



DEFINITION OF KEY TERMS

Actual Deficiency: The conclusion of an analysis performed by the agency/department regarding the “Indicator of Deficiency” and the Unit’s available bilingual resources.

Annual: “Contacts” multiplied by 26 resulting in the annualized number of public contacts.

Bilingual Person: A person who is proficient in both the English language and the foreign language to be used.

Indicator of Deficiency: Needed number minus Certified Bilingual

Language: Language of public contact and/or language spoken by a public contact employee in a unit.

Local Office or Unit: local office or units within the local office that performs a specific function and operates under independent/separate management of another unit and is located in the same local area (zip code).

Native Language: The language that a person identifies as his/her language of origin.

Needed: Calculation performed by system: “Public Contact Staff” times %, resulting in number of certified bilingual staff “Needed” to meet the non-English language needs of the unit’s general public.

Non-Certified Bilingual Employee: A state employee that claims fluency in a non-English language and has **not** passed or taken an oral or written fluency examination administered by an entity approved by the California Department of Human Resources, self-certifies proficiency for the purpose of verbal communication (Interpreter) or written communication (translator).

Non-English-Speaking Persons: Persons who either do not speak English, or who are unable to effectively communicate in English because it is not their native language.

Sufficient Number of Qualified Bilingual Persons: The number of qualified bilingual persons required to provide the same level of services to non-English-speaking persons as is available to English-speaking persons seeking such services.

Substantial Number of Non-English-Speaking People: Are members of a group who either do not speak English, or who are unable to effectively communicate in English, and who comprise 5% or more of the people served by any local office or facility of an agency/department.

Telephone-Based Interpretation Services Contract: A contract between a private vendor and an agency/department to provide interpretation services via the telephone for a rate according to a contractual agreement.

Interpretation: The verbal transfer of a message from one language to another.

Translation: The written transfer of a message from one language to another.

Percent: The percent of the total "Contacts" for the unit recorded in a language.

Public Contact Position: A position determined by the agency/department to be one which emphasizes the ability to meet, contact and deal with the public in the performance of the agency's functions.

Public Contact: Person-to-person written or verbal contact with an individual from the public that is related to the performance of the agency's functions. This **does not** include contacts with other state employees or employees, officers or representatives of other governmental agencies (e.g. federal and local government, school districts, colleges and universities, legislative, etc.).

Public Contact Employee: Is an individual that comes into contact with the public, whether verbal or written in the performance of his/her duties and responsibilities.

Reporting Group: For the purposes of the language survey, is an institution, facility, or group of units that operate under the same reporting relationship (e.g., Warden, Division Chief, etc.) and perform related functions and/or programs.

Qualified or Certified Bilingual Employee: Is a state employee that possesses fluency in a non-English language and has passed an oral or written fluency examination administered by an entity approved by the State Personnel Board, in the non-English language for which the person is certified as proficient for the purpose of verbal communication (interpreter) or written communication (translator).