



California Department of Food and
Agriculture

Bilingual Services Handbook

Prepared by
The Equal Employment Opportunity

June 2008

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INTRODUCTION

The intent of the Dymally-Alatorre Bilingual Services Act of 1973 (the Act) is to eliminate any language barriers that may preclude people from equal access to public services. The Act requires state and local agencies to "provide for effective communication between all levels of government and the people of this state who are precluded from utilizing public services because of language barriers." The Act sets forth specific requirements for state agencies to ensure provision of information and services to the public in the languages of the non-English-speaking person.

The Department of Food and Agriculture (CDFA) is committed to complying with the Act. In its efforts to do so, the Department is providing this Bilingual Resource Handbook to help CDFA employees provide adequate services to our non- or limited-English-speaking (LEP) customers. It is our hope that this handbook will assist CDFA employees in treating our customers with dignity and respect, to identify the language needs of our customers, and utilize available bilingual resources to eliminate any language barriers that may preclude people from equal access to public services.

You will find in this handbook the language of the Act itself; CDFA's policy (containing definitions of key terms, basic customer service standards, manager's/supervisor's responsibilities, employee responsibilities, procedures for resolving customers' concerns regarding language/communication needs, and information regarding the language survey, implementation plan, bilingual certification, bilingual pay differential, and bilingual resources); and many bilingual resources to assist you, including a telephone interpreter service now available.

Please bear in mind that this handbook is a "work in progress" and the EEO Office would appreciate any comments you have to improve this handbook. Send us an email at prodden-kesner@cdfa.ca.gov and/or dholloway@cdfa.ca.gov. You may also call us at (916) 654-1005 or write us at EEO Office, 1220 N Street, Sacramento, CA 95814.

If you become certified, or are bilingual and uncertified, and would like to be added to the List of Bilingual Employees, please contact us and let us know. We'll be happy to add you to our lists.

Patsy Rodden-Kesner
Equal Employment Opportunity Officer

Dee Anne Holloway
EEO Program Analyst

June 2008

THE DYMALLY-ALATORRE BILINGUAL SERVICES ACT

Government Code Sections 7290-7299.8

7290. This chapter may be known and cited as the Dymally-Alatorre Bilingual Services Act.

7291. The Legislature hereby finds and declares 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 Legislature further finds and declares that substantial numbers of persons who live, work and pay taxes in this state are unable, either because they do not speak or write English at all, or because their primary language is other than English, effectively to communicate with their government. The Legislature further finds and declares that state and local agency employees frequently are unable to communicate with persons requiring their services because of this language barrier. As a consequence, substantial numbers of persons presently are being denied rights and benefits to which they would otherwise be entitled.

It is the intention of the Legislature in enacting this chapter to provide for effective communication between all levels of government in this state and the people of this state who are precluded from utilizing public services because of language barriers.

7292. Every state agency, as defined in Section 11000, except the State Compensation Insurance Fund, directly involved in the furnishing of information or the rendering of services to the public whereby contact is made with a substantial number of non-English-speaking people, shall employ a sufficient number of qualified bilingual persons in public contact positions to ensure provision of information and services to the public, in the language of the non-English-speaking person.

7293. Every local public agency, as defined in Section 54951, serving a substantial number of non-English-speaking people, shall employ a sufficient number of qualified bilingual persons in public contact positions or as interpreters to assist those in such positions, to ensure provision of information and services in the language of the non-English-speaking person. The determination of what constitutes a substantial number of non-English-speaking people and a sufficient number of qualified bilingual persons shall be made by the local agency.

7294. An employee of a state or local agency, as defined by Sections 11000 and 54951, may not be dismissed to carry out the purposes of this chapter. A state or local public agency need only implement this chapter by filling employee public contact positions made vacant by retirement or normal attrition.

7295. Any materials explaining services available shall be translated into any non-English language spoken by a substantial number of the public served by the agency. Whenever notice of the availability of materials explaining services available is given, orally or in writing, it shall be given in English and in the non-English language into which any materials have been translated. The determination of when these materials are necessary when dealing with local agencies shall be left to the discretion of the local agency.

7295.2. Every state agency which serves a substantial number of non-English-speaking people and which provides materials in English explaining services shall also provide the same type of materials in any non-English language spoken by a substantial number of the public served by the agency. Whenever notice of the availability of materials explaining services available is given, orally or in writing, it shall be given in English and in the non-English language into which any materials have been translated. This section shall not be interpreted to require verbatim translations of any materials provided in English by a state agency.

7295.4. Whenever a state agency finds that the factors listed in both subdivisions (a) and (c) or (b) and (c) exist, it shall distribute the applicable written materials in the appropriate non-English language through its local offices or facilities to non-English-speaking persons, or, as an alternative, the state agency may instead elect to furnish translation aids, translation guides, or provide assistance at such local offices in completing English forms or questionnaires and in understanding English forms, letters or notices.

(a) The written materials, whether forms, applications, questionnaires, letters or notices, solicit or require the furnishing of information from an individual or provide that individual with information.

(b) The information solicited, required or furnished affects or may affect the individual's rights, duties or privileges with regard to that agency's services or benefits.

(c) The local office or facility of the agency with which the individual is dealing, serves a substantial number of non-English-speaking persons.

7296. As used in this chapter, a "bilingual person" is a person who is proficient in both the English language and the foreign language to be used.

7296.2. As used in Sections 7292 and 7295.2, a "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 because it is not their native language, and who comprise 5 percent or more of the people served by any local office or facility of a state agency.

7296.4. As used in Section 7292, "a sufficient number of qualified bilingual persons in public contact positions" is the number required to provide the same level of services to non-English-speaking persons as is available to English-

speaking persons seeking such services; provided, however, that where the local office or facility of the state employs the equivalent of 25 or fewer regular, full-time employees, it shall constitute compliance with the requirements of this chapter if a sufficient number of qualified bilingual persons are employed in public contact positions, or as interpreters to assist those in such positions, to provide the same level of services to non-English-speaking persons as is available to English-speaking persons seeking such services from such office or facility.

7297. As used in this chapter, a "public contact position" is a position determined by the agency to be one which emphasizes the ability to meet, contact and deal with the public in the performance of the agency's functions.

7298. The provisions of this chapter are not applicable to school districts, county boards of education, or the office of a county superintendent of schools.

7299. The provisions of this act shall be implemented to the extent that local, state or federal funds are available, and to the extent permissible under federal law and the provisions of civil service law governing the state and local agencies.

7299.1. State agencies may, utilizing existing funds, contract for telephone based interpretation services in addition to employing bilingual persons in public contact positions.

7299.2. The State Personnel Board shall be responsible for informing state agencies of their responsibilities under this chapter and providing state agencies with technical assistance, upon request on a reimbursable basis.

7299.4. (a) Notwithstanding any other provision in this chapter, each state agency shall conduct an assessment and develop and update an implementation plan that complies with the requirements of this chapter.

(b) Each agency shall conduct a survey of each of its local offices every two years to determine all of the following:

- (1) The number of public contact positions in each local office.
- (2) The number of bilingual employees in public contact positions in each local office, and the languages they speak, other than English.
- (3) The number and percentage of non-English-speaking people served by each local office, broken down by native language.
- (4) The number of anticipated vacancies in public contact positions.
- (5) Whether the use of other available options, including contracted telephone based interpretation services, in addition to bilingual persons in public contact positions, is serving the language needs of the people served by the agency.
- (6) A list of all written materials that are required to be translated or otherwise made accessible to non- or limited-English-speaking individuals by Sections 7295.2 and 7295.4.

(7) A list of materials identified in paragraph (5) that have been translated and languages into which they have been translated.

(8) The number of additional bilingual public contact staff, if any, needed at each local office to comply with this chapter.

(9) Any other relevant information requested by the State Personnel Board.

(c) Each agency shall calculate the percentage of non-English-speaking people served by each local office by rounding the percentage arrived at to the nearest whole percentage point.

The survey results shall be reported on forms provided by the State Personnel Board, and delivered to the board not later than March 31 of every even-numbered year beginning with 1992.

(d) Beginning in 2003 and in every even-numbered year thereafter, each state agency shall develop an implementation plan that, at a minimum, addresses all of the following:

(1) The name, position, and contact information of the employee designated by the agency to be responsible for overseeing implementation of the plan.

(2) A description of the agency's procedures for identifying written materials that need to be translated.

(3) A description of the agency's procedures for identifying language needs at local offices and assigning qualified bilingual staff.

(4) A description of how the agency recruits qualified bilingual staff.

(5) A description of any training the agency provides to its staff on the provision of services to non- or limited-English-speaking individuals.

(6) A detailed description of how the agency plans to address any deficiencies in meeting the requirements of this chapter, including, but not limited to, the failure to translate written materials or employ sufficient numbers of qualified bilingual employees in public contact positions at local offices, the proposed actions to be taken to address the deficiencies, and the proposed dates by when the deficiencies can be remedied.

(7) A description of the agency's procedures for accepting and resolving complaints of an alleged violation of this chapter.

(8) A description of how the agency complies with any federal or other state laws that require the provision of linguistically accessible services to the public.

(9) Any other relevant information requested by the State Personnel Board.

(e) In developing its implementation plan in 2003, each state agency may rely upon data gathered from its 2002 survey.

(f) Each state agency shall submit its implementation plan to the State Personnel Board no later than October 1 of each applicable year. The board shall review each plan, and, if it determines that the plan fails to address the identified deficiencies, the board shall order the agency to supplement or make changes to its plan. A state agency that has been determined to be deficient shall report to the State Personnel Board every six months on its progress in addressing the identified deficiencies.

(g) If the board determines that a state agency has not made reasonable progress toward complying with this chapter, the board may issue orders that it deems appropriate to effectuate the purposes of this chapter.

7299.5. The State Personnel Board may exempt state agencies from the requirements of Section 7299.4, where the State Personnel Board determines that any of the following conditions apply:

(a) The agency does not furnish information or render services to the public.

(b) The agency has consistently received such limited public contact with the non-English speaking public that it has not been required to employ bilingual staff under Section 7292.

In order to receive an exemption, each state agency must annually petition the State Personnel Board for the exemption and receive approval in writing. An agency may not receive an exemption for more than three consecutive years.

7299.6. The State Personnel Board shall review the results of the surveys and implementation plans required to be made by Section 7299.4, compile this data, and provide a report to the Legislature every two years. The report shall identify significant problems or deficiencies and propose solutions where warranted.

7299.8. It is not the intent of the Legislature in enacting this chapter to prohibit the establishment of bilingual positions, or printing of materials, or use of interpreters, where less than 5 percent of the people served do not speak English or are unable to communicate effectively, as determined appropriate by the state or local agency. It is not the intent of the Legislature in enacting this chapter to require that all public contact positions be filled with bilingual persons.

Policy

It is the policy of the California Department of Food and Agriculture (CDFA) to comply with the Dymally-Alatorre Bilingual Services Act of 1973, hereinafter referred to as "the Act."

The Act was created to eliminate any language barriers that preclude people of California from equal access to public services. CDFA is committed to ensuring that all persons, including non- or limited-English proficient (LEP) persons, are provided equal access to its available services and information, and that all its programs are accessible to LEP persons in compliance with the Act.

State agencies involved in providing information or services to the public, where a substantial portion is non-English-speaking, must provide information and services to the public in the language of the non-English-speaking person.

The Act requires agencies to conduct a survey every two years, report the results of the survey to the State Personnel Board (SPB), and develop and submit to the SPB an implementation plan based on the survey results.

CDFA's Equal Employment Opportunity (EEO) Office is responsible for coordination of the Department's language survey and reporting of results to SPB, and developing and submitting the implementation plan to SPB. In addition, the EEO Office is responsible for handling any concerns or complaints regarding bilingual communication issues.

The SPB is responsible for monitoring and evaluating Departments' bilingual services practices, providing guidance and technical support to Departments regarding their bilingual services program, gathering and analyzing data, and preparing a report for the Governor and the Legislature. In addition, the SPB is authorized to request from Departments a report on their progress in addressing identified deficiencies and issuing any order deemed appropriate to achieve the purpose of the Act.

Authority

- Dymally-Alatorre Bilingual Services Act of 1973 (Government Code §§ 7290 – 7299.8)
- Title VI of Civil Rights Act of 1964
- Executive Order 13166

Dymally-Alatorre Bilingual Services Act

Definitions

Non-English-Speaking Person, Non-English-Proficient Person, Limited-English-Proficient (LEP) Person: A person who does not speak English, or is unable to effectively communicate in the English language because it is not his/her native language. (Government Code § 7296.2)

Bilingual Person: A person who is proficient in both the English language and the foreign language to be used. (Government Code § 7296)

Substantial Number of Non-English-Speaking People: Members of a group who are Non-English-Speaking, Non-English-Proficient, or Limited-English-Proficient, and who comprise 5 percent or more of the people served by any local office or facility of a state agency. (Government Code § 7296.2)

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. (Government Code § 7296.4)

Customer: An individual applying for or receiving services or information from the Department.

Native Language, Primary Language: The language that a person identifies as the language of their origin.

Public Contact Position: A position determined by CDFA to be one which emphasizes the ability to meet, contact, and deal with the public in the performance of CDFA's functions (Government Code § 7297). This includes both verbal and written contacts or communications.

Interpretation: The oral or manual transfer of a message from one language to another.

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

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Responsibilities

Responsibilities of Managers and/or Supervisors

It is the responsibility of Managers and Supervisors to:

- 1) Ensure that the Dymally-Alatorre Bilingual Services Act Policy is understood and implemented throughout their programs. Management will provide resources to the extent funding is available to identify and meet any significant communications needs that will result in an overall improvement in the quality of services.
- 2) Ensure that program objectives, standards and employee practices reflect sensitivity to language differences, and that mechanisms exist to respond appropriately to an immediate need for language assistance, or other communication services.
- 3) Ensure that program policies and procedures reflect the Department's commitment to quality customer service through effective communications.
- 4) Ensure that mechanisms exist to incorporate feedback on identifying language trends among the Department's customers.

Responsibilities of CDFA Employees

All CDFA employees, especially those in public contact positions, are responsible for ensuring that the public is treated with dignity and respect, identifying the language needs of our customers, and utilizing available bilingual resources to eliminate any language barriers that may preclude people from equal access to public services.

Customer Service Standards

To ensure consistent customer service to the customers of CDFA, employees should follow these basic standards when met with a customer who has limited English proficiency (LEP):

- LEP individuals are identified as early as possible during the initial contact.
- LEP-identified individuals are offered an opportunity to request an interpreter.

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- An interpreter is provided as soon as possible at no cost to the customer.
- Translated written materials are provided to the customer when available.
- No significant delay in services takes place during this process.
- Complaints about lack of interpreter/translation services are resolved quickly and to the satisfaction of the customer.
- Translated documents, translation guides and aids are available at all local offices that serve LEP customers. Where translated documents are not available, provide an interpreter to explain information to the LEP customer.

If an employee is unsure of his/her responsibilities for providing services to a LEP person, he/she should refer to CDFA's Bilingual Services Handbook or contact their supervisor.

Language Needs Resolution Process

Informal Process

CDFA encourages prompt and informal resolution of customers' concerns regarding any language or communication needs. Therefore, every effort should be made to effectively communicate with a customer at the time services are being provided either by telephone, in the office, during an inspection, or in other public contact situations. If necessary, involve your supervisor in the resolution process and use the list of interpreters that may be able to provide additional assistance to satisfy the customer's service needs, or a telephone interpreter service if available. The list of interpreters can be located in the CDFA Bilingual Services Handbook or on CDFA's intranet website on the EEO Office webpage. Information regarding a telephone interpreter service, if available, can be located in the CDFA Bilingual Services Handbook or on CDFA's intranet website on the EEO Office webpage.

Formal Process

If a customer's concerns cannot be resolved informally at the point-of-service, the following steps should be taken:

- 1) Immediately notify your supervisor of the customer's dissatisfaction.
- 2) Provide the customer with the Language Needs Resolution form (SO-139A) in the appropriate language.
- 3) Immediately complete a written incident report, in memo format, directed to the EEO Office. At minimum, the incident report should include the name and contact information for the customer, a summary of the service requested, and the steps taken to meet the need at the point-of-service.

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Include the names of all CDFA employees involved in the incident and their roles in attempting to resolve the issues.

- 4) The EEO Office will coordinate contact with the dissatisfied customer in the appropriate language to obtain the customer's version of the incident, and information as to the needs of the customer.
- 5) Every effort should be made to resolve the concern within five (5) business days.

Language Survey

CDFA participates in the biennial survey (each even-numbered year) to identify the Department's non-English language needs and the primary languages of its customers. The Act specifies that the results of the survey must be submitted to the SPB by March 31st of the year the survey is conducted. The language survey is not a race or ethnicity survey. The survey is to track those occasions when employees encounter a customer with whom they cannot effectively communicate in English. Only employees that are in public contact positions participate in the survey. These public contact positions typically provide technical or professional assistance to the public (e.g., Branch Chiefs, Public Information Officers, Investigators, Supervisors, Auditors, Clericals, etc.).

By means of the language survey CDFA is required to identify:

- 1) The number of public contact positions in each unit or office;
- 2) The number of bilingual employees in public contact positions and the non-English languages they speak;
- 3) The number and percentage of non-English-speaking people served by departmental units and offices, by language;
- 4) The number of anticipated vacancies in public contact positions;
- 5) Whether the use of other available options are serving the language needs of the people served by the agency;
- 6) A list of written materials required to be translated or made accessible to LEP individuals;
- 7) A list of materials that have been translated and the languages into which they have been translated;
- 8) The number of bilingual public contact staff needed at each local office to comply with this chapter; and
- 9) Any other relevant information required by the SPB.

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Implementation Plan

The Act specifies that by October 1st of every even-numbered year, each state agency is required to submit to the SPB an implementation plan that addresses the following:

- 1) Identifies the person responsible for overseeing implementation of the state agency's plan.
- 2) Describes procedures for identifying written materials that need to be translated.
- 3) Describes procedures for identifying language needs at local offices and assigning qualified bilingual staff.
- 4) Describes how the agency recruits qualified bilingual staff.
- 5) Describes any training the agency provides to its staff regarding the provision of services to LEP individuals.
- 6) Provides a detailed description of how the agency plans to address any deficiencies in meeting the requirements of the Act.
- 7) Identifies procedures for accepting and resolving complaints of an alleged violation of the Act.
- 8) Describes how the agency complies with any federal or other state laws that require linguistically accessible services to the public.
- 9) Any other relevant information requested by the SPB.

Bilingual Certification

Any employee who uses bilingual skills for work-related purposes and is willing to act as an interpreter may be eligible to become certified. The employee must pass a language fluency test administered by SPB or another recognized entity approved to administer such tests. The cost of the examination is borne by the program/unit in which the employee works.

NOTE: The use of a "bilingual certification" does not automatically mean the individual hired is entitled to a "bilingual pay differential." Please see "Bilingual Pay Differential" below.

For information regarding bilingual certification, please contact the Human Resources Branch, Exam Unit at (916) 654-0790.

Bilingual Pay Differential

Bilingual Pay Differential applies to those positions designated by the Department as eligible to receive bilingual pay according to the following standards:

- 1) Requires the use of a bilingual skill on a continuing basis averaging ten percent (10%) or more of the time.
- 2) In order to receive bilingual differential pay, the employee must be certified by the SPB or other authorized entity. Use of bilingual skills includes any combination of conversation, interpretation, or translation work. The time standard is calculated based on the time spent conversing, interpreting or transcribing in a non-English language and time spent on closely related activities performed directly in conjunction with the specific bilingual transactions.
- 3) Position must require the use of bilingual skills to meet the needs of the public in a direct public contact position or a position utilized to perform interpretation, translation, or specialized bilingual activities for the Department and its customers.
- 4) There must be a demonstrated customer or communication flow where bilingual skills are clearly needed.

For information regarding bilingual pay differential or designating a position as eligible to receive the bilingual pay differential, please contact your Personnel Analyst.

Bilingual Resources

List of Bilingual CDFA Employees

Employees who have bilingual certification are placed on a list of Bilingual CDFA Employees that is available to all CDFA public contact employees to be used as a resource to assist with LEP customers. Non-certified employees can also be placed on the list (designated as "Non-Certified") as an additional resource. When a CDFA employee is unable to communicate in English with a customer, that employee can refer to the listing to locate a fellow CDFA employee willing and able to interpret for the customer in that customer's native language.

The EEO Office will be responsible for updating and making these lists available on a quarterly basis. In addition, the lists will be posted on CDFA's intranet webpage.

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Bilingual Services Handbook

The EEO Office will distribute a Bilingual Services Handbook to each local office or facility. The Handbook will contain, at the minimum, the following items:

- The Dymally-Alatorre Bilingual Services Act (Government Code §§ 7290 – 7299.8)
- CDFA's Dymally-Alatorre Act Bilingual Services Act Policy
- Language Identification Chart
- List of Bilingual CDFA Employees (Certified and Non-Certified)
- Information regarding telephone interpretation services, if available
- A list of bilingual resources, including website addresses for online language dictionaries and translation services
- A list of available translated documents

Each local office or facility is also encouraged to add to the Handbook a list of any translated documents (and the non-English language in which they are translated) that their particular office utilizes.

The EEO Office will also provide a video, produced by SPB, that explains the intent of the Dymally-Alatorre Bilingual Services Act.

The EEO Office will be responsible for distributing updated material for the Bilingual Services Handbooks.

Distribution

Distribution of the above policy includes: All employees.

Any questions regarding this policy, the biennial Language Survey, Implementation Plan, or list of CDFA Bilingual Employees (Certified and Non-Certified) should be directed to the EEO Officer or the EEO Analyst at (916) 654-1005 or CALNET 8-464-1005.

Questions regarding Bilingual Certification, Bilingual Pay Differential, or designating a position as eligible to receive the Bilingual Pay Differential should be directed to CDFA's Human Resources Branch, (916) 654-0790 or CALNET 8-646-0790.

Responsibilities

(This information is also contained in the Dymally-Alatorre Bilingual Services Act Policy, page 3.)

Responsibility of Managers and/or Supervisors

It is the responsibility of Managers and Supervisors to:

- Ensure that the Dymally-Alatorre Bilingual Services Act Policy is understood and implemented throughout their programs. Management will provide resources to the extent funding is available to identify and meet any significant communications needs that will result in an overall improvement in the quality of services.
- Ensure that program objectives, standards and employee practices reflect sensitivity to language differences, and that mechanisms exist to respond appropriately to an immediate need for language assistance, or other communication services.
- Ensure that program policies and procedures reflect the Department's commitment to quality customer service through effective communications.
- Ensure that mechanisms exist to incorporate feedback on identifying language trends among the Department's customers.

Responsibility of CDFA Employees

All CDFA employees, especially those in public contact positions, are responsible for ensuring that the public is treated with dignity and respect, that they identify the language needs of our customers, and utilize available bilingual resources to assist customers, when needed, in order to eliminate any language barriers that may preclude people from equal access to public services.

GUIDELINES FOR PROVIDING SERVICES TO LIMITED-ENGLISH-PROFICIENT (LEP) CUSTOMERS

(Please also see Customer Service Standards in the Dymally-Alatorre Bilingual Services Act Policy)

It is CDFA's policy to ensure that all persons are provided services and information in an appropriate and timely manner, and shall be accomplished in a manner that recognizes individual needs and is sensitive to cultural differences. To ensure LEP customers are provided equal access to CDFA services and information, staff should refer to the following guidelines:

In-Person Customer

If you encounter an in-person customer who is requesting services or information and you feel that you are not effectively communicating with them in English, attempt to find out from the individual whether or not they would prefer communicating through an interpreter. You should do so by asking "Would you like to have an interpreter assist you in a language other than English?" If they respond "No," then continue to assist them in English. However, if they respond "Yes," or you don't think they understood your question, then do the following:

1. Attempt to communicate with the person in English to the extent necessary to help them obtain interpreter services.
2. Utilize the language identification chart to identify the non-English language the individual speaks.
3. Look on the List of Bilingual Employees and determine if a staff member is capable of helping the individual in the language identified by them. If so contact the employee to request their assistance.
4. If there are no staff members available to serve as an interpreter, call Tele-Interpreters at **1-800-822-5552**. The Department's Access Code is **10965**. You must provide the language required, your name, and your unit's function code.
5. At any time, if you feel that you are having difficulty in providing service to the individual, please contact your supervisor immediately for assistance. If your supervisor is unavailable, contact the Equal Employment Opportunity Office at (916) 654-1005.
6. If the customer is dissatisfied because of language or communication needs that cannot be resolved informally at the point-of-service, please provide the customer with a Language or Communication Concerns Resolution Process Form SO-139A¹. Complete the steps outlined in Resolution Process below.

Do Not:

1. Raise your voice or yell at the person. Speaking loudly will not increase their ability to understand you.

¹ A Spanish version of the Resolution Process Form is now available and can be found in this handbook. Offices should print and copy both English and Spanish versions as needed. Additional languages will be added and distributed on an on-going, as needed basis.

2. Use hand gestures or arm movements to communicate with the person. Many hand gestures or arm movements are considered insulting to some cultures and is not an appropriate method for increasing communication.
3. Speak down to the person or make inappropriate comments or facial expressions that could be conceived as belittling the person due to their inability to communicate in English.
4. Ask strangers, children or other non-certified interpreters to provide interpreter services. You may use these individuals to determine the non-English language the person speaks and to communicate to them that you are locating an interpreter to help them.
5. Ask them to come back later or to bring their own interpreter with them.

Telephone Customer

If you are speaking with a customer over the telephone who is requesting services or information and feel that you are not effectively communicating with the individual in English, attempt to find out from the caller whether or not they would prefer an interpreter. You should do so by asking "Would you like to have an interpreter help you in a language other than English?" If they respond "No," then continue your conversation in English. However, if they respond "Yes," or you don't think they understood your question, then do the following:

1. Attempt to communicate with the person in English to the extent necessary to help them obtain interpreter services.
2. Ask the person "What language would you like an interpreter to speak?"
3. If the caller identifies a language, ask the caller to please hold and place the caller on hold. If the caller does not identify a language, call Tele-Interpreters (see #5 for the telephone number).
4. Look on the List of Bilingual Employees and determine if a staff member is capable of helping the caller in the language identified by them. If so contact the employee to request their assistance.
5. If there are no staff members available to serve as an interpreter, or the caller does not identify a language, then ask the caller to hold, and call Tele-Interpreters at **1-800-822-5552**. The Department's Access Code is **10965**. You must provide the language required, your name, and your unit's function code.
6. If at any time you are uncertain of how to handle the call, contact your supervisor immediately. If your supervisor is unavailable, contact the Equal Employment Opportunity Office at (916) 654-1005.

Do Not:

1. Raise your voice or yell at the person. Speaking loudly will not increase their ability to understand you.
2. Speak down to the person or make inappropriate comments that could be conceived as belittling the person due to their inability to communicate in English.
3. Ask strangers, children or other non-certified interpreters to provide interpreter services. You may use these individuals only to determine the non-

English language the person speaks and to communicate that you are locating an interpreter to help them.

4. Ask the person to call back later or to provide their own interpreter.

Resolution Process

If a customer is dissatisfied due to language or communication needs, CDFA staff must complete the following steps:

1. Immediately provide a written incident report, in memo format, to the Bilingual Services Coordinator, Equal Employment Opportunity (EEO) Office at 1220 N Street, Sacramento, CA 95814, (916) 654-1005. At minimum, the incident report should include the name and contact information for the customer, a summary of the incident and the service requested, and the steps taken to meet the customer's need at the point-of-service. Include the names of all CDFA employees involved in the incident and their roles in attempting to meet the customer's needs.
2. The Bilingual Services Coordinator will contact the customer to acknowledge receipt of the incident report and obtain the customer's verbal account of the incident and his/her needs.
3. The Bilingual Services Coordinator will attempt to resolve the customer's concern within five (5) business days.



State of California Personnel Board 2001-2002 Language Survey



Section 7299.4 of the Dymally-Alatorre Bilingual Services Act (DABSA) mandates that each state agency shall conduct a survey of each of its local offices every two years to determine all of the following:

- a) The number of public contact positions in each local office.
- b) The number of bilingual employees in public contact positions, and the languages they speak, other than English.
- c) The number and percentage of non-English-speaking people served by each local office, broken down by native language.
- d) The number of anticipated vacancies in public contact positions.
- e) Whether the use of contracted telephone based interpretation services in addition to bilingual persons in public contact positions is serving the language needs of the people served by the agency.
- f) Any other relevant information requested by the State Personnel Board.

Each agency shall calculate the percentage of non-English speaking people served by each local office by rounding the percentage arrived at to the nearest whole percentage point. The survey results shall be reported on tally forms provided by the State Personnel Board (SPB), and delivered to the board not later than March 15 of every even-numbered year beginning with 1992.

The Biennial Language Survey 2001-2002 has begun and SPB would like you to use this tool to assist you in identifying the non-English public contact clients that call your office or seek guidance at one of our department's public offices. The purpose of this language survey form is to help you identify and track the various languages spoken by your non-English speaking clients. When face to face with a non-English client, present the back of this sheet to the client. On the back of this sheet, the phrase "POINT TO YOUR LANGUAGE", appears in 32 languages and is to be used as a guide to assist in identifying your clients language. Once the language has been identified, note the language requested on the provided tally sheet and proceed in assisting the non-English speaking client. To help facilitate communication with a non-English speaker, you have several options:

- Utilize a bi-lingual staff member.
- If you would like to use Language Line Services, please call your language survey coordinator to determine if your department has a contract with Language Line Services.
- Your language survey coordinator has information on how to set up an account with Language Line Services if one has not been established. Please check with your manager before you call your language survey coordinator to inquire about this service.

Please feel free to reproduce this card (along with the provided tally sheet) and distribute to all appropriate public contact points participating in the Language Survey. If you have any questions regarding the use of this Language Survey, please contact SPB's Bilingual Services Program at (916) 653-9017.


OVER




State of California Personnel Board 2001-2002 Language Survey




Language Line
services


English English 
Point to your language.

Arabic اللغة العربية 
أشر الى لغتك

Armenian Հայերէն 
Յոյց տուէք ո՞ր մէկ լեզուն ևր խօսիր՝


Cambodian ភាសាខ្មែរ 
សូមបង្ហាញភាសា


Cantonese 廣東話 广东话 
請指認您的語言 請指认您的语言

Croatian Hrvatski 
Molim Vas, pokažite nam Vaš jezik.

Farsi فارسی 
بزرگانی که صحبت میکنند نشان دهید.


French Français 
Montrez-nous quelle langue vous parlez.

German Deutsch 
Zeigen Sie auf Ihre Sprache.


Greek Ελληνικά 
Δείξτε ποιά γλώσσα μιλάτε και


Hebrew עברית 
הצבע על השפה שלך


Hindi हिन्दी 
अपनी भाषा इशारे से दिखाइये ।

Hmong Hmoob 
Thov taw tes rau koj yam lus.

Ilocano Ilokano 
Itudom iti saom.

Indonesian Bahasa Indonesia 
Tunjukkan bahasamu.

Italian Italiano 
Faccia vedere qual è la sua lingua.


Japanese 日本語 
あなたの話す言葉を指さしてください。


I am hearing impaired and need the services of
an American Sign Language interpreter.

Korean 한국어말 
당신이 쓰는 말을 지적하세요.

Laotian ພາສາລາວ 
ຊື່ຍອກພາສາທີ່ຕົວເຈົ້າເວົ້າ


Mandarin 國語 国语 
請指認您的語言 請指认您的语言


Mien Mienh 
Nuqy meih nyei waac mbuox yie liuz,


Polish Polski 
Proszę wskazać na swój język ojczysty.


Portuguese Português 
Aponte seu idioma.

Punjabi ਪੰਜਾਬੀ 
ਅਪਣੀ ਬੋਲੀ ਦਿਸਾਓ ਨਾਲ ਦਸੋ ।


Russian Русский Язык 
Укажите, на каком языке Вы говорите.

Samoan Gagana Samoa 
Tusi lou 'a'ao i lau gagana.


Serbian Српски 
Molim Vas, pokažite nam Vaš jezik.

Somali Afsomali 
Tilmaan afka aad ku hadasho.

Spanish Español 
Señale su idioma.

Tagalog Tagalog 
Pakituro mo nga ang iyong wika.

Thai ภาษาไทย 
ท่านมีใ้ใช้ภาษาอะไรกับคนไทยไหมบอกภาษาที่ท่านพูด

Urdu اُردو 
آپ کون سی زبان میں بات کرنا پسند کریںگی؟

Vietnamese Tiếng Việt 
Chỉ rõ tiếng bạn nói.

CALIFORNIA DEPARTMENT OF FOOD AND AGRICULTURE CERTIFIED BILINGUAL STAFF

Employee	Class Title	Language	Phone Number	Unit/Location
BRIONES, WELLINGTON	AGRIC BIO	SPANISH	916-539-2696	Plant, LBAM Los Alamitos
CHAVEZ-ESCOTO, E CECILIA	MG SVS TECH	SPANISH	619-698-0211	Plant, Pest Det. Emergency, Lemon Grove
DIAZ, NORMA	PROG TECH III	SPANISH	916-341-6276	Marketing Enforcement, Sacto
GALVAN, JOHN R	F&V QU CON SPR II	SPANISH	619-661-6355	Inspection, San Diego
GARCIA, ARNULFO A	SR SPEC INVESTIGTR	SPANISH	213-236-2451	Marketing Enforcement, LA
GOMEZ, MARIA E	PROG TECH II	SPANISH	916-341-6276	Marketing Enforcement, Sacto
GUTIERREZ, MANUEL B	SR SPEC INVESTIGTR	SPANISH	714-680-7871	Measurement Standards, Anaheim
HUGHES, BRIAN C	SPEC INV I	SPANISH	916-341-6276	Marketing Enforcement, Sacto
LUQUE-WILLIAMS, MAGALLY J	SR AGRIC BIO	SPANISH	951-782-3271	Plant, Pest Det. Emergency, Riverside
MENDES, EVERARDO M	VET MED OFF III MI	SPANISH	916-654-0504	Animal, Meat Inspection, Sacto.
MORENO, ELIZABETH	EXEC A	SPANISH	916-229-3000	Measurement Standards, Florin, Sacto.
MORENO, LUPE	PROG TECH	SPANISH	916-498-5161	Marketing, Ag. Stats., Capitol Mall, Sacto.
PAREDES, CESAR	AG PRG SUP III/P P	SPANISH	619-698-0211	Plant, Pest Det. Emergency, Lemon Grove
PENA, YOLANDA	AGRIC PST CON SP	SPANISH	714-708-1910	Plant, Pest Det. Emergency, Costa Mesa
RADITSCH, HERBERT	VET MED OFF III MI	SPANISH	831-229-5799	Animal, Meat Inspection, ? On Office
REGALADO, RAQUEL	PROG TECH II	SPANISH	916-341-6276	Marketing Enforcement, Sacto
RICHMOND, DANA C	AGRIC PST CON SP	SPANISH	619-698-0211	Plant, Pest Det. Emergency, Lemon Grove
RUVALCABA, RAMIRO	FAIRGROUND ATTENDANT	SPANISH	209-722-1507	?
SO, SONG-MIN	AG PRG SUP III/P P	KOREAN	808-259-6677	Plant, Pest Det. Emergency, Waimanalo, Hawaii
SOTO, JOHN F	SPEC INV I	SPANISH	213-236-2451	Marketing Enforcement, LA
TORRES, YESICA	AGRICULTURAL BIOLOGIST	SPANISH	818-901-0719	Plant, Pest Det. Emergency, Van Nuys
VALDOVINOS, ELSA J.	LVSTK INSP	SPANISH	209-491-9350	Animal Health, Modesto
VAN REIN, JAY D	SP A FD&AGR	SPANISH	916-654-0462	Public Affairs, Sacto
VELEZ, VICTOR J	RES PROG SPECLT II	SPANISH	916-654-1264	Animal Health, Sacto
VILLET, JORGE F	SR SPEC INVESTIGTR	SPANISH	916-229-3066	Measurement Standards, Florin, Sacto.
WANG, XUN	OFF TECH (TYPING)	MANDARIN	626-572-6762	Marketing Enforcement, El Monte

TELEPHONE-BASED INTERPRETER SERVICES

Tele-Interpreters, Inc.

The Department is currently using Tele-Interpreters, Inc., a telephone-based interpreter service that is available 24 hours a day, 365 days a year. Over 150 languages are available and the cost is \$1.49 per minute.

To use Tele-Interpreters, call **1-800-822-5552** or **1-800-326-2686** and give the operator the Department's access code (**10965**), your name, your program's six-digit function code (_____), and the language needed. Tele-Interpreters will connect you to an appropriate interpreter.

This service may also be used with a cell phone while in the field.

If you have any questions regarding Tele-Interpreters, Inc., or any complaints or concerns regarding this service, please contact the EEO Office at (916) 654-1005.

Speech to Speech

Speech to Speech Service, a relay service, is available for use when you have a customer who is speech disabled or difficult to understand over the telephone. This service is not for non- or limited-English-proficient customers.

Tele-Interpreters**1-800-822-5552****or****1-800-326-2686****CDFA's Access Code 10965****Your Unit's Function Code: _____**

List of Languages					
Afrikaans	Creole (Haitian)	Greek	Lingala	Papiamento	Swedish
Albanian	Creole (Pidgin)	Guarani	Lithuanian	Pashto	Tagalog
Amharic	Creole (Sierra Leone)	Gujarati	Macedonian	Patois (Jamaican)	Taiwanese
Arabic	Creole (W. African)	Hakka	Malayalam	Pohnpei	Tamil
Armenian	Croatian	Hausa	Mandarin	Polish	Telugu
Assyrian	Czech	Hebrew	Mandingo	Portuguese (Brazil)	Temne
Bahasa Brunei	Danish	Hindi	Malay	Portuguese (Portugal)	Thai
Bambara	Dari	Hindko	Malinke	Pothohari	Tibetan
Belorussian	Dutch	Hokkien	Marshallese	Q'anjob'al	Toishan
Bengali	Dyula	Huizhou	Maya	Quechua	Tongan
Bikol	Eskimo	Hungarian	Mende	Romanian	Turkish
Bosnian	Estonian	Ibo	Mien	Russian	Twí
Bulgarian	Fanti	Ilocano	Mixteco	Samoan	Ukrainian
Burmese	Farsi	Ilonggo	Mongolian	Serbian	Urdu
Cambodian	Fijian	Indonesian	Nahuatl	Serbo-Croatian	Vietnamese
Cantonese	Finnish	Iñupiaq	Navajo	Seyup	Visayan
Cebuano	Flemish	Italian	Nepali	Shanghainese	Wolof
Cherokee	Foochow	Japanese	Nigerian	Sinhala	Xhosa
Chui Chow	French	Kannada	Norwegian	Slovak	Yapese
Chuukese	Fukienese	Korean	Nuer	Slovene	Yiddish
Cree	Fulani	Kurdish	Oromo	Somali	Yoruba
Creek	Ga	Lahu	Pampangan	Spanish	Yucateco
Creole (Cape Verdean)	Georgian	Lao	Pangasinan	Sudanese	Zapoteco
Creole (French)	German	Latvian	Papago	Swahili	Zulu

RESOLUTION PROCESS

If a customer is dissatisfied due to language or communication needs, CDFA staff must complete the following steps:

1. Provide the customer with Form 139A in the appropriate language. If the form is not available in the language the customer uses, contact an employee from the list of bilingual employees and request him/her to provide the customer with the information contained on Form 139A. If an employee is not available, use the telephone interpreter service, if available, to provide the information.
2. Immediately provide a written incident report, in memo format, to the Bilingual Services Coordinator, Equal Employment Opportunity (EEO) Office at 1220 N Street, Sacramento, CA 95814, (916) 654-1005. At minimum, the incident report should include the name and contact information for the customer, a summary of the incident and the service requested, and the steps taken to meet the customer's need at the point-of-service. Include the names of all CDFA employees involved in the incident and their roles in attempting to meet the customer's needs.
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4. The Bilingual Services Coordinator will attempt to resolve the customer's concern within five (5) business days.

DEPARTMENT OF FOOD AND AGRICULTURE

Equal Employment Opportunity Office
1220 N Street
Sacramento, California 95814
Telephone: (916) 654-1005
Facsimile: (916) 654-8592



Language Needs Resolution

The Department of Food and Agriculture wants to make sure you get the services and information you need.

If you did not get the services or information you need because you speak another language or have special communication needs, please call our Equal Employment Opportunity Office at (916) 654-1005, between 8:00 a.m. – 5:00 p.m., Monday – Friday.

Or call after hours to leave a message in any language.

Say:

- Your name, address, and phone number (or message number),
- Date, location or phone number where you were trying to get service, and
- Type of service you needed.

Our goal is to solve your problem within 5 working days.

DEPARTMENT OF FOOD AND AGRICULTURE

Equal Employment Opportunity Office

1220 N Street

Sacramento, California 95814

Telephone: (916) 654-1005

Facsimile: (916) 654-8592



El Departamento de Alimentos y Agricultura Proceso de Resolución de Dificultades en Comunicación o Language

Si usted siente que no hemos podido servirle debido a diferencias en el language (habilidad limitada en Español) u otras diferencias en la comunicación, el Departamento de Alimentos y Agricultura puede proveerle asistencia adicional en language o comunicación que le ayude a acceder a la información o servicios que usted a pedido.

Por favor tome los pasos siguientes para resolver sus necesidades de asistencia en language o comunicación:

- Por favor contacte nuestra oficina de Igualdad de Oportunidad en el Empleo en el número (916) 654-1005 entre 8:00 de la mañana y 5:00 de la tarde, de Lunes a Viernes. La línea esta atendida por empleados de CDFA que tomarán su queja verbal. Traductores estan disponibles para asistirle en su petición de información o servicios. Después de las 5:00 de la tarde y en los fines de semana, el teléfono no es atendido; de aqui, que los clients pueden solamente dejar un mensaje grabado y su llamada sera respondida en el transcurso de horas laborales normales.
- Esté preparado para proveer la información siguiente:
 1. Nombre del cliente (o suyo), dirección y número de teléfono (o número donde dejar mensaje);
 2. Fecha en que el servicio fue requerido y lugar o número telefónico en donde el servicio fue solicitado: y,
 3. Descripción del servicio o información buscada por el cliente (o usted).

Se hará el mejor esfuerzo para resolver su interés en cinco (5) dias laborales.

List of Translated Documents

California Department of Food and Agriculture Language/Communication Assistance
Resolution Process (available in Spanish: SO 139A-SP)

Mexican Fruit Fly: Impact on You / Mosca Mexicana de la Fruta: Como le afecta a usted? (combined English & Spanish pamphlet)

Mediterranean Fruit Fly: Impact on You / Mosca Mediterranea de la Fruta: Como le afecta a usted? (combined English & Spanish pamphlet)

<http://www.cdfa.ca.gov/ahfss/pdfs/SpanCheeseFS.pdf>

Illegal "Bathtub" Cheese Production also known as Tina Cheese
Producción Ilegal de Queso "Bathtub" Conocido También Como Queso de Tina

<http://www.cdfa.ca.gov/ahfss/pdfs/SpanQuesoBroch.pdf>

The Cheese is Good...When the Cheese is Safe.
El Queso Ilegal Puede Enfermarlo

http://www.cdfa.ca.gov/ahfss/ah/wnv_spanish_info.htm

West Nile Virus (C.D.F.A.)
El Virus del Nilo Occidental (C. D. F. A.)

Alert on Animal Disease (U.S.D.A.)
Animal Alerta Sobre Enfermedad (U. S. D. A.)

The West Nile Virus was detected in Imperial County, California (D.H.S.)
El Virus del Nilo Occidental Fue Detectado En El Condado De Imperial En California (D. H. S.)

Questions and Answers on West Nile Virus and Horses (C.D.C.)
Preguntas y Respuestas de El virus del Nilo Occidental y los Caballos (C. D. C.)

Video -- Public Service Announcement: West Nile Virus
(available in Windows Media Player and RealPlayer)

Fight the Bite poster
Combata la Picadura

List of Translated Documents

http://www.cdfa.ca.gov/ahfss/ah/avian_health_prog_spanish.htm

http://www.cdfa.ca.gov/ahfss/ah/avian_health_industry.htm

Disease Prevention Guide

Guía de Prevención de Enfermedades Aviares

Keeping Poultry Healthy

Información para propietarios de aves

http://www.cdfa.ca.gov/ahfss/ah/avian_health3s.htm

Tienda de Aves Mascota (Pet Store)

Guía de Prevención de Enfermedades Aviares (Disease Prevention Guide)

Mantenga Sus Aves de Corral Sanas (Keeping Poultry Healthy)

Información para Propietarios de Aves (Information for Bird Owners)

Propietarios de Aves de Corral (Backyard Bird Owners)

Guía de Prevención de Enfermedades Aviares (Disease Prevention Guide)

Información para Propietarios de Aves (Information for Bird Owners)

El curso de Prevención de Enfermedades en Parvadas de Traspatio/Gallinas de Exhibición (Backyard Training Tutorial)

Propietarios de Aves Mascota (Pet Bird Owners)

Guía de Prevención de Enfermedades Aviares (Disease Prevention Guide)

Mantenga Sus Aves de Corral Sanas (Keeping Poultry Healthy)

El curso de Prevención de Enfermedades en Aves Mascota (Pet Bird Training Tutorial)

Mercados de Intercambio (Swap Meets)

Guía de Prevención de Enfermedades Aviares (Disease Prevention Guide)

Información para Propietarios de Aves (information for Bird Owners)

Tienda de Alimento (Feed Store)

Información para Propietarios de Aves (Information for Bird Owners)

El curso para las Tiendas de Alimentos (Feed Store Training Tutorial)

http://www.cdfa.ca.gov/ahfss/ah/avian_health_industry.htm

Plantas de Alimento (Feed Mills)

Guía de Prevención de Enfermedades Aviares (Disease Prevention Guide)

Información para propietarios de aves (Information for Bird Owners)

[http://www.cdfa.ca.gov/ahfss/ah/pdfs/VND_fc7-](http://www.cdfa.ca.gov/ahfss/ah/pdfs/VND_fc7-8_update1_%20spanish_%20&%20english.pdf)

[8_update1_%20spanish_%20&%20english.pdf](http://www.cdfa.ca.gov/ahfss/ah/pdfs/VND_fc7-8_update1_%20spanish_%20&%20english.pdf)

Exotic Newcastle Disease: Information for Owners

Enfermedad Exótica de Newcastle de Las Aves: Información Para Propietarios de Aves

List of Translated Documents

http://www.cdfa.ca.gov/cdfa/en_espanol/espanol_index.htm

Exotic Newcastle Disease, Pamphlet #1

Enfermedad Exótica de Newcastle, el folleto #1

Exotic Newcastle Disease, Pamphlet #2

Enfermedad Exótica de Newcastle, el folleto #2

Protect Your Valuable Birds

Proteja Sus Valiosas Aves

Good Neighbors Protect Their Birds poster (USDA)

Los Buenos Vecinos Protegen Sus Aves

How the Poultry Disease Propagates

Cómo Se Propaga la Enfermedad de Las Aves de Corral

Velogenic Viscerotropic Newcastle Disease

Enfermedad de Newcastle Velogénico Viscerotropico

Types of Surface Disinfectants/Biosecurity: Selection and Uses of Surface Disinfectants

Tipos de Desinfectantes de Superficie/Biosguridad: Selección y Uso de Desinfectantes para Superficies

California's Animal Agriculture is at Risk

El Sector Agropecuario Está en Riesgo (also available at

http://www.cdfa.ca.gov/ahfss/ah/forms_and_publications.htm)

Alert on Foot and Mouth Disease

Alerta Sobre La Fiebre Aftosa (also available as "Information for People Traveling from Affected Countries" at http://www.cdfa.ca.gov/ahfss/ah/forms_and_publications.htm)

Ewes: Scrapie

Ovejas: El Scrapie

Goats: Scrapie

Cabras: El Scrapie

Fire Ant Program

Programa de La Hormiga de Fuego

Glassy-winged Sharpshooter

La Chicharrita de Alas Cristalinas

List of Translated Documents

<http://www.cdfa.ca.gov/phpps/pdcp/gwssspan.htm>

Glassy-Winged Sharpshooter webpage

La Chicharrita De Alas Cristalinas webpage

<http://www.cdfa.ca.gov/phpps/pdep/rifa/indexenespanol.html>

Red Imported Fire Ants webpage

Roja de Fuego Importada webpage

<http://www.cdfa.ca.gov/phpps/pdep/rifa/mm/Posters/LaloPoster.pdf>

Be on the Lookout! Poster

Esta Atento! Poster

<http://www.cdfa.ca.gov/phpps/pdep/rifa/mm/images/Span.Vert.jpg>

<http://www.cdfa.ca.gov/phpps/pdep/rifa/mm/images/Span.Horizontal.jpg>

Program artwork for statewide public awareness program in Spanish

<http://www.cdfa.ca.gov/phpps/pdep/rifa/mm/Posters/RIFAesp.pdf>

Red Imported Fire Ants

Hormiga Roja de Fuego Importada

<http://www.cdfa.ca.gov/phpps/pdep/rifa/mm/Posters/SpanishFF.PDF>

Red Imported Fire Ant Fact Sheet

Cuidado! Hormigas Peligrosas: Informacion sobre las hormigas de fuego rojo

<http://www.cdfa.ca.gov/phpps/pdep/rifa/mm/Posters/rifabspn.pdf>

Red Imported Fire Ant brochure

La Hormiga Roja de Fuego Importada brochure

<http://www.cdfa.ca.gov/phpps/pdep/rifa/mm/Posters/SP300.pdf>

Red Imported Fire Ant poster

Hormiga Roja (de Fuego) Importada poster

<http://www.cdfa.ca.gov/phpps/pdep/rifa/mm/Posters/VP300.pdf>

Red Imported Fire Ant poster (Vietnamese)

Kien lua du nhap

<http://www.cdfa.ca.gov/phpps/pdep/rifa/html/english/facts/Spanishfact.htm>

The Red Imported Fire Ant in California: More Information about the Red Fire Ant in California

La Hormiga Roja (de Fuego) Importada en California: Más información acerca de la hormiga roja en California

List of Translated Documents

http://www.cdfa.ca.gov/ahfss/ah/forms_and_publications.htm

Foot and Mouth Disease Alert: Livestock Producers, Allied Industries and Foreign Travelers and Visitors

Alerta Sobre a Febre Aftosa! Produtores Agropecuários, Indústrias e Visitantes Estrangeiros (Portuguese)

Alerta Sobre la Fiebre Aftosa: Productores de Ganado, industrias aliada, viajeros y turistas desde el exterior (Spanish) (also available as "Alerta Sobre La Fiebre Aftosa" at http://www.cdfa.ca.gov/cdfa/en_espanol/espanol_index.htm)

Bilingual Resources

Online Dictionaries

Spanish Dictionaries

<http://dictionary.reference.com/others/Translation/S/Spanish/>

http://info.babylon.com/cgi-bin/search.cgi?layout=sr_new.html&cat=25

Arabic

http://info.babylon.com/cgi-bin/search.cgi?layout=sr_new.html&cat=3&sort=&nc=2&n=10

French Dictionaries

<http://dictionary.reference.com/others/Translation/F/French/>

Italian Dictionaries

<http://dictionary.reference.com/others/Translation/I/Italian/>

German Dictionaries

<http://dictionary.reference.com/others/Translation/G/German/>

http://info.babylon.com/cgi-bin/search.cgi?layout=sr_new.html&cat=9

Miscellaneous Dictionaries

<http://www.freedict.com/>

http://info.babylon.com/cgi-bin/search.cgi?layout=sr_new.html&cat=1

Online Translation Services

(to be used for word and short phrase translation only; should NOT be used to translate entire documents)

<http://babelfish.altavista.com/translate.dyn>

<http://www.freetranslation.com/>

<http://www.word2word.com/free.html> (a list of various online translation sites)

Resources on the State Personnel Board, Bilingual Services Program website

Language Identification Guide

<http://jobs.spb.ca.gov/langsurvey/LangCard3.pdf>

Interpreter/Translator Services and Referrals

<http://www.spb.ca.gov/bilingual/interpretrans.htm>

Information on Contracting for Interpreter and Translation Vendors

<http://www.spb.ca.gov/bilingual/ContractingInfo.htm>

Bilingual Services, Program Training, Resources, and Information

<http://www.spb.ca.gov/bilingual/BSPinformation.htm>

American Sign Language, Braille, and Other Resources

<http://www.spb.ca.gov/bilingual/BSPSignLang.htm>

Federal Language Access Requirements

<http://www.spb.ca.gov/bilingual/BSPFedSites.htm>

Guidelines on Providing Services to LEP Individuals

<http://www.spb.ca.gov/BILINGUAL/DOCUMENTS/lepsvcguide.pdf>

U.S. Department of Justice Implementation Plan for Serving LEP Customers
(The DOJ plan is a link from SPB's site

<http://www.spb.ca.gov/BILINGUAL/bilservpolicy.htm>)

<http://www.usdoj.gov/crt/cor/lep/dojimp.htm>

Telephone resources

Toll-free, prerecorded CDFA Agricultural Quarantine Information on Animals and Plants available in English, Spanish, Chinese, Korean, Vietnamese, Thai and Tagalog: 1-800-675-2427 (this information is located on several pages of the Plant Health & Pest Prevention websites).



The following is a list of dictionaries. State agencies may want to consider purchasing a specific dictionary for their staff providing bilingual services to the public. This is not a comprehensive list. New listings will be added periodically.

1. **DICCIONARIO DE LA LENGUA ESPAÑOLA**
Real Academia Española
(21st Edition 1992, Madrid Spain)
ISBN 84-239-4399-2
2. **SIMON AND SCHUSTER'S INTERNATIONAL DICTIONARY**
ISBN 0-671-21267-2
3. **DICCIONARIO DE MEDICINA OCEANO MOSBY**
Translation/adaptation of the English original (fourth edition): Mosby's Medical, Nursing, and Allied Health Dictionary
OCEANO GRUPO EDITORIAL, Barcelona, Spain
ISBN 84-494-0368-5
4. **DICCIONARIO DE TERMINOS LEGALES - Español/Ingles Ingles/Español**
Louis A. Robb
Editorial Limusa - Grupo Noriega Editores, 1992
ISBN 968-24-3666-4
5. **DICCIONARIO DE TERMINOS ADMINISTRATIVOS - Español/Ingles Ingles/Español**
Jose Antonio Fernandez Collado
Editorial Trillas, 1993
ISBN 968-24-3666-4
6. **501 SPANISH VERBS FULLY CONJUGATED. (FOURTH EDITION)**
Christopher Kendris
Barron's Educational Series, Inc.
ISBN 0-8120-9282-1
7. **THE FACTS OF FILE ENGLISH/SPANISH VISUAL DICTIONARY**
Jean-Claude Corbeil/Ariane Archambault
Published by THE FACTS ON FILE
ISBN 0-8160-1546-5
8. **DICCIONARIO ENCICLOPEDICO ? ESPASA I (Twelfth Edition)**
Espasa Calpe
ISBN 84-239-5913-9/
9. **A TEXTBOOK OF MODERN SPANISH**
Marathon Montrose Ramsey
Holt, Rinehart and Winston
10. **DICCIONARIO ESPAÑOL DE SINONIMOS Y ANTONIMOS ? EDICIÓN MEXICANA**
Fedderico Carlos Sainz de Robles
AGUILAR ALTEA TAURUS ALFAGUARA, MEXICO
ISBN 968-19-0086-3
11. **ETHNOLOGUE 10TH EDITION - LANGUAGES OF THE WORLD**
WYCLIFFE

12. INDEX TO THE ETHNOLOGUE
WYCLIFFE - ISBN 088312-931-0

13. CALIFORNIA COURT INTERPRETERS ASSOCIATION

14. The following publications can be ordered from Schreiber Publishing:

1. Spanish Business Dictionary - Multicultural Business Spanish by Morry Sofer
2. Diccionario de la Lengua Espanola by the Real Academia Espanola, 22nd Edition, Oct. 2001
3. The Translator's Handbook by Morry Sofer, 3rd Revised Edition
4. American English Compendium by Marv Rubinstein, 2nd Revised Edition
5. Multicultural Spanish Dictionary by Agustin Martinez, 2nd Printing
6. Translator Self-Training for Spanish, Morry Sofer
7. Dictionary of Medicine, S.P. Djordjevic, Editor, French-English with English-French Glossary
8. Clave - diccionario de uso del espanol actual by Gabriel Garcia Marquez, Spanish-Spanish
9. Glosario internacional para el traductor by Marina Orellana, 3rd Revised and Expanded Edition, 1999

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