

Joint Informational Hearing  
Senate Select Committee on the 2020 US Census  
Assembly Select Committee on the Census

## Language and Communication Access

Ditas Katague  
Director

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BE COUNTED, CALIFORNIA!



# Overview

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- Overview of Federal vs. California Census activities
- What is language access?
- What is California's strategy to reduce language related barriers?
- How will partners utilize language access plans?
- Next steps

# Separation of Roles

## US CENSUS BUREAU

Federal agency in charge of the Decennial Census, which includes enumeration of all inhabitants of the nation.

Article 1, Section 2, United States Constitution

## CALIFORNIA COMPLETE COUNT

State office tasked with an outreach campaign to educate, motivate, and activate the hardest to count Californians to respond to the Census.



# How will CA reach the Hard to Count?

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Provide Assistance at the  
Right Place, by the Right People  
at the Right Time

- Questionnaire Assistance Centers
- Questionnaire Assistance Kiosk
- Data Driven Targeted Outreach
- Events, Convenings, Townhalls
- Materials

# What is Language and Communication Access?

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Equal and meaningful access for limited

English proficient individuals and people with

disabilities in:

- **Their primary language**
- **Accessible formats**

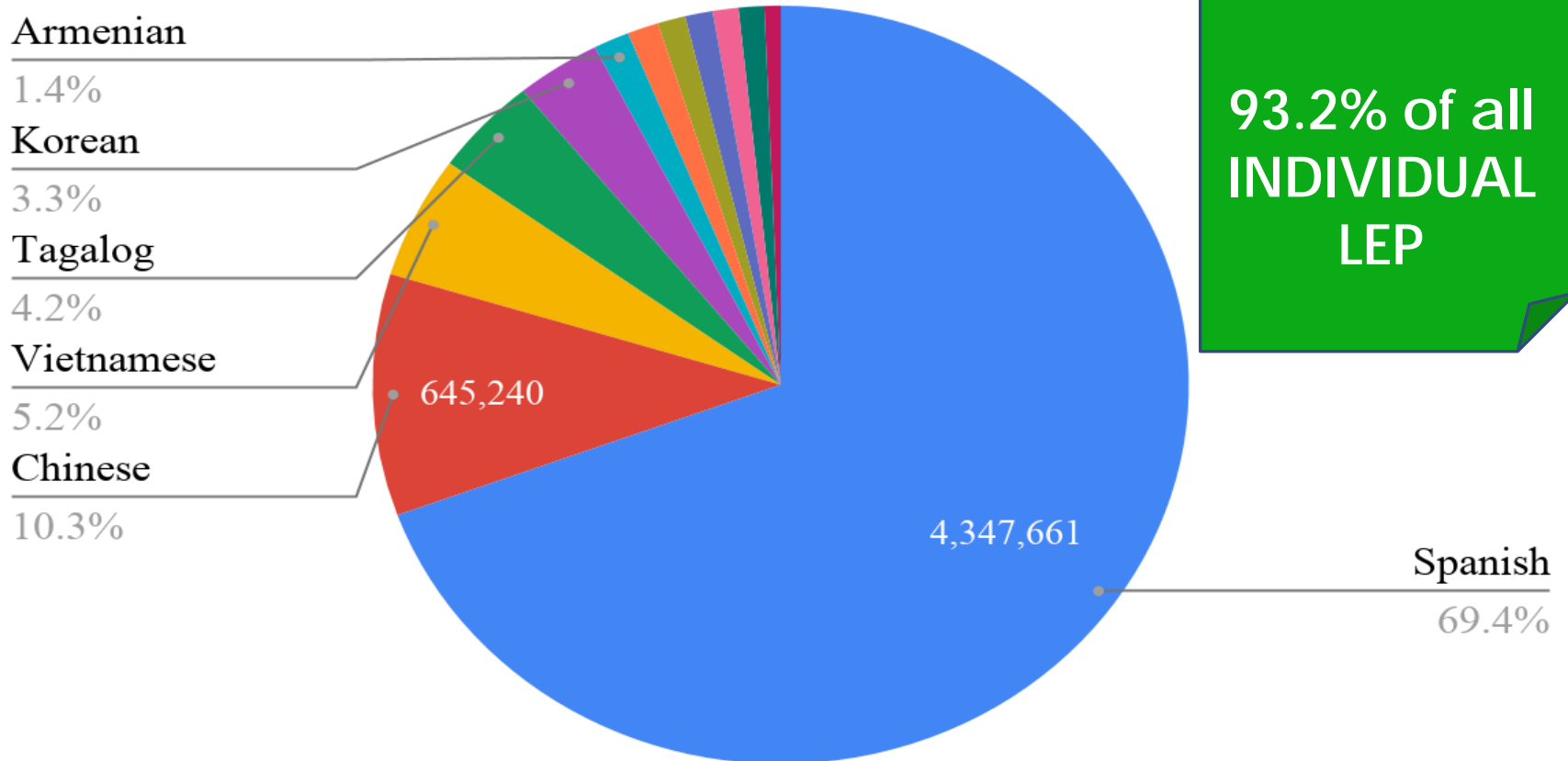
# Speakers - By the Numbers

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18.4% of Californians are considered “Limited English Proficient” (LEP) - where individuals 5-years-old and over speak English less than “very well”

**Approximately  
99% of CA  
speaks the  
same  
50 languages**

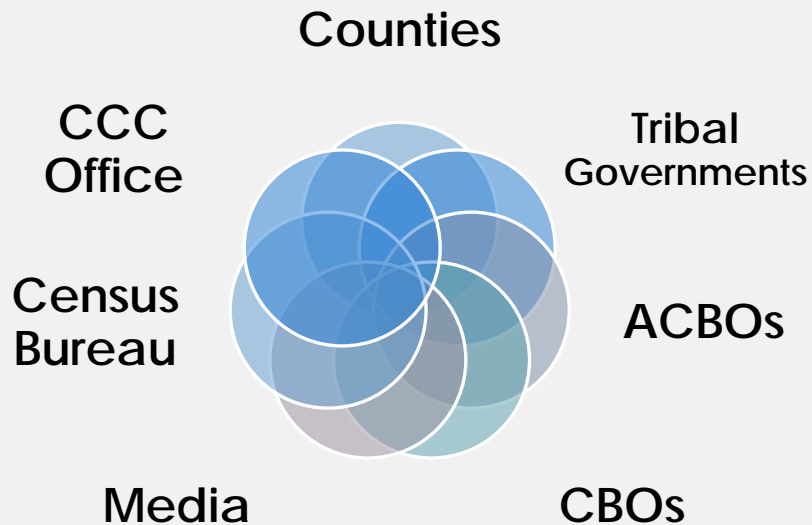
# California's Top 12 Non-English Languages



The Other 6 languages: Farsi, Arabic, Russian, Japanese, Punjabi, Khmer

# Who is Responsible for Language Access?

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- ✓ CCC Office + US Census Bureau
- ✓ Counties
- ✓ Regional Community Based Organizations
- ✓ Statewide Community Based Organizations Outreach and Public Relations Contractor



# Feedback & Themes

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- Transition from standards to an operational plan
- Targeting only the top six languages would exclude communities
- Requests to disaggregate large language group data into specific languages
- Concerns surrounding costs and coordination

# Revised Plan

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- Triggers by geographic area vs. the top six languages only
- Release new plan on May 17<sup>th</sup>
- Clear areas of State Language Support
- Coordinate strategic and implementation plans to Identify gaps

# How will contractors know what language to focus on?

## Geographic Data Groups

LEP population below 54,000 (median)



1,500 speakers of a language

91.3%

LEP population above 54,000 (median)



3% or 3,000 speakers of a language

## Los Angeles County

Top 12 Languages groups (15 languages) = 95.96% LEP

Spanish, Korean, Chinese, Armenian, Mandarin, Tagalog, Vietnamese, Cantonese, Farsi, Japanese, Russian, Arabic, Khmer, Thai, Filipino

95.96%

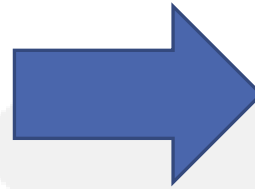
All geographic areas will be required to cover English and Spanish

# Strategic Plan Requirement

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Identify  
Questionnaire  
Assistance Center  
Locations



Identify language  
support capacity for  
Questionnaire  
Assistance Center

# Next Steps



Language Data by Geography published on California Complete Count website



ACBOs and Counties Identify QAC locations with language support capacity to include in their Strategic Plans, using the CA HTC map & SwORD



RPMs/Contractors Identify Gaps in preparation for Implementation Plan Workshops



The Language and Communication Access Plan will be released on **May 17, 2019**

# Questions?

For the latest updates:  
@CACompleteCount



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