19%
	Other	203	5,278	0.12%
	Farsi	158	4,108	0.10%
	Russian	154	4,004	0.09%
	Arabic	153	3,978	0.09%
	French	109	2,834	0.07%
	German	67	1,742	0.04%
	Not Identified	62	1,612	0.04%

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SANTA CLARA *(Continued)*				
	Portuguese	38	988	0.02%
	Hebrew	37	962	0.02%
	Cambodian	29	754	0.02%
	Italian	29	754	0.02%
	ASL/TTY/Relay	28	728	0.02%
	Thai	24	624	0.01%
	20 Additional Languages	98	2,548	0.06%
Santa Clara Total		**166,064**	**4,317,664**	**100.00%**
SANTA CRUZ				
	English	28,964	753,064	81.50%
	Spanish	6,071	157,846	17.08%
	Vietnamese	174	4,524	0.49%
	Cantonese	44	1,144	0.12%
	Mandarin	39	1,014	0.11%
	Russian	34	884	0.10%
	Japanese	33	858	0.09%
	Korean	25	650	0.07%
	German	21	546	0.06%
	23 Additional Languages	133	3,458	0.37%
Santa Cruz Total		**35,538**	**923,988**	**100.00%**
SHASTA				
	English	24,990	649,740	97.95%
	Spanish	358	9,308	1.40%
	Punjabi	39	1,014	0.15%
	Laotian	28	728	0.11%
	Portuguese	25	650	0.10%
	12 Additional Languages	73	1,898	0.29%
Shasta Total		**25,513**	**663,338**	**100.00%**
SIERRA			0	
	English	171	4,446	98.28%
	Spanish	3	78	1.72%
Sierra Total		**174**	**4,524**	**100.00%**
SISKIYOU			0	
	English	52,111	1,354,886	99.33%
	Spanish	300	7,800	0.57%
	12 Additional Languages	54	1,404	0.10%
Siskiyou Total		**52,465**	**1,364,090**	**100.00%**
SOLANO				
	English	53,654	1,395,004	89.15%
	Spanish	3,700	96,200	6.15%
	Vietnamese	1,656	43,056	2.75%
	Tagalog	453	11,778	0.75%
	Cantonese	180	4,680	0.30%
	Punjabi	60	1,560	0.10%

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SOLANO *(Continued)*				
	Other	56	1,456	0.09%
	Hindi	55	1,430	0.09%
	ASL/TTY/Relay	52	1,352	0.09%
	Mandarin	44	1,144	0.07%
	Arabic	40	1,040	0.07%
	Japanese	37	962	0.06%
	Russian	33	858	0.05%
	Korean	28	728	0.05%
	Farsi	24	624	0.04%
	German	23	598	0.04%
	French	20	520	0.03%
	13 Additional Languages	66	1,716	0.11%
Solano Total		**60,181**	**1,564,706**	**100.00%**
SONOMA				
	English	50,163	1,304,238	90.02%
	Spanish	4,973	129,298	8.92%
	Tagalog	81	2,106	0.15%
	Russian	71	1,846	0.13%
	Cantonese	69	1,794	0.12%
	ASL/TTY/Relay	47	1,222	0.08%
	Japanese	45	1,170	0.08%
	French	38	988	0.07%
	German	32	832	0.06%
	Punjabi	30	780	0.05%
	Vietnamese	25	650	0.04%
	Hindi	24	624	0.04%
	12 Additional Languages	126	3,276	0.23%
Sonoma Total		**55,724**	**1,448,824**	**100.00%**
STANISLAUS				
	English	31,888	829,088	84.36%
	Spanish	5,515	143,390	14.59%
	Portuguese	93	2,418	0.25%
	Tagalog	74	1,924	0.20%
	Punjabi	66	1,716	0.17%
	Farsi	29	754	0.08%
	Arabic	21	546	0.06%
	Assyrian	21	546	0.06%
	Vietnamese	20	520	0.05%
	13 Additional Languages	71	1,846	0.19%
Stanislaus Total		**37,798**	**982,748**	**100.00%**
SUTTER				
	English	6,099	158,574	82.31%
	Spanish	936	24,336	12.63%

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
SUTTER *(Continued)*				
	Punjabi	323	8,398	4.36%
	12 Additional Languages	52	1,352	0.70%
Sutter Total		**7,410**	**192,660**	**100.00%**
TEHAMA				
	English	7,098	184,548	97.29%
	Spanish	197	5,122	2.70%
	Vietnamese	1	26	0.01%
Tehama Total		**7,296**	**189,696**	**100.00%**
TRINITY				
	English	747	19,422	100.00%
Trinity Total		**747**	**19,422**	**100.00%**
TULARE				
	English	33,714	876,564	80.18%
	Spanish	8,072	209,872	19.20%
	Laotian	36	936	0.09%
	Mein	35	910	0.08%
	Tagalog	20	520	0.05%
	Portuguese	23	598	0.05%
	22 Additional Languages	146	3,796	0.35%
Tulare Total		**42,046**	**1,093,196**	**100.00%**
TUOLUMNE				
	English	7,482	194,532	97.79%
	Spanish	167	4,342	2.18%
	2 Additional Languages	2	52	0.03%
Tuolumne Total		**7,651**	**198,926**	**100.00%**
VENTURA				
	English	68,080	1,770,080	84.59%
	Spanish	11,279	293,254	14.01%
	Japanese	157	4,082	0.20%
	Korean	145	3,770	0.18%
	Tagalog	103	2,678	0.13%
	Cantonese	99	2,574	0.12%
	Farsi	96	2,496	0.12%
	ASL/TTY/Relay	93	2,418	0.12%
	Vietnamese	87	2,262	0.11%
	Arabic	82	2,132	0.10%
	Armenian	70	1,820	0.09%
	German	28	728	0.03%
	Italian	24	624	0.03%
	French	21	546	0.03%
	Other	20	520	0.02%
	17 Additional Languages	97	2,522	0.12%
Ventura Total		**80,481**	**2,092,506**	**100.00%**

Table III

2000-2001 STATEWIDE LANGUAGE SURVEY
LANGUAGE CONTACTS AND PERCENTAGES, BY COUNTY

COUNTY	LANGUAGE	PUBLIC CONTACTS		
		RECEIVED DURING SURVEY	ESTIMATED ANNUAL	% OF COUNTY CONTACTS
YOLO			0	
	English	15,255	396,630	83.56%
	Spanish	2,412	62,712	13.21%
	Russian	163	4,238	0.89%
	Korean	76	1,976	0.42%
	Cantonese	69	1,794	0.38%
	Vietnamese	61	1,586	0.33%
	Japanese	48	1,248	0.26%
	Other	27	702	0.15%
	Arabic	26	676	0.14%
	Mandarin	25	650	0.14%
	15 Additional Languages	94	2,444	0.51%
Yolo Total		**18,256**	**474,656**	**100.00%**
YUBA				
	English	3,880	100,880	85.11%
	Spanish	623	16,198	13.67%
	Punjabi	46	1,196	1.01%
	4 Other Languages	10	260	0.22%
Yuba Total		**4,559**	**118,534**	**100.00%**
OUT OF STATE				
	English	9	234	100.00%
Out of State Total		**9**	**234**	**100.00%**
2000-2001 SURVEY TOTALS		**5,666,322**	**147,324,372**	

Table IV

2001-2002 STATEWIDE LANGUAGE SURVEY
BILINGUAL POSITION DEFICIENCIES BY LANGUAGE

COUNTY	DEPARTMENT	LANGUAGE	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	CERTIFIED BILINGUAL STAFF	BILINGUAL POSITION DEFICIENCIES
Sacramento	Health Services, Department of	American Sign/TTY/Relay	186	4,836	18.00	2
Sacramento	Motor Vehicles, Department of	American Sign/TTY/Relay	107	2,782	0.00	1
	SACRAMENTO TOTAL		**293**	**7,618**	**18.00**	**3**
Solano	Rehabilitation, Department of	American Sign/TTY/Relay	49	1,274	1.63	1
	SOLANO TOTAL		**49**	**1,274**	**1.63**	**1**
		AMERICAN SIGN/TTY/RELAY TOTAL	**342**	**8,892**	**19.63**	**4**
Sacramento	Corrections, CA Department of	Arabic	7	182	0.00	9
	SACRAMENTO TOTAL		**7**	**182**	**0.00**	**9**
		ARABIC TOTAL	**7**	**182**	**0.00**	**9**
Los Angeles	Social Services, Department of	Armenian	119	3,094	0.00	2
	LOS ANGELES TOTAL		**119**	**3,094**	**0.00**	**2**
		ARMENIAN TOTAL	**119**	**3,094**	**0.00**	**2**
Alameda	Motor Vehicles, Department of	Cantonese	1,742	45,292	2.00	2
Alameda	Toxic Substances Control, Department of	Cantonese	100	2,600	0.00	2
	ALAMEDA TOTAL		**1,842**	**47,892**	**2.00**	**4**
Placer	Highway Patrol, CA	Cantonese	38	988	0.00	1
	PLACER TOTAL		**38**	**988**	**0.00**	**1**
San Francisco	Highway Patrol, CA	Cantonese	177	4,602	3.00	4
	SAN FRANCISCO TOTAL		**177**	**4,602**	**3.00**	**4**
San Mateo	Motor Vehicles, Department of	Cantonese	1,080	28,080	2.00	1
	SAN MATEO TOTAL		**1,080**	**28,080**	**2.00**	**1**
		CANTONESE TOTAL	**3,137**	**81,562**	**7.00**	**10**
Sacramento	Corrections, CA Department of	Farsi/Persian/Iranian	11	286	0.00	16
	SACRAMENTO TOTAL		**11**	**286**	**0.00**	**16**
		FARSI/PERSIAN/IRANIAN TOTAL	**11**	**286**	**0.00**	**16**
	Fish & Game, Department of	Hmong	26	676	0.00	1
	SACRAMENTO TOTAL		**26**	**676**	**0.00**	**1**
		HMONG TOTAL	**26**	**676**	**0.00**	**1**

Table IV

2001-2002 STATEWIDE LANGUAGE SURVEY
BILINGUAL POSITION DEFICIENCIES BY LANGUAGE

COUNTY	DEPARTMENT	LANGUAGE	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	CERTIFIED BILINGUAL STAFF	BILINGUAL POSITION DEFICIENCIES
Los Angeles	Motor Vehicles, Department of	Japanese	1,054	27,404	1.00	1
	LOS ANGELES TOTAL		**1,054**	**27,404**	**1.00**	**1**
		JAPANESE TOTAL	**1,054**	**27,404**	**1.00**	**1**
Kern	Motor Vehicles, Department of	Korean	338	8,788	0.00	1
	KERN TOTAL		**338**	**8,788**	**0.00**	**1**
Los Angeles	Motor Vehicles, Department of	Korean	3,496	90,896	3.00	1
Los Angeles	Alcoholic Beverage Control, Dept. of	Korean	424	11,024	0.00	5
	LOS ANGELES TOTAL		**3,920**	**101,920**	**3.00**	**6**
Sacramento	Consumer Affairs, Department of	Korean	358	9,308	0.00	1
	SACRAMENTO TOTAL		**358**	**9,308**	**0.00**	**1**
		KOREAN TOTAL	**4,616**	**120,016**	**3.00**	**8**
Los Angeles	Corrections, CA Department of	Laotian	1	26	0.00	33
	LOS ANGELES TOTAL		**1**	**26**	**0.00**	**33**
Sacramento	Fish & Game, Department of	Laotian	27	702	0.00	1
	SACRAMENTO TOTAL		**27**	**702**	**0.00**	**1**
		LAOTIAN TOTAL	**28**	**728**	**0.00**	**34**
Alameda	Motor Vehicles, Department of	Mandarin	776	20,176	1.00	1
	ALAMEDA TOTAL		**776**	**20,176**	**1.00**	**1**
Sacramento	Consumer Affairs, Department of	Mandarin	169	4,394	0.00	1
	SACRAMENTO TOTAL		**169**	**4,394**	**0.00**	**1**
		MANDARIN TOTAL	**945**	**24,570**	**1.00**	**2**
Stanislaus	Food & Agriculture, Department of	Portuguese	67	1,742	0.00	1
	STANISLAUS TOTAL		**67**	**1,742**	**0.00**	**1**
		PORTUGUESE TOTAL	**67**	**1,742**	**0.00**	**1**
Sutter	Motor Vehicles, Department of	Punjabi	274	7,124	1.00	1
	SUTTER TOTAL		**274**	**7,124**	**1.00**	**1**
		PUNJABI TOTAL	**274**	**7,124**	**1.00**	**1**
Sacramento	Motor Vehicles, Department of	Russian	3,259	84,734	5.00	8
Sacramento	Social Services, Department of	Russian	183	4,758	0.00	3

Table IV

2001-2002 STATEWIDE LANGUAGE SURVEY
BILINGUAL POSITION DEFICIENCIES BY LANGUAGE

COUNTY	DEPARTMENT	LANGUAGE	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	CERTIFIED BILINGUAL STAFF	BILINGUAL POSITION DEFICIENCIES
Sacramento	Fish & Game, Department of	Russian	40	1,040	0.00	1
	SACRAMENTO TOTAL		**3,482**	**90,532**	**5.00**	**12**
San Francisco	Franchise Tax Board	Russian	72	1,872	0.00	1
	SAN FRANCISCO TOTAL		**72**	**1,872**	**0.00**	**1**
Sonoma	Parks & Recreation, Department of	Russian	71	1,846	0.00	3
	SONOMA TOTAL		**71**	**1,846**	**0.00**	**3**
		RUSSIAN TOTAL	**3,625**	**94,250**	**5.00**	**16**
Alameda	Motor Vehicles, Department of	Spanish	7,763	201,838	31.00	2
Alameda	Industrial Relations, Department of	Spanish	1,957	50,882	15.50	2
Alameda	Highway Patrol, CA	Spanish	890	23,140	18.00	7
Alameda	Education, CA State Department of	Spanish	429	11,154	4.00	7
Alameda	Equalization, Board of	Spanish	161	4,186	0.00	6
Alameda	Corrections, CA Department of	Spanish	119	3,094	0.00	1
Alameda	Unemployment Insurance Appeals Board	Spanish	85	2,210	5.50	1
Alameda	Consumer Affairs, Department of	Spanish	75	1,950	1.00	1
	ALAMEDA TOTAL		**11,479**	**298,454**	**75.00**	**27**
Butte	Parks & Recreation, Department of	Spanish	171	4,446	0.00	6
	BUTTE TOTAL		**171**	**4,446**	**0.00**	**6**
Calavaras	Highway Patrol, CA	Spanish	32	832	1.00	1
	CALAVARAS TOTAL		**32**	**832**	**1.00**	**1**
Colusa	Highway Patrol, CA	Spanish	84	2,184	1.00	2
	COLUSA TOTAL		**84**	**2,184**	**1.00**	**2**
Contra Costa	Motor Vehicles, Department of	Spanish	5,013	130,338	12.50	6
Contra Costa	Highway Patrol, CA	Spanish	314	8,164	5.50	1
Contra Costa	Industrial Relations, Department of	Spanish	74	1,924	1.00	1
Contra Costa	Fish & Game, Department of	Spanish	27	702	0.00	1
Contra Costa	Water Resources, Department of	Spanish	25	650	0.00	1
	CONTRA COSTA TOTAL		**5,453**	**141,778**	**19.00**	**10**
Fresno	Motor Vehicles, Department of	Spanish	14,672	381,472	75.00	1
Fresno	Employment Development Department	Spanish	3,896	101,296	76.00	1
Fresno	Highway Patrol, CA	Spanish	3,552	92,352	58.00	23

Table IV

2001-2002 STATEWIDE LANGUAGE SURVEY
BILINGUAL POSITION DEFICIENCIES BY LANGUAGE

COUNTY	DEPARTMENT	LANGUAGE	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	CERTIFIED BILINGUAL STAFF	BILINGUAL POSITION DEFICIENCIES
Fresno	Industrial Relations, Department of	Spanish	975	25,350	14.50	1
Fresno	Corrections, CA Department of	Spanish	407	10,582	66.00	9
Fresno	Food & Agriculture, Department of	Spanish	318	8,268	2.00	2
Fresno	Social Services, Department of	Spanish	256	6,656	3.00	4
Fresno	Secetary of State	Spanish	156	4,056	0.00	1
Fresno	Transportation, CA Department of	Spanish	86	2,236	9.00	1
Fresno	Parks & Recreation, Department of	Spanish	53	1,378	0.00	3
Fresno	Pesticide Regulation, Department of	Spanish	30	780	0.00	1
Fresno	Education, CA State Department of	Spanish	22	572	1.00	1
	FRESNO TOTAL		**24,423**	**634,998**	**304.50**	**48**
Glenn	Motor Vehicles, Department of	Spanish	723	18,798	1.00	1
Glenn	Highway Patrol, CA	Spanish	51	1,326	1.00	1
	GLENN TOTAL		**774**	**20,124**	**2.00**	**2**
Imperial	Food & Agriculture, Department of	Spanish	3,652	94,952	0.00	4
Imperial	Highway Patrol, CA	Spanish	3,009	78,234	42.50	8
Imperial	Corrections, CA Department of	Spanish	473	12,298	30.00	2
Imperial	Public Utilities Commission	Spanish	60	1,560	4.00	2
	IMPERIAL TOTAL		**7,194**	**187,044**	**76.50**	**16**
Kern	Highway Patrol, CA	Spanish	4,145	107,770	20.00	26
Kern	Corrections, CA Department of	Spanish	1,245	32,370	56.00	5
Kern	Food & Agriculture, Department of	Spanish	73	1,898	0.00	1
	KERN TOTAL		**5,463**	**142,038**	**76.00**	**32**
Kings	Corrections, CA Department of	Spanish	1,855	48,230	77.00	10
Kings	Food & Agriculture, Department of	Spanish	83	2,158	0.00	1
	KING TOTAL		**1,938**	**50,388**	**77.00**	**11**
Lake	Highway Patrol, CA	Spanish	94	2,444	0.00	2
	LAKE TOTAL		**94**	**2,444**	**0.00**	**2**
Lassen	Corrections, CA Department of	Spanish	307	7,982	6.00	1
	LASSEN TOTAL		**307**	**7,982**	**6.00**	**1**
Los Angeles	Motor Vehicles, Department of	Spanish	128,851	3,350,126	454.50	13
Los Angeles	Employment Development Department	Spanish	24,306	631,956	289.00	1
Los Angeles	Highway Patrol, CA	Spanish	16,255	422,630	219.00	73

Table IV

2001-2002 STATEWIDE LANGUAGE SURVEY
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COUNTY	DEPARTMENT	LANGUAGE	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	CERTIFIED BILINGUAL STAFF	BILINGUAL POSITION DEFICIENCIES
Los Angeles	Industrial Relations, Department of	Spanish	10,261	266,786	71.00	9
Los Angeles	Youth Authority, CA Department of	Spanish	4,276	111,176	67.00	6
Los Angeles	Transportation, CA Department of	Spanish	3,934	102,284	24.00	2
Los Angeles	Social Services, Department of	Spanish	3,215	83,590	34.00	3
Los Angeles	Rehabilitation, Department of	Spanish	2,652	68,952	80.00	1
Los Angeles	Equalization, Board of	Spanish	2,555	66,430	32.00	11
Los Angeles	Insurance, Department of	Spanish	1,557	40,482	21.50	3
Los Angeles	Consumer Affairs, Department of	Spanish	1,544	40,144	21.50	5
Los Angeles	Secetary of State	Spanish	1,303	33,878	1.00	2
Los Angeles	Alcoholic Beverage Control, Dept. of	Spanish	1,155	30,030	18.00	4
Los Angeles	Health Services, Department of	Spanish	774	20,124	9.00	6
Los Angeles	Franchise Tax Board	Spanish	252	6,552	6.00	5
Los Angeles	Corrections, CA Department of	Spanish	230	5,980	21.00	295
Los Angeles	Fish & Game, Department of	Spanish	150	3,900	1.00	1
Los Angeles	General Services, Department of	Spanish	144	3,744	0.00	1
Los Angeles	Parks & Recreation, Department of	Spanish	99	2,574	0.00	9
Los Angeles	Public Employees Retirement System	Spanish	84	2,184	0.00	1
Los Angeles	Managed Health Care, Department of	Spanish	13	338	2.00	1
	LOS ANGELES TOTAL		**203,610**	**5,293,860**	**1,371.50**	**452**
Marin	Motor Vehicles, Department of	Spanish	2,509	65,234	5.00	1
Marin	Highway Patrol, CA	Spanish	511	13,286	1.00	7
	MARIN TOTAL		**3,020**	**78,520**	**6.00**	**8**
Mendocino	Motor Vehicles, Department of	Spanish	501	13,026	1.00	1
Mendocino	Highway Patrol, CA	Spanish	111	2,886	2.00	2
	MENDICINO TOTAL		**612**	**15,912**	**3.00**	**3**
Merced	Highway Patrol, CA	Spanish	1,025	26,650	10.00	9
Merced	Fish & Game, Department of	Spanish	73	1,898	0.00	1
Merced	Parks & Recreation, Department of	Spanish	66	1,716	0.00	7
	MERCED TOTAL		**1,164**	**30,264**	**10.00**	**17**
Mono	Highway Patrol, CA	Spanish	75	1,950	1.00	1
	MONO TOTAL		**75**	**1,950**	**1.00**	**1**
Monterey	Motor Vehicles, Department of	Spanish	8,283	215,358	24.00	2

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COUNTY	DEPARTMENT	LANGUAGE	PUBLIC CONTACTS RECEIVED	ESTIMATED ANNUAL CONTACTS	CERTIFIED BILINGUAL STAFF	BILINGUAL POSITION DEFICIENCIES
Monterey	Highway Patrol, CA	Spanish	1,053	27,378	13.00	11
Monterey	Parks & Recreation, Department of	Spanish	884	22,984	0.00	15
Monterey	Corrections, CA Department of	Spanish	388	10,088	73.00	1
Monterey	Industrial Relations, Department of	Spanish	167	4,342	2.00	1
Monterey	Mental Health, Department of	Spanish	3	78	0.00	1
	MONTEREY TOTAL		**10,778**	**280,228**	**112.00**	**31**
Napa	Motor Vehicles, Department of	Spanish	1,402	36,452	3.00	2
Napa	Highway Patrol, CA	Spanish	188	4,888	4.00	5
Napa	Fish & Game, Department of	Spanish	57	1,482	0.00	1
	NAPA TOTAL		**1,647**	**42,822**	**7.00**	**8**
Orange	Highway Patrol, CA	Spanish	5,215	135,590	40.00	14
Orange	Equalization, Board of	Spanish	3,398	88,348	35.50	15
Orange	Industrial Relations, Department of	Spanish	1,803	46,878	22.00	2
Orange	Parks & Recreation, Department of	Spanish	928	24,128	0.00	10
Orange	Alcoholic Beverage Control, Dept. of	Spanish	760	19,760	3.00	2
Orange	Corrections, CA Department of	Spanish	544	14,144	10.00	14
Orange	Health Services, Department of	Spanish	486	12,636	11.00	1
Orange	Horse Racing Board, CA	Spanish	477	12,402	3.00	1
Orange	Fish & Game, Department of	Spanish	59	1,534	2.00	1
Orange	Pesticide Regulation, Department of	Spanish	16	416	0.00	1
	ORANGE TOTAL		**13,686**	**355,836**	**126.50**	**61**
Riverside	Motor Vehicles, Department of	Spanish	15,860	412,360	50.00	2
Riverside	Highway Patrol, CA	Spanish	3,302	85,852	60.00	9
Riverside	Equalization, Board of	Spanish	1,060	27,560	14.00	7
Riverside	Corrections, CA Department of	Spanish	565	14,690	88.00	14
Riverside	Alcoholic Beverage Control, Dept. of	Spanish	348	9,048	3.00	1
Riverside	Consumer Affairs, Department of	Spanish	232	6,032	2.00	1
Riverside	Fish & Game, Department of	Spanish	12	312	0.00	1
	RIVERSIDE TOTAL		**21,379**	**555,854**	**217.00**	**35**
Sacramento	Employment Development Department	Spanish	92,271	2,399,046	897.00	1
Sacramento	Motor Vehicles, Department of	Spanish	11,479	298,454	77.50	4
Sacramento	Franchise Tax Board	Spanish	5,473	142,298	176.01	2

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Sacramento	Consumer Affairs, Department of	Spanish	5,335	138,710	52.00	13
Sacramento	Health Services, Department of	Spanish	3,895	101,270	60.60	21
Sacramento	Highway Patrol, CA	Spanish	2,396	62,296	52.00	3
Sacramento	Corrections, CA Department of	Spanish	1,542	40,092	38.00	35
Sacramento	Equalization, Board of	Spanish	1,526	39,676	30.00	10
Sacramento	Education, CA State Department of	Spanish	1,224	31,824	40.25	7
Sacramento	Controller, Office of the State	Spanish	1,027	26,702	4.00	1
Sacramento	Industrial Relations, Department of	Spanish	856	22,256	9.00	2
Sacramento	Victims Compensation Claims Board	Spanish	641	16,666	13.00	2
Sacramento	Parks & Recreation, Department of	Spanish	584	15,184	0.00	5
Sacramento	Social Services, Department of	Spanish	348	9,048	7.00	5
Sacramento	Food & Agriculture, Department of	Spanish	298	7,748	10.00	2
Sacramento	Alcohol & Drug Programs, Dept. of	Spanish	277	7,202	3.00	6
Sacramento	Public Employees Retirement System	Spanish	274	7,124	2.00	1
Sacramento	Alcoholic Beverage Control, Dept. of	Spanish	242	6,292	3.00	2
Sacramento	Managed Health Care, Department of	Spanish	229	5,954	5.00	2
Sacramento	Pesticide Regulation, Department of	Spanish	214	5,564	5.00	7
Sacramento	Conservation, Department of	Spanish	172	4,472	4.00	1
Sacramento	Horse Racing Board, CA	Spanish	129	3,354	0.00	2
Sacramento	Water Resources, Department of	Spanish	60	1,560	2.00	2
Sacramento	Mental Health, Department of	Spanish	30	780	5.00	1
Sacramento	Agricultural Labor Relations Board	Spanish	10	260	0.00	1
	SACRAMENTO TOTAL		**130,532**	**3,393,832**	**1,495.36**	**138**
San Benito	Motor Vehicles, Department of	Spanish	684	17,784	2.00	1
	SAN BENITO TOTAL		**684**	**17,784**	**2.00**	**1**
San Bernardino	Motor Vehicles, Department of	Spanish	9,879	256,854	51.00	5
San Bernardino	Highway Patrol, CA	Spanish	3,233	84,058	59.00	15
San Bernardino	Food & Agriculture, Department of	Spanish	2,833	73,658	4.00	7
San Bernardino	Industrial Relations, Department of	Spanish	1,257	32,682	15.00	1
San Bernardino	Corrections, CA Department of	Spanish	963	25,038	11.00	20
San Bernardino	Transportation, CA Department of	Spanish	89	2,314	2.00	1
	SAN BERNARDINO TOTAL		**18,254**	**474,604**	**142.00**	**49**

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San Diego	Highway Patrol, CA	Spanish	9,827	255,502	101.00	31
San Diego	Health Services, Department of	Spanish	1,315	34,190	22.00	1
San Diego	Equalization, Board of	Spanish	876	22,776	16.00	1
San Diego	Corrections, CA Department of	Spanish	542	14,092	43.00	15
San Diego	Parks & Recreation, Department of	Spanish	458	11,908	2.00	4
San Diego	Social Services, Department of	Spanish	415	10,790	10.00	1
San Diego	Transportation, CA Department of	Spanish	152	3,952	11.00	9
San Diego	Fish & Game, Department of	Spanish	83	2,158	1.00	2
	SAN DIEGO TOTAL		**13,668**	**355,368**	**206.00**	**64**
San Francisco	Public Utilities Commission	Spanish	1,204	31,304	3.00	7
San Francisco	Industrial Relations, Department of	Spanish	821	21,346	11.00	1
San Francisco	Highway Patrol, CA	Spanish	514	13,364	13.00	1
San Francisco	Secetary of State	Spanish	364	9,464	0.00	1
	SAN FRANCISCO TOTAL		**2,903**	**75,478**	**27.00**	**10**
San Joaquin	Motor Vehicles, Department of	Spanish	4,577	119,002	21.00	1
San Joaquin	Highway Patrol, CA	Spanish	1,191	30,966	12.00	4
San Joaquin	Industrial Relations, Department of	Spanish	556	14,456	3.00	1
San Joaquin	Corrections, CA Department of	Spanish	140	3,640	8.00	7
San Joaquin	Food & Agriculture, Department of	Spanish	85	2,210	0.00	1
San Joaquin	Fish & Game, Department of	Spanish	46	1,196	0.00	1
	SAN JOAQUIN TOTAL		**6,595**	**171,470**	**44.00**	**15**
San Luis Obispo	Highway Patrol, CA	Spanish	1,103	28,678	20.00	3
San Luis Obispo	Parks & Recreation, Department of	Spanish	244	6,344	0.00	11
	SAN LUIS OBISPO TOTAL		**1,347**	**35,022**	**20.00**	**14**
San Mateo	Motor Vehicles, Department of	Spanish	5,385	140,010	17.00	2
San Mateo	Horse Racing Board, CA	Spanish	511	13,286	0.00	1
San Mateo	Highway Patrol, CA	Spanish	307	7,982	2.00	8
San Mateo	Corrections, CA Department of	Spanish	81	2,106	0.00	1
San Mateo	Industrial Relations, Department of	Spanish	71	1,846	0.00	1
	SAN MATEO TOTAL		**6,355**	**165,230**	**19.00**	**13**
Santa Barbara	Highway Patrol, CA	Spanish	534	13,884	11.00	5
Santa Barbara	Industrial Relations, Department of	Spanish	352	9,152	4.00	1

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Santa Barbara	Corrections, CA Department of	Spanish	48	1,248	0.00	2
	SANTA BARBARA TOTAL		**934**	**24,284**	**15.00**	**8**
Santa Clara	Motor Vehicles, Department of	Spanish	10,672	277,472	51.00	3
Santa Clara	Highway Patrol, CA	Spanish	2,137	55,562	24.00	8
Santa Clara	Industrial Relations, Department of	Spanish	1,253	32,578	7.00	2
Santa Clara	Corrections, CA Department of	Spanish	490	12,740	2.00	6
Santa Clara	Equalization, Board of	Spanish	350	9,100	3.00	9
Santa Clara	Social Services, Department of	Spanish	102	2,652	1.00	1
Santa Clara	Franchise Tax Board	Spanish	40	1,040	0.00	1
Santa Clara	Forestry & Fire Protection, Department of	Spanish	28	728	0.00	2
Santa Clara	Consumer Affairs, Department of	Spanish	19	494	0.00	1
	SANTA CLARA TOTAL		**15,091**	**392,366**	**88.00**	**33**
Santa Cruz	Forestry & Fire Protection, Department of	Spanish	39	1,014	0.00	1
	SANTA CRUZ TOTAL		**39**	**1,014**	**0.00**	**1**
Shasta	Industrial Relations, Department of	Spanish	65	1,690	0.00	1
	SHASTA TOTAL		**65**	**1,690**	**0.00**	**1**
Siskiyou	Highway Patrol, CA	Spanish	69	1,794	1.00	1
	SISKIYOU TOTAL		**69**	**1,794**	**1.00**	**1**
Solano	Motor Vehicles, Department of	Spanish	1,641	42,666	6.00	1
Solano	Highway Patrol, CA	Spanish	1,187	30,862	25.00	2
Solano	Fish & Game, Department of	Spanish	49	1,274	0.00	1
	SOLANO TOTAL		**2,877**	**74,802**	**31.00**	**4**
Sonoma	Highway Patrol, CA	Spanish	786	20,436	3.00	9
Sonoma	Industrial Relations, Department of	Spanish	456	11,856	3.00	1
Sonoma	Franchise Tax Board	Spanish	27	702	0.00	1
	SONOMA TOTAL		**1,269**	**32,994**	**6.00**	**11**
Stanislaus	Food & Agriculture, Department of	Spanish	94	2,444	1.00	1
	STANISLAUS TOTAL		**94**	**2,444**	**1.00**	**1**
Sutter	Motor Vehicles, Department of	Spanish	788	20,488	3.00	3
	SUTTER TOTAL		**788**	**20,488**	**3.00**	**3**
Tulare	Highway Patrol, CA	Spanish	806	20,956	10.00	4

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Tulare	Food & Agriculture, Department of	Spanish	32	832	0.00	1
	TULARE TOTAL		**838**	**21,788**	**10.00**	**5**
Ventura	Highway Patrol, CA	Spanish	1,406	36,556	20.00	6
Ventura	Parks & Recreation, Department of	Spanish	258	6,708	0.00	5
Ventura	Corrections, CA Department of	Spanish	98	2,548	2.00	2
Ventura	Franchise Tax Board	Spanish	24	624	0.00	1
Ventura	Conservation Corps, CA	Spanish	21	546	0.00	1
Ventura	Fish & Game, Department of	Spanish	16	416	0.00	1
	VENTURA TOTAL		**1,823**	**47,398**	**22.00**	**16**
Yolo	Motor Vehicles, Department of	Spanish	1,570	40,820	2.00	2
Yolo	Highway Patrol, CA	Spanish	391	10,166	15.00	15
Yolo	Food & Agriculture, Department of	Spanish	135	3,510	0.00	1
	YOLO TOTAL		**2,096**	**54,496**	**17.00**	**18**
		SPANISH TOTAL	**519,704**	**13,512,304**	**4,641.36**	**1,180**
Alameda	Motor Vehicles, Department of	Tagalog/Filipino	887	23,062	1.00	1
Alameda	Education, CA State Department of	Tagalog/Filipino	162	4,212	3.00	8
	ALAMEDA TOTAL		**1,049**	**27,274**	**4.00**	**9**
Los Angeles	Health Services, Department of	Tagalog/Filipino	305	7,930	0.00	5
Los Angeles	Mental Health, Department of	Tagalog/Filipino	230	5,980	3.00	1
Los Angeles	Secetary of State	Tagalog/Filipino	211	5,486	0.00	1
Los Angeles	Corrections, CA Department of	Tagalog/Filipino	10	260	3.00	23
	LOS ANGELES TOTAL		**756**	**19,656**	**6.00**	**30**
Orange	Motor Vehicles, Department of	Tagalog/Filipino	414	10,764	2.00	2
Orange	Toxic Substances Control, Department of	Tagalog/Filipino	27	702	1.00	2
	ORANGE TOTAL		**441**	**11,466**	**3.00**	**4**
Sacramento	Consumer Affairs, Department of	Tagalog/Filipino	499	12,974	0.00	2
	SACRAMENTO TOTAL		**499**	**12,974**	**0.00**	**2**
San Francisco	Industrial Relations, Department of	Tagalog/Filipino	202	5,252	1.00	1
San Francisco	Public Utilities Commission	Tagalog/Filipino	56	1,456	3.00	1
	SAN FRANCISCO TOTAL		**258**	**6,708**	**4.00**	**2**
San Mateo	Motor Vehicles, Department of	Tagalog/Filipino	1,257	32,682	2.00	1

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	SAN MATEO TOTAL		**1,257**	**32,682**	**2.00**	**1**
Stanislaus	Industrial Relations, Department of	Tagalog/Filipino	71	1,846	0.00	1
	STANISLAUS TOTAL		**71**	**1,846**	**0.00**	**1**
		TAGALOG/FILIPINO TOTAL	**4,331**	**112,606**	**19.00**	**49**
Alameda	Consumer Affairs, Department of	Vietnamese	56	1,456	0.00	2
	ALAMEDA TOTAL		**56**	**1,456**	**0.00**	**2**
Contra Costa	Fish & Game, Department of	Vietnamese	16	416	0.00	1
	CONTRA COSTA TOTAL		**16**	**416**	**0.00**	**1**
Los Angeles	Consumer Affairs, Department of	Vietnamese	3,027	78,702	4.00	1
	LOS ANGELES TOTAL		**3,027**	**78,702**	**4.00**	**1**
Sacramento	Consumer Affairs, Department of	Vietnamese	716	18,616	4.00	3
Sacramento	Fish & Game, Department of	Vietnamese	41	1,066	0.00	1
	SACRAMENTO TOTAL		**757**	**19,682**	**4.00**	**4**
San Joaquin	Fish & Game, Department of	Vietnamese	42	1,092	0.00	1
	SAN JOAQUIN TOTAL		**42**	**1,092**	**0.00**	**1**
Santa Clara	Alcoholic Beverage Control, Dept. of	Vietnamese	67	1,742	0.00	1
	SANTA CLARA TOTAL		**67**	**1,742**	**0.00**	**1**
Solano	Consumer Affairs, Department of	Vietnamese	1,514	39,364	0.00	3
	SOLANO TOTAL		**1,514**	**39,364**	**0.00**	**3**
		VIETNAMESE TOTAL	**5,479**	**142,454**	**8.00**	**13**
		GRAND TOTAL	**543,765**	**14,137,890**	**4,705.99**	**1,347**