LANGUAGE SURVEY PROCESS MILESTONES

1. PLANNING AND SET-UP
- Confirm and Identify Public Contact Units to Participate in Survey
- Update Online System
- Determine Survey Dates
- Select/Train Reporting Assistants (optional)
- Identify Public Contact Employees (PCE)

2. CONDUCT SURVEY
- Train PCEs
- Conduct Survey

3. DATA ENTRY, ANALYSIS AND ACTION PLANNING
- Enter PCE Data into Online System
- Enter Public Contact Data into Online System
- Review/Correct Data
- Conduct Position Deficiency Analysis
- Determine Action Plan to Correct Actual Deficiencies
- Determine Deficiencies in Translated Materials
- Complete Online System Questions

4. SUBMISSION
- Internal Agency Review of Submission
- Agency Director Signs
- Submit to CalHR