



July 24, 2020

D2020-06

**To: All District Agricultural Association CEOs**

**Subject: Dymally-Alatorre Bilingual Services Act Language Survey**

Under Government Code Section [7299.4](#) the Dymally-Alatorre Bilingual Service Act requires state agencies that serve a substantial number of non-English-speaking people (5% or more of the people served) to employ enough bilingual persons to provide certain information and render certain services in a language other than English. To ensure that the members of the community are adequately served, a survey is conducted every two years. As part of the California Department of Food and Agriculture (CDFA), District Agricultural Associations (DAAs) are required to participate in the 2020 Biennial Language Survey, attached is CDFA Policy for Dymally-Alatorre Act. The Department of Human Resources (CalHR) will use this survey information along with other key data to report its findings and recommendations to the Legislature.

Fairs and Expositions is asking DAAs to identify the individual(s) who have significant contact with the public and designate them as Public Contact Employees (PCEs) to participate in this year's survey. This includes all staff that answer phones, and positions that typically assist the public.

The mechanics of the survey consist of keeping track, by language and using "tick marks", of every call, in-person contact, and written public contact (email, fax, letter) received. It is important to mention that this survey is not meant to track nationalities or the ethnic heritage of the people contacting the DAA. Finally, please note that only contact made with the public by PCEs is required to be tallied.

The language survey is to be conducted for a period of 10 days, spanning two consecutive business weeks (August 3 - August 7 and August 10 - August 14, 2020).

Please provide the name, phone number and email address of your PCEs to Greg Ferrero by Tuesday, July 28, 2020.



At the completion of the survey period, the PCEs will need to turn in the survey by email to Greg Ferrero; survey results must be received no later than Monday, August 17, 2020.

A detailed set of instructions will be emailed directly to the PCEs prior to the survey start date. If you have questions or need additional information regarding this matter, please contact Greg Ferrero at (916) 900-5027 or by email at [Gregory.Ferrero@cdfa.ca.gov](mailto:Gregory.Ferrero@cdfa.ca.gov).

Sincerely,

A handwritten signature in blue ink, appearing to read 'John Quiroz', is positioned above the printed name.

John Quiroz  
Branch Chief

Enclosure