

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



February 9, 2016

CSS LETTER: 16-05

ALL IV-D DIRECTORS
 ALL COUNTY ADMINISTRATIVE OFFICERS
 ALL BOARDS OF SUPERVISORS

SUBJECT: REQUIREMENTS FOR BILINGUAL AND INTERPRETER SERVICES AT
 LOCAL CHILD SUPPORT AGENCIES; THE DYMALLY-ALATORRE
 BILINGUAL SERVICES ACT

REFERENCE: SUPERSEDES LCSEA LETTER 04-08

The purpose of this communication is to inform local child support agencies (LCSAs) of the requirement to provide qualified bilingual persons, or as interpreters, in public contact positions to assist non-English speaking customers utilizing LCSEA services.

The Department of Child Support Services (DCSS) is requiring LCSAs to provide services to limited English proficient (LEP) individuals who comprise five percent or more of the public served by the LCSEA.

Specifically, LCSAs must:

- Provide interpreter services to LEP customers meeting the five percent language threshold.
- Post notices in identified languages advising that bilingual services are available upon request.
- Translate written materials, including forms, signs, and literature into the languages that meet the five percent requirement.
- Determine and employ a sufficient number of qualified bilingual staff or as interpreters in public contact positions.

The Dymally-Alatorre Bilingual Services Act requires all state agencies ensure information and services are made available in the language of LEP persons if that language is comprised of five percent or more of the people served by the agency. California Government Code Section 7293 provides that LCSAs must have a sufficient number of qualified bilingual staff in public contact positions. The determination of what constitutes a sufficient number of qualified bilingual persons shall be made by the LCSEA.

Reason for this Transmittal

- State Law, Regulation and/or Change
- Federal Law, Regulation and/or Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

CSS Letter: 16-05
February 9, 2016
Page 2

The attached chart provides an understanding of the demographics of your county and may be used to corroborate information you already use. The percentages shown on the chart indicate languages that meet or exceed the five percent language threshold which is an element of the Dymally-Alatorre Bilingual Services Act. This data is derived from the United States Census Bureau using information from the American Community Survey (ACS). The ACS captures, among other things, information on languages spoken within each county.

Onsite bilingual staff employed at the LCSA should always be the first point of contact. If an LCSA does not have qualified bilingual staff available to assist with translations, it may use other viable alternatives, including the DCSS contracted telephone-based interpreter service. Information on this service is available in the Enterprise Customer Service Solution forum on California Child Support Central. Certain LCSAs may be restricted from using this service if their county has a high Spanish-speaking population because they are required to employ a sufficient number of qualified bilingual staff

If you have any questions regarding this matter, please contact the Policy and Program Branch at (916) 464-5883.

Sincerely,

o/s

VICKIE K. CONTRERAS
Deputy Director
Child Support Services Division

Attachment

Languages Spoken as a Percentage of Residents in the County

Prepared by Department of Child Support Services

September 2015

Attachment I

County	Chinese	Spanish	Tagalog	Vietnamese
Alameda	8.2%	16.8%		
Amador/Alpine/Calaveras/Tuolumne (Central Sierra)		6%		
Butte		9.3%		
Colusa		44.1%		
Contra Costa		17.3%		
Del Norte		11.6%		
El Dorado		7.3%		
Fresno		32.5%		
Glenn		29.6%		
Humboldt		5.7%		
Imperial		71.1%		
Inyo/Mono (Eastern Sierra)		20%		
Kern		36.4%		
Kings		37.9%		
Lake		10.5%		
Lassen		12.4%		
Los Angeles		39.4%		
Madera		38.6%		
Marin		12.2%		
Mariposa		4.8%		
Mendocino		16.5%		
Merced		41.5%		
Monterey		44.5%		
Napa		26.3%		
Orange		26.2%		5.4%
Placer		6.3%		
Plumas		5.9%		
Riverside		33.2%		
Sacramento		13.2%		
San Bernardino		33.6%		
San Diego		24.4%		
San Francisco	18.6%	11.7%		
San Joaquin		25.1%		
San Luis Obispo		13.1%		
San Mateo	6.8%	19.6%	7%	
Santa Barbara		31.9%		
Santa Clara	7.4%	19.1%		6.5%
Santa Cruz/San Benito		37.3%		
Shasta		4.6%		
Sierra/Nevada		5.8%		
Siskiyou/Modoc		11.9%		
Solano		15.87%	6.8%	
Sonoma		18.16%		
Stanislaus		30.62%		
Sutter		20.53%		
Tehama		16.9%		

Languages Spoken as a Percentage of Residents in the County

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County	Chinese	Spanish	Tagalog	Vietnamese
Trinity				
Tulare		42.53%		
Ventura		29.6%		
Yolo		20.2%		
Yuba		17.8%		

Data are aggregated by the 2010 US Census and the American Community Survey (ACS) from information collected between 2006 and 2010.

Percentages have a Margin of Error (MOE) +/- 0.4%. Any language not meeting the 5% threshold, +/- the MOE of 0.4%, has been excluded from this chart.

Note that 2010 ACS Aggregate Data for Chinese include numbers reported for Cantonese, Chinese, Formosan, Mandarin, and other variants.