CAL★HR

Public Contact Employee Information and Language Survey Tally Sheet

Department/Agency Name: _____**Year:** _____

PUBLIC CONTACT EMPLOYEE INFORMATION:

Survey Dates	Date:	Date:	Date:	Date:	Date:	Date:	Date:	Date:	Date:	Date:
Public Contact Employee Name:			**Title/Position:**			**Time Base Equivalence**				
						Full-Time:	**Part-Time:** hrs/month =		**Intermittent:** hrs/week =	
English Only ☐	**Bilingual Language:**					**Certified Bilingual:** YES: ☐ NO: ☐				
Reporting Group:			**Local Office (Unit):**		**City:**				**Zip Code:**	

PUBLIC CONTACT TOTALS:

Language:	English (ENG)		Spanish (SPA)	Vietnamese (VIE)	Cantonese (YUH)	Mandarin (CHN)	Tagalog (TGL)	Korean (KKN)	American Sign Lang. (ASL)	Arabic (ABV)	Armenian (HYE)
Total Contacts:											
Language:	Cambodian (KMR)	Dutch (DUT)	Farsi (PES)	French (FRN)	German (GER)	Hebrew (HBR)	Hindi (HND)	Hmong (HMN)	Italian (ITN)	Japanese (JPN)	Laotian (NOL)
Total Contacts:											
Language:	Portuguese (POR)	Punjabi (PNJ)	Romanian (RUM)	Russian (RUS)	Thai (NOD)	Other*	Other*	Other*	Other*	Other*	Other*
Total Contacts:											

*Write the name of other language with contact. **PUBLIC CONTACT TALLY SHEET** (Verbal, Written, E-mail, Phone, ASE, TTY/TDD):

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English	Spanish

Vietnamese	Chinese--Cantonese	Chinese-Mandarin

Tagalog	Korean	American Sign Language

Arabic	Armenian	Cambodian	Dutch	Farsi	French	German	Hebrew

Hindi	Hmong	Italian	Japanese	Laotian	Portuguese	Punjabi	Romanian

Russian	Thai	Other*	Other*	Other*	Other*	Other*	Other*

* Write the name of other language with contact.

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INSTRUCTION FOR COMPLETING THIS FORM

For Non-English language Contacts, count ONLY those who CANNOT communicate, or are LIMITED in English communication.

Page 1 – Public Contact Employee Information:
1. Enter the Dates you are conducting the survey, Public Contact Employee's name, and all the applicable information in the "Public Contact Employee Information" table.

Page 2 - Public Contact Tally Sheet:
1. Public Contact Employee (Person doing the survey) – Use "Public Contact Tally Sheet" to collect and tally each public contact count.
2. The Tally Sheet has faded tally symbols printed. Record each contact by marking (tracing) one faded symbol under the appropriate language for each contact.
3. Identify and count each contact. Count the English language contacts as well as the non-English language contacts. Each of the following samples of contacts count: in person, by phone, in writing, by e-mail, ASL, Braille, TTY/TDD, or any other form of acceptable forms of communication used by the public to contact the department.
4. At the end of the survey, total the contacts for each language.
5. Transfer the total contacts for each language in the corresponding language box in "Public Contact Totals" table on Page 1.

Note: You are to use only **one** "Language Survey Tally Sheet" for the entire survey. Use extra Page 2 (Tally sheet with faded marks) if needed.

Reference: Use the Language Identification Guide to identify the language of the limited English proficient people.

Instructions for Department Bilingual Coordinator and/or Reporting Assistants:

1. Collect all the completed Language Survey Tally Sheet forms from Public Contact Employees who participated in the survey.
2. Enter the Public Contact Employee information into the On-line system one at a time.
3. Using the same form above (from number 2); enter the "Public Contact Totals" by language into the On-line system.