LANGUAGE AND COMMUNICATION ACCESS PLAN

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California Complete Count - Census 2020

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I. INTRODUCTION

The California Complete Count – Census 2020 Office (Census Office) is responsible for encouraging the full participation of all Californians in the 2020 Census, including the State's hard-to-count (HTC) and vulnerable demographic populations. The Census Office will complement the U.S. Census Bureau's (Census Bureau) efforts.

The Language and Communication Access Plan (LACAP) aims to ensure that language and communication access is linguistically and culturally appropriate and provides equal and meaningful access to California's vulnerable populations.

Limited English Proficient (LEP) individuals and people with disabilities are part of California's HTC demographic populations. Providing language and communication access to LEP individuals and people with disabilities is a priority for the Census Office and its contracted partners.

The LACAP outlines information and requirements for the State's contracted partners, such as counties, regional Administrative Community Based Organizations (ACBOs), Statewide Community Based Organizations (CBOs), and the Outreach and Public Relations contractor, to conduct equal and meaningful access for LEP individuals and people with disabilities in their primary language and in accessible formats.

Future Updates: The Census Office will continue to update the LACAP with implementation feedback to inform ongoing activities. These updates will not change requirements for contractors.

II. LANGUAGE AND COMMUNICATION ACCESS

Definition of Language and Communication Access

The Census Office defines language and communication access as equal and meaningful access for Limited English Proficient (LEP) individuals and people with disabilities in their primary language and in accessible formats.

Limited English Proficient

English proficiency is strongly correlated to whether individuals intend to participate in the U.S. Census questionnaire.

The LACAP focuses on LEP individuals, who are defined as anyone five years old and over who speaks a language other than English at home and speaks English less than 'very well.' The primary language is the LEP's native or preferred language. LEP populations may have additional characteristics that can serve as barriers to Census participation.

Characteristics that make LEPs particularly HTC, include:

- Newcomers, refugees, and asylees
- Low educational attainment or illiteracy
- Low digital literacy
- Lack of access to broadband
- Socioeconomic barriers
- Lack of understanding of the civic process
- Heightened distrust in government, especially among mixed-status families

People with Disabilities

According to the Center for Disease Control and Prevention (CDC)[1], a disability is any condition of the body or mind (impairment) that makes it more difficult for the person with the condition to do certain activities (activity limitation) and interact with the world around them (participation restrictions). There are many types of disabilities, such as those that affect a person's vision, movement, thinking, remembering, learning, communicating, hearing, mental health, and social relationships. Although "people with disabilities" sometimes refers to a single population, this is actually a diverse group of people with a wide range of needs. Two people with the same type of disability can be affected in very different ways. Some disabilities may be hidden or not easy to see.

[1] From the Center for Disease Control and Prevention, https://www.cdc.gov/ncbddd/disabilityandhealth/disability.html. Accessed 5/10/19

Twenty-six percent of adults in the United States have some type of disability, according to the CDC. They remain largely a neglected, albeit sizeable, minority in terms of recognition and participation in the decennial census. In addition to logistical social and structural barriers, people with disabilities face widespread economic inequity, cultural isolation, and discrimination in education, employment and a broad range of societal activities in ways that are often specific to a person's disability and are generally not a factor for non-disabled individuals. [2]

III. LANGUAGE SUPPORT BY U.S. CENSUS BUREAU AND CALIFORNIA COMPLETE COUNT–CENSUS 2020 OFFICE

The U.S. Census Bureau (Census Bureau) conducts the decennial Census, the once-a-decade population and housing count of all 50 states, the District of Columbia, Puerto Rico, and the Island Areas, as mandated by the U.S. Constitution. The California Complete Count - Census 2020 Office (Census Office) is conducting a complementary outreach campaign to encourage the full participation of all Californians in the 2020 Census.

U.S. Census Bureau

The federal government will provide the following language support:

- **The enumerator instrument** (or printed questionnaire), mailing, and field enumeration materials will be available in only English and Spanish.
- The **internet self-response instrument** (or online questionnaire), **and Census Questionnaire Assistance** (CQA – telephone assistance), in the top 12 non-English languages *nationwide*, and Telecommunication Device for the Deaf (TDD).

[2] Disability Rights California and Disability Rights Education and Defense Fund, "2020 Census Disability Community Toolkit," February 2019 (Word version available upon request.)

Nationwide top 12 non-English languages are:

1) Spanish
2) Chinese (simplified)
3) Vietnamese
4) Korean
5) Russian
6) Arabic
7) Tagalog
8) Polish
9) French
10) Haitian Creole
11) Portuguese
12) Japanese

- The U.S. Census Bureau's **Language Assistance Guides** (LAG), language glossaries, and language identification cards will be available in 59 non-English languages. American Sign Language (ASL) is one of the 59 languages supported. LAGs will be available in video and print, and include ASL, braille, and large print.

California Complete Count – Census 2020

The Census Office will provide materials for the top 12 non-English language groups spoken in California. The Census Office identified the top 12 non-English language groups spoken *in California* using U.S. Census Bureau American Community Survey 2013-17 estimates. California's top 12 non-English languages are different from the top 12 non-English languages spoken nationwide.

California's top 12 non-English languages are:

1) Spanish
2) Chinese (including Cantonese and Mandarin)
3) Vietnamese
4) Tagalog (including Filipino)
5) Korean
6) Armenian
7) Farsi
8) Arabic
9) Russian
10) Japanese
11) Punjabi
12) Khmer

The Census Office will work with its Outreach and Public Relations contractor to develop the following:

- Website to include critical information in California's top 12 non-English language groups;

- Multilingual clearinghouse for sharing digital resources and materials;
- Translated template materials; and
- Multilingual advertising campaign.

Outreach materials are anticipated to be available by fall 2019.

IV. REQUIREMENTS FOR CONTRACTORS

Methodology

The Census Office developed a methodology to identify the languages and language groups that contractors need to support when conducting outreach activities. The methodology is based upon aggregating language data for census geographies known as Public Use Microdata Areas (PUMAs)[3].

The methodology also incorporates the median LEP population (54,000) in the resulting 41 geographic data areas statewide, excluding Los Angeles County.

LACAP ensures a minimum of **91 percent of the statewide LEP population** will be reached by California's approach. For ease of identifying which county falls within which threshold, they have been listed below. See APPENDIX B REQUIRED PRIMARY LANGUAGES BY AREA.

Requirements by Region:

1. **ALL GEOGRAPHIC AREAS**, regardless of LEP population, are required to provide language support activities in English and Spanish.

2. **GEOGRAPHIC AREAS WITH TOTAL LEP POPULATIONS BELOW 54,000** are required to provide language support activities for <u>any single language</u>

[3] 2013-2017 ACS 5-year Public Use Microdata Sample (PUMS) data, provided by the Demographic Research Unit (DRU) of the California Department of Finance. PUMS data offers a higher level of detail on languages at several units of geography, the most detailed of which are Public Use Microdata Areas (PUMA). California has more than 265 PUMAs. The PUMA language data aggregated to the county level rendered 34 geographic areas. Seven PUMAs include all or parts of the other 24 counties.

spoken by more than 1,500 people. For most areas, this will be no more than two languages. *Geographies included in this group are the following counties:*

- Alpine, Amador, Calaveras, Inyo, Mariposa, Mono and Tuolumne
- Butte
- Colusa, Glenn, Tehama and Trinity
- Del Norte, Lassen, Modoc, Plumas and Siskiyou
- El Dorado
- Humboldt
- Kings
- Lake and Mendocino
- Madera
- Marin
- Napa
- Nevada and Sierra
- Placer
- San Luis Obispo
- Santa Cruz
- Shasta
- Solano
- Sonoma
- Sutter and Yuba
- Yolo

3. **GEOGRAPHIC AREAS WITH TOTAL LEP POPULATIONS EQUAL TO OR GREATER THAN 54,000** *are required to provide language support activities for any single language that meets one of the following criteria, either:*

    1) Three (3) percent of the total LEP population, or
    2) 3,000 LEP people.

    Whichever yields the greatest number of LEPs.

    Geographies included in this group are the following counties:

- Alameda
- Contra Costa
- Fresno
- Imperial
- Kern
- Merced
- Monterey and San Benito
- Orange
- Riverside
- Sacramento
- San Bernardino
- San Diego
- San Francisco
- San Joaquin
- San Mateo
- Santa Barbara
- Santa Clara
- Stanislaus
- Tulare
- Ventura

4. **LOS ANGELES COUNTY**, due to the size of its LEP population, is required to provide language support activities in the top 12 non-English languages and language groups in Los Angeles County. **This will provide support to more than 95 percent of the LEP population in the county.**

General Requirements for Contractors (regardless of region)

1) Provide language support activities in English and Spanish, regardless of LEP population, for all geographic data areas.

2) Provide accessible and in-language outreach activities and services that are data-driven as identified in APPENDIX B REQUIRED PRIMARY LANGUAGES BY AREA. The primary language is defined as the LEP's non-English native or preferred language.

3) Provide accessible outreach activities and services to people with disabilities in accessible formats. People with disabilities should be ensured access, on an equal basis with others, to information and communications for outreach activities.[4]

4) Ensure equal and meaningful access to LEP individuals and people with disabilities. See APPENDIX C QUALITY ASSURANCE IN LANGUAGE AND COMMUNICATION ACCESS for recommendations or best practices to ensure quality services are provided.

5) All contractors are required to designate a lead contact for California's data mapping portal, also known as SwORD. All users will receive SwORD training. See SECTION VI COORDINATION OF ACTIVITIES for more information regarding SwORD.

[4] For more information, see the CA Department of Rehabilitation Disability Awareness website

6) Establish and activate a reasonable number of Questionnaire Assistance Centers (QACs) and/or Census Assistance Kiosks (CAKs) within the local jurisdiction. The total number of QACs and/or AKs per jurisdiction will vary depending on HTC population density, resources, and other factors. See APPENDIX D QUESTIONNAIRE ASSISTANCE CENTERS.

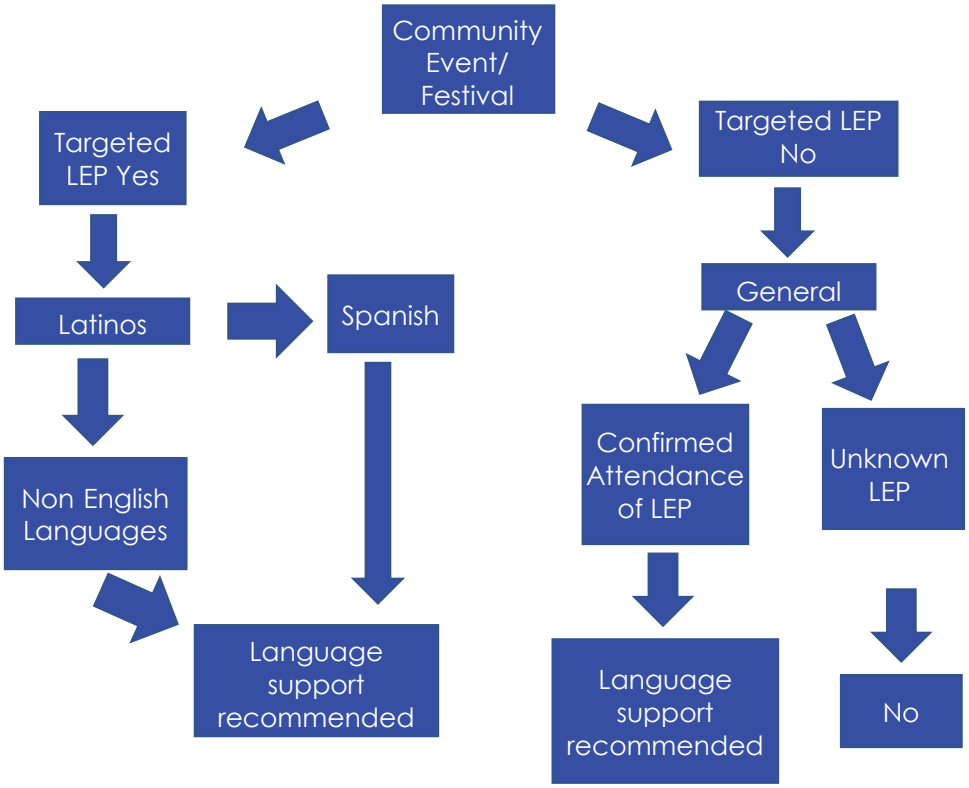
Language Access Activities and Deliverables

General Outreach Activities

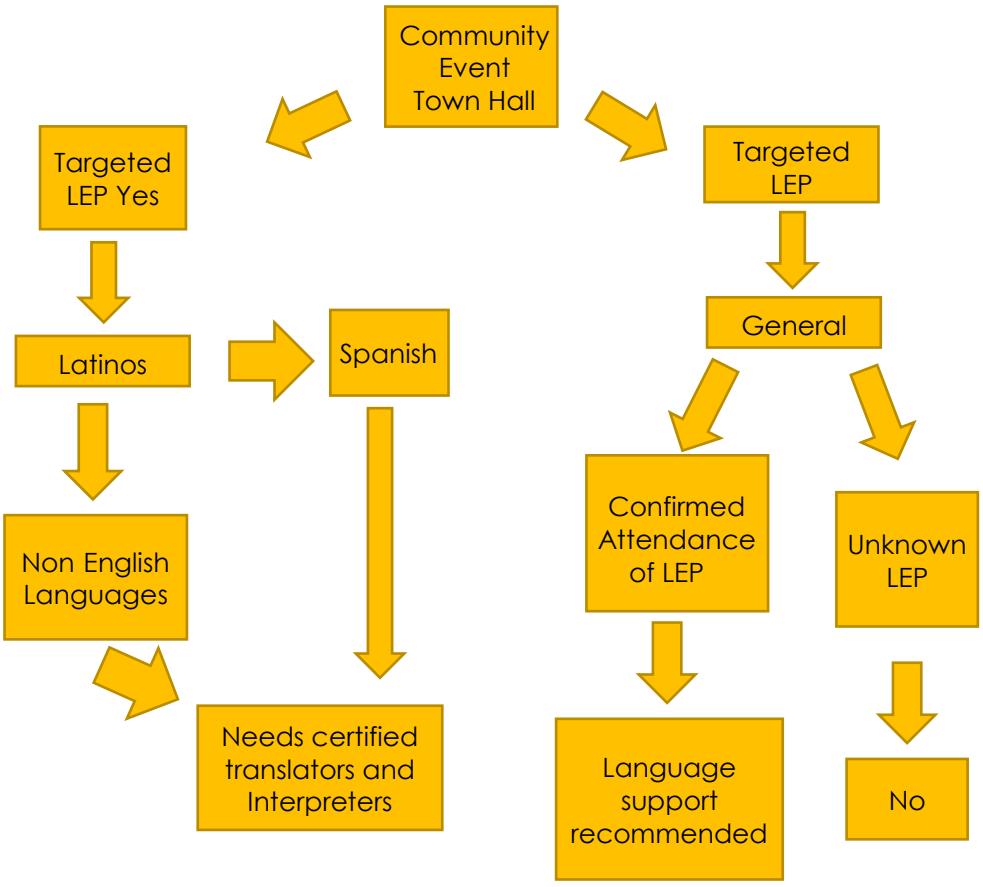
Contractors must incorporate language and communication access into the outreach activities they conduct, including, but not limited to: phone banking, canvassing, mailers, town halls, and other locally culturally and linguistically relevant and appropriate activities. The target audience of an outreach activity should inform language and communication access strategies.

The following are sample "decision trees" that may serve as a guide to contractors to determine if they need to provide interpretation and/or translation services for a variety of outreach activities. Each contractor shall determine what level of language and communication access support is needed depending on the activity or event being conducted.

Sample Decision Tree: Community Event - Festival



Sample Decision Tree: Community Event – Town Hall



V. CONTRACT DELIVERABLES

The Census Office uses contract deliverables to monitor contractor progress and accountability to LACAP, as well as overall outreach success.

The deliverables are intended to capture the various requirements above and include the following:

- **Strategic Plan:** the contractor's Strategic Plan includes strategies, activities, resources, and partnerships to provide language and communication access. The Strategic Plan shall address both access for LEP individuals and people with disabilities.
- **Implementation Plan:** the contractor's Implementation Plan provides additional details to the Strategic Plan, including key milestones, timeline, and tactics for language and communication access.
- **Quarterly Reports:** the contractor's Quarterly Reports provide language and communication access progress, including calendar of events, data uploads to SwORD, and budget expenditures.
- **Final Report:** the contractor's final report must include a language and communication access component that informs the 2030 Census. The language and communication access component of the final report shall include: strategies, tactics, and timeline; lessons learned and good practices.

VI. COORDINATION OF ACTIVITIES

Collaboration

The Census Office's Regional Program Managers (RPMs) are responsible for facilitating and coordinating the State's Census outreach efforts among contractors and other stakeholders. The coordination must include language and communication access cooperation to determine linguistic gaps as stated in SECTION VII ADDRESSING LANGUAGE GAPS. The RPMs will review the contractors' deliverables to coordinate the language and communication access activities

across contractors. RPMs will coordinate regional and county meetings with contractors and stakeholders on an ongoing basis. These meetings will take place before, during, and after the Census Office's Implementation Plan Workshops. These ongoing meetings will assist contractors in identifying language and communication access gaps, resources, and expertise.

The Census Office will coordinate internally and externally with contractors to support any reporting to stakeholders about challenges and progress.

Real Time Data

The Census Office has developed the Statewide Outreach and Rapid Deployment (SwORD) mapping portal to foster data sharing, coordination and collaboration in a user-friendly format to help identify language gaps and redundancies. SwORD will serve two key purposes relative to providing language access.

First, it provides informed planning and decision-making data for the Census Office's outreach and messaging partners. SwORD shall be utilized to identify the HTC and the languages that need to be covered in the region.

Second, SwORD will enable partners to upload data and information to identify where outreach to the HTC is taking place, the type of activity, and what language assistance is being provided. RPMs and contractors will be able to see via SwORD where gaps in services exist locally and regionally and quickly adjust strategies and redirect activities accordingly throughout the duration of the Census 2020 effort to maximize resources.

SwORD training will be provided on an ongoing basis for contractors. All trainings will be available on the Census Office website for review.

VII. ADDRESSING LANGUAGE GAPS

The Census Office's Regional Program Managers (RPMs) work directly with contracted partners to identify gaps in overall outreach approach, including any gaps in language and communication access. Additionally, the Census Office is organizing Implementation Plan Workshops (IPW), which will take place between June and September 2019. The objective is to emphasize coordination between the State and its contractors and to identify overall outreach gaps, including language and communication access gaps.

May-September: Pre-Implementation Plan Workshop Language Gap Analysis

Preliminary Analysis (pre-work) is being conducted by Regional Program Managers, in coordination with contracted partners, to identify language coverage gaps per region and county. This effort will also identify ethnic media and community groups that may have an interest in partnering with the contractor(s) to cover these gaps.

June-September: Implementation Plan Workshops

The IPWs have the following objectives:

- Contractors will share information and progress on their outreach approach,
- Identify regional gaps,
- Establish good practices in language and communication access,
- Coordinate expertise and resources to ensure efficiency and relevance to the LEPs and people with disabilities,
- Develop next steps to finalize the implementation plan and coordination of outreach.

September-October: Finalize Implementation Plans

Contractors will deliver their implementation plans addressing language and communication access and tactics to bridge the language gaps, and avoids duplication of translation efforts.

Census Office Continuous Oversight of Analysis

While the IPW preparation begins the analysis of regional language gaps, the RPMs in their role as the technical assistance provider will continue to monitor the data in SwORD and coordinate activities to ensure that the gaps are addressed and closed, and efforts are not duplicated. They will also identify resources and best practices that may be shareable across counties and regions.

Linguistic Minority Groups

The Census Office recognizes that there are smaller linguistic groups that have been historically undercounted and face disproportionate barriers. The factors that make linguistic minority groups HTC include:

- No information or data for linguistic minority groups
- Limited capacity of organizations that serve these groups
- Low literacy
- No written system of the language

The Census Office and contractors will pilot approaches that address these factors for identified smaller linguistic groups. Currently, Mixteco Indigena Community Organizing Project and Asian Americans Advancing Justice have been contracted to provide support to Indigenous Farm-Worker and Asian-American & Pacific Islanders (API) populations. The Census Office in coordination with contractors and stakeholders will continue efforts to identify resources to reach smaller linguistic groups.

VIII. TIMELINE (APRIL 2019 – JUNE 2020)

The chart below is the Census Office's overall outreach coordination timeline.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
PARTNER COORDINATION															
Strategic Plan															
Implementation Plan Workshops															
Implementation Plan															
Monthly partner check-ins															
CALIFORNIA CENSUS OFFICE MILESTONES															
LACAP released															
RPM Training															
CCCC Meeting															
Implementation Plan Workshops															
CONTRACTOR DELIVERABLES															
Quarterly Report															
Strategic Plan															
Implementation Plan (ACBO & CBO)															
Implementation Plan (County)															
Non-response follow up plan (ACBO & CBO)															
Non-response follow up plan (County)															

APPENDIX A: ACRONYMS

ACBO: Administrative Community-Based Organization

ACS: American Community Survey

ASL: American Sign Language

CBO: Community-Based Organization

Census Office: California Complete Count – Census 2020 Office

HTC: Hard-to-Count

IPW: Implementation Plan Workshop(s)

LACAP: Language and Communication Access Plan

LAG: US Census Bureau Language Assistance Guides

LEP: Limited English Proficient

RPM: Regional Program Manager

TDD: Telecommunication Device for the Deaf

U.S. Census Bureau: Census Bureau

APPENDIX B: REQUIRED PRIMARY LANGUAGES BY AREA

This table includes the list of languages required to be included in activities, as determined by contractors by geographic data area. The list of languages not covered indicates the languages that did not meet the methodology threshold for coverage.

Geographic Data Area	Required Languages	Languages not required that have at least 100 estimated speakers
Alameda	Spanish, Chinese, Cantonese, Tagalog, Vietnamese, Mandarin, Korean, Punjabi, Hindi, Arabic, Farsi	Telugu, Filipino, Tamil, Russian, Portuguese, Japanese, Amharic, Khmer, Burmese, Gujarati, Urdu, French, Min Nan Chinese, Iu Mien, Tigrinya, Thai, Nepali, Other Central and South American languages, Indonesian, German, Lao, Bengali, Pashto, Mongolian, Italian, Bosnian, Swahili, Marathi, Romanian, Samoan, Kannada, Karen languages, Cebuano, Malayalam, Bulgarian, Marshallese, Hmong, Ilocano, Turkish, Igbo, Other languages of Asia, Other Eastern Malayo-Polynesian languages, Dari, Other Afro-Asiatic languages, Greek, Hungarian, Ukrainian, Polish, Other Philippine languages, Haitian, Tibetan, Yoruba, Tongan, India N0E0C0
Alpine, Amador, Calaveras, Inyo, Mariposa, Mono & Tuolumne	Spanish	Korean
Butte	Spanish, Hmong	Chinese, Tagalog, Iu Mien, Japanese, Vietnamese, Punjabi, Russian, Lao, Filipino, Arabic, Korean
Colusa, Glenn, Tehama & Trinity	Spanish	Korean, Lao, Cantonese, Vietnamese

Geographic Data Area	Required Languages	Languages not required that have at least 100 estimated speakers
Contra Costa	Spanish, Tagalog, Chinese, Cantonese, Vietnamese, Mandarin, Farsi, Korean	Russian, Hindi, Portuguese, Punjabi, Arabic, Filipino, Japanese, Telugu, Urdu, Dari, Nepali, French, Thai, Lao, Tamil, Bengali, Italian, German, Iu Mien, Min Nan Chinese, Gujarati, Khmer, Igbo, Amharic, Burmese, Other Afro-Asiatic languages, Bulgarian, Polish, Samoan, Dutch, Romanian, Turkish, Tibetan, Tongan, Other Eastern Malayo-Polynesian languages, Indonesian, Greek, Hmong, Pashto, Croatian, Armenian, Haitian, Mongolian, Other Niger-Congo languages, Malayalam, Hebrew, Hungarian
Del Norte, Lassen, Modoc, Plumas & Siskiyou	Spanish	Vietnamese, Hmong
El Dorado	Spanish	Farsi, Mandarin, Hmong, Tagalog, Hindi, Korean, Bosnian, Hebrew
Fresno	Spanish, Hmong, Punjabi	Lao, Khmer, Vietnamese, Armenian, Chinese, Tagalog, Arabic, Hindi, Korean, Japanese, Other Central and South American languages, Farsi, Russian, Mandarin, Urdu, Filipino, Gujarati, Cantonese, Portuguese, Ukrainian, Thai, Iu Mien, Haitian, Dari, Burmese, French, German, Chuukese
Humboldt	Spanish	Hmong, Chinese, Portuguese, Thai
Imperial	Spanish	Korean, Chinese, Tagalog, Arabic, Japanese
Kern	Spanish, Punjabi	Tagalog, Chinese, Arabic, Vietnamese, Korean, Ilocano, Filipino, Japanese, Cantonese, Mandarin, Khmer, Russian, Thai, Gujarati, French, Farsi, Bengali

Geographic Data Area	Required Languages	Languages not required that have at least 100 estimated speakers
Kings	Spanish	Tagalog, Portuguese, Vietnamese, Chinese, Ganda, Filipino, Japanese
Lake & Mendocino	Spanish	French, Tagalog
Los Angeles	Spanish, Korean, Chinese, Armenian, Mandarin, Tagalog, Vietnamese, Cantonese, Farsi, Japanese, Russian, Arabic, Khmer, Thai, Filipino	Min Nan Chinese, French, Indonesian, Hindi, Hebrew, Urdu, Punjabi, Bengali, Portuguese, Gujarati, Italian, German, Amharic, Burmese, Telugu, Tamil, Turkish, Romanian, Ilocano, Polish, Samoan, Cebuano, Sinhala, Greek, Lao, Ukrainian, Dari, Hungarian, Croatian, Nepali, Tongan, Other Central and South American languages, Mongolian, Tigrinya, Malayalam, Assyrian Neo-Aramaic, Swedish, Igbo, Other languages of Asia, Yoruba, India N0E0C0, Czech, Dutch, Other Indo-Iranian languages, Other and unspecified languages, Haitian, Pashto, Other Philippine languages, Lithuanian, Serbian, Hmong, Other Indo-European languages, Bosnian, Bulgarian, Marathi, Other Afro-Asiatic languages, Kannada, Other Bantu languages, Ganda, Chaldean Neo-Aramaic, Karen languages, Swahili, Kurdish, Malay, Akan (incl0 Twi), Other Eastern Malayo-Polynesian languages, Tibetan, Yiddish, Chamorro, Norwegian, Other Native North American languages, Danish, Swiss German, Albanian
Madera	Spanish	Punjabi, Greek, Arabic, Other Central and South American languages
Marin	Spanish	Vietnamese, Farsi, Russian, Chinese, Tagalog, French, Japanese, Cantonese, Portuguese, Mandarin, Arabic, Korean, Italian, Hindi, Haitian, German, Telugu
Merced	Spanish, Punjabi, Portuguese, Hmong	Iu Mien, Lao, Tagalog, Arabic, Vietnamese, Russian, Chinese, Khmer, Cantonese, Filipino, Ganda, Japanese, Mandarin

Geographic Data Area	Required Languages	Languages not required that have at least 100 estimated speakers
Monterey & San Benito	Spanish	Tagalog, Korean, Vietnamese, Other Central and South American languages, Japanese, Cantonese, Chinese, Filipino, Arabic, German, Portuguese, Ilocano, Hindi, Italian, French, Russian, Punjabi, Mandarin, Farsi, Cebuano, Gujarati, Hmong
Napa	Spanish, Tagalog	Filipino, Vietnamese, Korean, Thai, Portuguese
Nevada and Sierra	Spanish	Mandarin
Orange	Spanish, Vietnamese, Korean, Chinese, Farsi, Tagalog, Mandarin, Arabic, Japanese, Khmer, Cantonese, Min Nan Chinese	Russian, Filipino, Hindi, Gujarati, Thai, French, Punjabi, Urdu, Romanian, Armenian, Indonesian, German, Polish, Portuguese, Lao, Tamil, India N0E0C0, Telugu, Bengali, Amharic, Italian, Burmese, Hmong, Pashto, Dutch, Hungarian, Samoan, Sinhala, Tongan, Other and unspecified languages, Greek, Marathi, Turkish, Ilocano, Nepali, Hebrew, Chamorro, Dari, Cebuano, Czech, Other languages of Asia, Somali, Malayalam, Ukrainian, Tigrinya, Other Central and South American languages, Swedish, Swahili, Albanian, Malay
Placer	Spanish	Tagalog, Farsi, Chinese, Korean, Russian, Mandarin, Vietnamese, Filipino, Arabic, Punjabi, Ukrainian, French, Japanese, Hindi, Cantonese, Romanian, Malayalam, Italian, Gujarati, Ilocano
Riverside	Spanish, Tagalog, Vietnamese, Chinese, Korean, Arabic	Mandarin, Punjabi, Filipino, Khmer, Farsi, Cantonese, Gujarati, Thai, Japanese, Urdu, Romanian, Lao, Hmong, Min Nan Chinese, Portuguese, Hindi, French, German, Russian, Indonesian, Italian, Armenian, Pashto, Greek, Dutch, Ilocano,

Geographic Data Area	Required Languages	Languages not required that have at least 100 estimated speakers
		Bengali, Telugu, Swahili, Sinhala, Samoan, Hebrew, Akan (incl0 Twi), Bosnian, Turkish, Hungarian, Burmese, Tongan
Sacramento	Spanish, Vietnamese, Chinese, Russian, Hmong, Tagalog, Punjabi, Cantonese, Ukrainian, Hindi, Korean, Iu Mien	Farsi, Mandarin, Arabic, Romanian, Lao, Armenian, Filipino, Japanese, Portuguese, Dari, Thai, Khmer, Urdu, French, Pashto, Amharic, Gujarati, Italian, Other Eastern Malayo-Polynesian languages, Ilocano, Telugu, Burmese, Cebuano, Min Nan Chinese, Greek, Bengali, German, Mongolian, Indonesian, Marshallese, Turkish, Bosnian, Tongan, Polish, Other languages of Asia, Malayalam, Tigrinya, Nepali, Tamil, Samoan, Serbian, Hungarian, Other Afro-Asiatic languages, Igbo, India N0E0C0, Yoruba
San Bernardino	Spanish, Chinese, Tagalog, Vietnamese, Korean, Arabic, Mandarin	Indonesian, Filipino, Cantonese, Thai, Japanese, Khmer, Farsi, Punjabi, Min Nan Chinese, Gujarati, Hindi, Portuguese, Urdu, Russian, Bengali, French, Romanian, Armenian, German, Samoan, India N0E0C0, Ukrainian, Cebuano, Burmese, Italian, Hungarian, Lao, Haitian, Igbo, Hmong, Other Central and South American languages, Polish, Telugu, Ilocano, Hebrew
San Diego	Spanish, Tagalog, Vietnamese, Chinese, Arabic, Korean, Filipino, Farsi, Japanese, Mandarin, Russian, Chaldean Neo-Aramaic	Lao, Assyrian Neo-Aramaic, Cantonese, Italian, Portuguese, Khmer, French, Hindi, Somali, German, Amharic, Thai, Punjabi, Telugu, Ilocano, Gujarati, Min Nan Chinese, Bengali, Swahili, Samoan, Urdu, Polish, Greek, Hebrew, Cebuano, Kurdish, Ukrainian, Hungarian, Dari, Other languages of Asia, Armenian, Romanian, Pashto, Serbian, Karen languages, Burmese, Tamil, Hmong, Other Central and South American languages, Other and unspecified languages, Oromo, Turkish, Tigrinya, Czech, Other Indo-Iranian languages, Marathi, Bulgarian, Tongan, Haitian, Malayalam, Other Philippine languages, Chamorro, Other Afro-Asiatic languages, India N0E0C0, Kannada, Dutch, Indonesian, Serbocroatian, Other Bantu languages

Geographic Data Area	Required Languages	Languages not required that have at least 100 estimated speakers
San Francisco	Cantonese, Chinese, Spanish, Tagalog, Vietnamese, Russian, Mandarin, Korean	Japanese, Filipino, French, Thai, Arabic, Burmese, Hindi, Min Nan Chinese, Italian, Farsi, Armenian, Greek, Indonesian, Portuguese, Khmer, German, Ilocano, Punjabi, Other Central and South American languages, Cebuano, Turkish, Other and unspecified languages, Ukrainian, Lao, Hebrew, Other languages of Asia, Urdu, Amharic, Bulgarian, Mongolian, Other Philippine languages, Gujarati
San Joaquin	Spanish, Tagalog, Punjabi, Khmer, Vietnamese, Hmong	Chinese, Urdu, Filipino, Cantonese, Hindi, Pashto, Lao, Portuguese, Farsi, Ilocano, Cebuano, Arabic, Mandarin, Korean, Japanese, Pakistan N0E0C0, Other Philippine languages, Dari, French, Thai, Russian, India N0E0C0, Armenian, German, Gujarati, Indonesian
San Luis Obispo	Spanish	Tagalog, Chinese, Portuguese, Arabic, Japanese, French, Vietnamese, German, Gujarati, Cantonese, Mandarin, Filipino, Ilocano
San Mateo	Spanish, Tagalog, Chinese, Cantonese, Mandarin	Russian, Japanese, Filipino, Burmese, Hindi, Korean, Arabic, Tongan, Vietnamese, Portuguese, Farsi, Italian, Min Nan Chinese, German, Armenian, French, Punjabi, Gujarati, Thai, Tamil, Ilocano, Indonesian, Greek, Marathi, Turkish, Other languages of Asia, Serbian, Polish, Ukrainian, Other Philippine languages, Amharic, Malayalam, Telugu, Lao, Cebuano, Samoan, Hungarian, Urdu
Santa Barbara	Spanish	Tagalog, Chinese, Vietnamese, Korean, Other Central and South American languages, Japanese, Arabic, German, Mandarin, Filipino, Ilocano, Swiss German, Indonesian, French, Cantonese, Hmong, Bengali, Italian, Thai

Geographic Data Area	Required Languages	Languages not required that have at least 100 estimated speakers
Santa Clara	Spanish, Vietnamese, Chinese, Mandarin, Tagalog, Korean, Cantonese, Japanese, Hindi, Russian, Farsi, Punjabi, Telugu, Filipino	Tamil, Portuguese, Khmer, Min Nan Chinese, Ilocano, Arabic, Gujarati, Thai, Urdu, Amharic, Assyrian Neo-Aramaic, Marathi, French, Malayalam, Italian, Nepali, Kannada, Burmese, Bengali, Romanian, Indonesian, German, Turkish, Cebuano, Lao, Tigrinya, Croatian, Polish, Chaldean Neo-Aramaic, Armenian, Bosnian, Hebrew, Other languages of Asia, Ukrainian, Dari, Konkani, Other Indo-Iranian languages, India N0E0C0, Serbocroatian, Hungarian, Samoan, Bulgarian, Somali, Pashto, Other and unspecified languages, Swedish, Other Eastern Malayo-Polynesian languages, Greek, Other Afro-Asiatic languages, Tongan
Santa Cruz	Spanish	Chinese, Mandarin, Japanese, Tagalog, Portuguese, Cantonese, Other Central and South American languages, Arabic, Korean, Vietnamese, German, Farsi, Dutch
Shasta	Spanish	Chinese, Farsi, Lao, German, Tagalog, Iu Mien, Vietnamese, Italian
Solano	Spanish, Tagalog	Filipino, Punjabi, Vietnamese, Chinese, Korean, Japanese, Mandarin, Hindi, Lao, Arabic, Cantonese, Thai, Urdu, Farsi, Cebuano, Russian, Portuguese, Ilocano, French, Other Philippine languages, German, Marshallese
Sonoma	Spanish	Chinese, Vietnamese, Lao, Khmer, Cantonese, Russian, Tagalog, Korean, Nepali, Farsi, Portuguese, Japanese, Swahili, Arabic, Punjabi, Mandarin, Tigrinya, Thai, French, Hindi, Italian, German, Filipino, Bengali, Turkish, Urdu
Stanislaus	Spanish, Assyrian Neo-Aramaic	Punjabi, Khmer, Arabic, Hindi, Portuguese, Tagalog, Chaldean Neo-Aramaic, Chinese, Vietnamese, Farsi, Lao, Cantonese, Korean, Russian, Urdu, Hmong, German, Romanian, Mandarin, Japanese, Bengali, Filipino, Burmese

Geographic Data Area	Required Languages	Languages not required that have at least 100 estimated speakers
Sutter & Yuba	Spanish, Punjabi	Hmong, Tagalog, Cantonese, Portuguese, Hindi, Chinese, Russian, Vietnamese
Tulare	Spanish	Arabic, Portuguese, Ilocano, Burmese, Tagalog, Chinese, Iu Mien, Punjabi, Hmong, Other languages of Asia, Lao, Filipino, Japanese, Vietnamese, Dutch
Ventura	Spanish, Tagalog	Other Central and South American languages, Vietnamese, Chinese, Korean, Mandarin, Arabic, Farsi, Japanese, Filipino, Punjabi, German, Armenian, Russian, Cantonese, Gujarati, Thai, French, Italian, Tamil, Telugu, Min Nan Chinese, Indonesian, Hebrew, Hindi, Polish, Bengali, Urdu, Pashto, Burmese, Sinhala
Yolo	Spanish, Chinese, Russian	Punjabi, Mandarin, Farsi, Vietnamese, Cantonese, Korean, Nepali, Hindi, Iu Mien, Portuguese, Japanese, Hmong, Urdu, Tagalog, Romanian, Thai, Arabic, Min Nan Chinese

APPENDIX C: QUALITY ASSURANCE IN LANGUAGE AND COMMUNICATION ACCESS

In order to ensure equal and meaningful access for limited English proficient (LEP) individuals and people with disabilities in their primary language and in accessible formats, the following recommendations are provided for contractors.

Types of Services

Hiring bilingual staff is not enough to assure language access. Although it is commendable to hire bilingual staff that represents the LEP demographics, this is only the first step to providing meaningful language access. The services needed to assure language access are translation and interpretation.

RECOMMENDATION: To assure meaningful communication, dual-role bilingual staff can be trained on translation and/or interpretation. In conjunction to language services training, bilingual staff should undergo a comprehensive written and oral exam to measure their level of bilingualism and command of the languages they claim to speak at an advanced level.

Translation

Translation is a written process. It starts with a source text (in this case, English) and results in a target text (the non-English language). Quality is measured to the degree the characteristics of a translation meets the agreed-upon specifications. The translation should be appropriate for the target audience (non-English speakers).

RECOMMENDATION: For effective outreach efforts, the Contractor should utilize translators familiar with California's locale. For example, the majority of LEPs who primarily speak Spanish come from Mexico and Central America, not Europe or Africa. The translation of materials should be done by translators who are either from the same region and are familiar with the locale.

To translate a written document in a **culturally and linguistically appropriate** way, consider the following concepts[5]:

- **Transadaptation:** Replaces culturally specific aspects of a product, service, or document, such as colors, icons, and other cultural artifacts from the source culture and replaces it with an equivalent in the target culture to resonate with the target audience.
- **Localization:** The cross-cultural communication process of preparing a locale specific version of a product or service. Locale refers to the language, geographic region, cultural norms, and other traits of the target audience. It consists of translating material into the language and conventions of the target locale, adaptation of non-textual materials and delivery mechanisms to meet the cultural expectations of the target locale.
- **Register:** The set of properties associated with speech or writing that is characteristic of a particular type of linguistic text or speech and takes into account the nature of relationships among speakers, the subjects treated, and the degree of formality or familiarity of the text.

RECOMMENDATION: Using trained translators is also about being respectful of LEP communities. For example, English-only written materials would not be released to the general public in broken or incorrect grammar and syntax.

Translator Qualifications

A translator has superior language skills in, at least, two languages. A qualified professional translator is one who meets one or more of the following: certification from the American Translators Association (ATA), state or federal court certification, certificate or degree completion from an accredited college or university in the field of translation, formal education in the source and target language and at least three or more years of industry specific professional experience.

[5] ASTM International F2575-14 Standard Guide for Quality Assurance in Translation

RECOMMENDATION: A certified interpreter is one who has demonstrated competence in the field by passing a written and oral exam from an established certifying body or entity. An interpreter who has a certificate from an educational training or program is not certified.

Technology in Translation

The use of Computer Assisted Translation (CAT), Translation Memory (TM) tools and Machine Translation (MT) software is highly encouraged to ensure consistency, accuracy, and efficiency.

RECOMMENDATION: Verify all translated materials are reviewed by a translator and never utilize machine translated (MT) materials without human intervention.

Sharing Resources

1) Translated documents should be saved under the original English file name with the non-English language specified in parenthesis.
2) For tracking purposes, preparer's initials, version number, revision date, or any other key information should be included in the footer section.
3) Contractors, at all levels, are expected to collaborate to avoid duplication of translation efforts. Translation and glossary databases are to be shared, on a regular basis, with the Census Office. See VII ADDRESSING LANGAGE GAPS.
4) The Census Office will provide a centralized bank of materials and templates.

Interpretation

Interpretation is an oral process. Interpreter services can be rendered in person, over the phone, or via video remote interpreting (VRI); however, face-to-face interpreting is highly recommended. Interpreters are guided by industry code of ethics and standards of practice. Typically, interpreters choose to specialize in an industry such as medical, conference, community, or legal interpreting. Community interpreters may cover a variety of areas, including but not limited to, education and social services.

Interpreter Qualifications

An interpreter has superior language skills in, at least, two languages. A qualified interpreter is someone who meets one or more of the following requirements: administrative hearing credential, state or federal court certification, certificate or degree completion from an accredited college or university in the field of interpretation and has at least three or more years of industry specific professional experience. For languages of lesser diffusion, proof of specialized training in code of ethics, professional standards of practice, and modes of interpretation are considered to meet professional requirements.

An American Sign Language interpreter shall be certified by the national Registry of Interpreters for the Deaf (RID); in lieu of RID certification or equivalent, an ASL interpreter must have achieved a score of 4.0 or above on the National Association of the Deaf/American Consortium of Certified Interpreters (NAD/ACCI) assessment. Interpreters for the Deaf or Hard of Hearing are governed under California Evidence Code 754. When appropriate, a Certified Deaf Interpreter (CDI) may serve as an equal member of the interpreting team. CDIs are Deaf or hard of hearing individuals who are nationally certified by RID.

The Contractor shall develop a process to ensure interpreters, including those used by subcontractors, are qualified to perform language or sign interpretation. All professional interpreters must be familiar with the code of ethics and standards of practice. For samples of accepted industry code of ethics and standards of practice, please contact the Census Office.

RECOMMENDATION: Using trained interpreters reduces the chance of liability and miscommunication. Hiring only trained interpreters increases clear and meaningful communication with improved outcomes. As much as possible, avoid using untrained bilingual individuals whose competence in the language pair has not been properly vetted. For example, proceed with extreme caution when asking bilingual staff to assist in providing interpretation services. Understand bilingual staff may or may not be fully fluent in the second language.

Regardless of the version of the interpreter's code of ethics used, most versions include a combination of the following:

- **Confidentiality:** Information acquired during the encounter should be treated as private or proprietary information and should not be disclosed under any circumstances, except where disclosure is required by institutional regulations or by law.
- **Accuracy:** Everything said must be interpreted without omissions, additions, and distortions. The interpreter should be faithful and loyal to the original message.
- **Impartiality:** Personal beliefs should not manifest or interfere in the interpreter's conduct and his/her role in a professional capacity. If the interpreter is aware of a potential conflict of interest, he/she/they should recuse themselves and make the providers aware to make a determination.
- **Transparency:** A professional interpreter conveys everything that is said exactly as it is said. The interpreter intervenes when side conversations jeopardize transparency. Interpreters convey the message in the first person and use the third person to ask for clarification or repetitions.
- **Direct communication:** The interpreter encourages spatial arrangements that are conducive and support direct communication. An interpreter should strive to be as unobtrusive as possible.
- **Professional boundaries:** The interpreter should maintain professional boundaries, both during and outside the interpreting encounter. Interpreters should not promote self-interests.

- **Intercultural communication:** An interpreter travels across linguistic and cultural boundaries. Nevertheless, an interpreter should only intervene when absolutely necessary for facilitating clear communication but must do so without articulating his or her personal beliefs or speculations about any of the parties' cultures.
- **Professional conduct:** The interpreter's conduct should reflect the highest standards of the profession by showing adherence to professional ethics and best practices. This includes dressing professionally, punctuality, and not wearing scented products. Interpreters should never misrepresent their qualifications.

Modes of Interpretation

RECOMMENDATION: For meetings expected to last longer than one hour, you must request two interpreters. Interpreters take turns every 15-20 minutes, this only applies to simultaneous interpretation. For ASL interpretation, you must always request two interpreters.

1. **Consecutive:** The interpreting technique whereby the interpreter speaks only during gaps when the facilitator/participant pauses to allow for interpretation. **Tip:** Ideal for small-scale meetings and situations where a pause in speech does not interfere with communication.
2. **Simultaneous:** The interpretation of a speaker's words into another language at the same time the speaker is talking without pauses or interruptions. **Tip:** This type of interpretation is best suited for large-scale events and situations where a pause in conversation is not beneficial. Note there are conference interpreters who use this mode in a booth for highly technical topics.
3. **Sight translation:** This can be defined as the reading of a text by the interpreter from the source text into the target language, simultaneously, in a manner in which the content of the document can be easily understood by the audience.

4. **American Sign Language (ASL):** ASL[6] is a recognized visual language intended for the deaf or hard of hearing. With signing, the brain processes linguistic information through the eyes. The shape, placement, and movement of the hands, as well as facial expressions and body movements, all play important parts in conveying information. Like any spoken language, ASL has its own grammar and syntax rules.

Good Practices for Communicating Through an Interpreter

When requesting or communicating through an interpreter, consider the following:

- Not all interpreters can perform simultaneous interpretation. Request an interpreter that is trained for the specific mode of interpretation needed.
- Prior to the meeting, when requesting services, indicate the preferred mode of interpretation for the meeting and use of equipment, if applicable.
- Share all handouts and PowerPoints with the interpreter/s prior to the event to allow for the interpreter/s to prepare in advance.
- At the meeting, make an announcement to participant/s letting them know interpreters are available and where to find them.
- Speak directly to the audience and not the interpreter/s. Occasionally check in with the interpreter to ensure there are no issues with the pace or audio.
- Speak at a reasonable pace.
- When speaking, pause for the interpreter. Other languages may require more words and time to express a thought.
- Speak in complete sentences. Complicated sentence structure, fragments, incomplete ideas, changing words mid-sentence, or asking too many questions at one time may hinder communication. Avoid figurative speech, idioms, and humor that does not translate. Some concepts have no exact equivalent in other languages.
- Interpreters need time to restructure information and assess for cultural and linguistic appropriateness.

[6] Registry of Interpreters for the Deaf, Inc. https://rid.org/

- The interpreter may ask for repetition or clarification. The interpreter can only interpret what she/he hears, ensure the interpreter can hear everything. Check in with interpreters to see if they can hear and ensure participants use a microphone.

Interpretation Equipment

RECOMMENDATION: For meetings being held in English where three or more LEP participants are present and length of meeting is expected to exceed one hour, the use of interpreting equipment is recommended.

The Contractor should provide equipment and verify the interpreters are trained in simultaneous interpretation to ensure meaningful communication. The Census Office has portable interpreting equipment, which includes transreceivers and headsets for up to 30 participants. Contractors can borrow the equipment for Census related activities at no additional cost.

RECOMMENDATION: When using interpreter equipment for larger meetings, consider the use of table-top booths to buffer the noise for the benefit of interpreters and non-LEP participants who may find it distracting or difficult to pay attention to the speaker while interpreters speak at the same time as the presenter. Simultaneous interpreters are usually situated at tables in the back of the room.

Languages of Lesser Diffusion

Contractors will coordinate with the Census Office regarding smaller isolated language communities that can only communicate in their own language. Languages of lesser diffusion are those languages for which there are not many speakers but for which there is a significant language access need and whose speakers have an equal right for language access, including those languages with no written form, system, or minimal diffusion of a written form.

Selecting a Vendor for Language Services

When selecting a vendor, request the vendor to provide a statement of capability to ensure the agency is able to accommodate the needed languages and meet deadlines. Ask the vendor to describe the quality control process for all deliverables and be prepared to show proof of linguist qualifications.

The U.S. federal government maintains a section of the General Services Administration (GSA) schedule specifically for the purpose of ensuring that all federal agencies have access to a list of translation vendors that meet the diverse translation requirements of these agencies. This list can be found under the Language Services section of the GSA Schedule, under category 3821 – Translation Services. The list includes 83 vendors and allows federal agencies to identify in which languages a vendor specializes.

RECOMMENDATION: When requesting interpretation or translation services, plan in advance. Agencies need anywhere between 5-10 business days to accommodate requests. Rush requests cost are exponentially higher and there is no guarantee someone will be available.

APPENDIX D. QUESTIONNAIRE ASSISTANCE CENTERS

Questionnaire Assistance Centers (QACs) will be located in various regions to assist Californians in completing the Census questionnaire. Contractors must include language and communication access into their (QACs) described below. QACs can be both a stationary location and a mobile site. Mobile QACs are designed to reach our hard-to-count communities. QACs are designed to:

- Answer questions about completing the census questionnaire
- Assist those with specific language access needs
- Provide online access to those who do not have access or have limited broadband access

Location of QACs

Each contractor will utilize the Statewide Outreach and Rapid Deployment (SwORD) mapping portal to identify HTC communities and create maps of the area. Based on the size and language needs of the HTC area, contracted partners will determine how many QACs (stationary or mobile) will be needed for each area and include in their Strategic Plan. Further details (locations and languages covered) will be required in their Implementation Plan. Contracted partners will hire and train both paid staff and volunteers in the specific languages required for their HTC communities.

Stationary and mobile QACs locations should be announced and available in SwORD in advance via various communication methods, such as website, social media, and local media. When canvassing areas, if a household is unavailable, contractors should leave door hangers with locations of QACs in the appropriate languages. Mobile QACs should be announced by dates and locations in the appropriate languages.

Contracted partners must coordinate with their Local Complete Count Committees, counties, ACBO/CBOs to identify and secure a reasonable number and specific locations of QACs in their region. Locations may include libraries, senior centers, local schools, and Women Infant and Children (WIC) Centers. Contractors will work closely with the Census Office and Census Bureau timelines. QACs should be open in March and close by July 2020.

Census Office Support

The Census Office will provide technical support and guidance to contractors on QACs, including a "QAC in a box" which may include lawn signs, banners "Fill out Census questionnaire here", language guides (from Census Bureau), stickers, volunteers' pens/phone sockets, and checklists.