



***The Serna Center Bilingual Service Availability  
Project of Sacramento, California***

© ***Dr. Santos Torres, Jr., Professor  
Principal Investigator***

***Scholar-in-Residence Program Project Report Summary &  
Bilingual Services Directory***

## Acknowledgements

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Last, but in no way least, I wish to thank each of the organizations for taking the time to respond to the survey and contributing to a study aimed at advancing our understanding of the capacity of Sacramento's network of social service agencies providing services in languages meaningful to the people it serves.

## Research Project Description & Relevance to the Latino Community

To the author's knowledge, there have been no empirical studies conducted to assess the bilingual service availability and capacity of the network of human service organizations in Sacramento, California. *The Serna Center Bilingual Service Availability Project of Sacramento California was conducted to assess the status of bilingual service provision in Sacramento area human service agencies (with special focus on Spanish language service provision)*. This research project had three overarching goals:

1. to gather, analyze, and interpret relevant data on the availability and nature of bilingual service provision,
2. to gather, analyze, and interpret data on the perceived need for bilingual services, and,
3. to gather, analyze, and interpret data to be used in the creation of a supplement to extant human service directories which would accurately reflect the bilingual service capacity of human service organizations in the greater Sacramento area.

Building upon the methodological and empirical lessons of a similar study conducted by the author, the first of its kind on a mid-sized metropolitan suburb of Chicago, Illinois, the Serna Center Bilingual Service Availability Project of Sacramento California represents an important milestone research project for Sacramento and CSUS' Serna Center. Among several significant outcomes the proposed study yield the first accurate description and empirical investigation of the bilingual service capacity of Sacramento's network of human service organizations, serve as a potential ongoing community service project for the Serna Center itself by acting as the template for the yearly production of a supplement to the human service directories or manuals already in existence and finally, contribute directly to the University's role of building community capacity by achieving broad social goals.

Based on demographic data provided by the U.S. Census Bureau for the year 2000, nearly 1 in 5 American's over the age of five spoke a language other than English, in California the estimate is very nearly 4 out of 10, in Sacramento County almost 1 in every 4 residents and finally in Sacramento over one third of the city's residents speak a language other than English at home. Additionally, California led the nation in the number of non-English speakers over the age of 5 years with over 12.4 million people (see Table 1) and of those over 6.27 million were identified as speaking English *less than very well*. Generally, the language and number of other

than English speakers continues to be closely associated with the immigration patterns to the US while the geographic concentration of persons speaking languages other than English at home also remain closely associated with border states which serve as immigration entry points. The census bureau uses the term *linguistically isolated households* when describing a household that has no one age 14 or over who speaks English at least “very well”. It should be noted that the number of linguistically isolated households in the US overall nearly doubled between the 1990 and 2000 census periods.

Table 1

*U.S, California, Sacramento County, and City of Sacramento Population & Language Statistics Based on Census 2000 Data*

|                           | <i>2000 Population Totals</i> | <i>Speak a Language other than English at Home (5 years and over)</i> |
|---------------------------|-------------------------------|---|
| <b>USA</b>                | 281,421,906                   | 46,951,595 or 17.9% of U.S. total                                     |
| <b>California</b>         | 33,871,648                    | 12,401,756 or 39.5% of California Total                               |
| <b>Sacramento County</b>  | 1,223,499                     | 276,745 or 24.4% of Sacramento County Total                           |
| <b>City of Sacramento</b> | 407,018                       | 123,505 or 32.6% of City of Sacramento Total                          |

(Source: United States Census Bureau)

Further, the data indicate that an estimated two-thirds or 8.1 million speakers of languages other than English speak Spanish and of these just over half or 4.3 million are identified as speaking English *less than very well*. This final point has major implications in the level of participation in the daily activities of life as well as access to services of all types can be greatly affected by language. Of course, these are likely underestimates given the acknowledged historical undercounting by the bureau. Nevertheless, the ability of businesses, agencies, and organizations of all types to render services in a language appropriate for their clients and/or customers they seek to serve becomes critically important. In fact, service provision in an appropriate language is mandated by programmatic policy and statutory requirements such as the Voting Rights Act, Bilingual Education Program, and the Older Americans Act nationally and in California the Dymally-Alatorre Bilingual Services Act among others.

## Overview of Research Methods & Results Summary

The research project employed survey methods as its primary research approach. “Survey research is probably the best method ... in collecting original data for describing a population too large to observe directly. “... and carefully constructed standardized questionnaires provide data in the same form from all respondents.” (p. 234). Prior to mass distribution of a 14 item survey instrument (see Appendix A) the questionnaire was evaluated for critical elements of reliability and validity, language clarity and overall readability through the use of at two independent readers and *test-run* administration in two Sacramento area human service agencies. The survey questionnaire was used to gather data in four key areas:

1. respondent identification information,
2. key characteristics of client/customer population served by surveyed human service agencies,
3. the staffing patterns of the surveyed human service agencies, and;
4. the perceived need for bilingual staff/workers.

Since the research was exploratory in nature, the study sought by design to obtain as broad and comprehensive a canvassing as possible of the Sacramento area human service organizations on the matter of bilingual service availability. To this end, the sampling procedure of the study was purposive and employed a contact/ mailing list of agency respondents derived from the data bases used in constructing Sacramento area human services directories. A combination of three strategies were employed to maximize the overall response rate and included simultaneously utilizing mailed surveys, an online web-based version of the survey and telephone contact to maximize the participation of potential respondents.

The sampling frame for the present study totaled 428 human service organizations identified as serving the greater Sacramento area community. A total of 167 organizations responded in one form or another thus bringing the overall response rate to 39%. The final number of survey’s yielding data usable for purposes of analysis totaled 91. Finally, 77 organizations, all human service organizations indicating the availability of bilingual staff, were selected for inclusion in *The Directory* component of this report.

The Bilingual Service Availability Rating, or BSAR, was developed as a means of indicating the bilingual service provision capability of a human services agency. There are only seven staffing configurations possible when using the three staff types identified as categories of employment status in this study. These are presented below along with their corresponding BSAR scores where a BSAR of 1 represents minimal and a BSAR of 7 is optimal in terms of an agency’s bilingual service capacity.

Table 2


*BSAR Possible Staffing Configurations for Agencies Reporting Bilingual Staff as Available*

| <i>BSAR Point System</i> |           |           |           |
|--------------------------|-----------|-----------|-----------|
| 1                        |           |           | Volunteer |
| 2                        |           | Part-Time |           |
| 3                        |           | Part-Time | Volunteer |
| 4                        | Full-Time |           |           |
| 5                        | Full-Time |           | Volunteer |
| 6                        | Full-Time | Part-Time |           |
| 7                        | Full-Time | Part-Time | Volunteer |

The decision on what point value to assign each value to assign each category of bilingual staff was based on the assumption that employment status differentiates workers beyond simply paid or unpaid. Employment status directly reflects on educational and professional training as well as the regularity of scheduled hours of worker availability to clients seeking an agency’s services. With further refinement the BSAR could be used as a measure of bilingual service efficacy and efficiency but without such refinements and additional supportive data any inferences along these lines would be highly speculative.

Table 3

*Bilingual Service Availability Rating by Number and Percentage of Agencies Reporting Bilingual Staff as Available*

| <i>Range of Agency Bilingual Service Capacity</i>   | <i>Bilingual Service Availability Rating</i> | <i>Number of Agencies</i> | <i>% of All Agencies Assigned a BSAR</i> |
|---|--|---------------------------|--|
|   |  |                           |  |
|  <p><i>Minimal</i></p> <p><i>Optimal</i></p> | 1  | 2                         | 2.6%                                     |
|   | 2  | 5                         | 6.6%                                     |
|   | 3  | 4                         | 5.3%                                     |
|   | 4  | 26                        | 34.2%                                    |
|   | 5  | 7                         | 9.2%                                     |
|   | 6  | 16                        | 21.1%                                    |
|   | 7  | 16                        | 21.1%                                    |
|   |  | <b>*76</b>                | <b>100.0%</b>                            |

\* Total number of agencies which were assigned a BSAR equaled 76 although 77 agencies reported having bilingual staff. One agency reported their staffing configuration as a grand total rather than the number of full-time, part-time, or volunteer bilingual staff.

## The Directory

### 1. Alzheimer's Association, Greater Sacramento Area

BSAR = 5

2222 Watt Avenue, Suite D-1  
Sacramento, CA 95825  
(916) 930-9080  
Mailing address: P.O. Box 601068, Sacramento, CA 95860-1068

[mary.gillon@alznorcal.org](mailto:mary.gillon@alznorcal.org)

Sponsors and coordinates ongoing support groups. Conducts educational programs. In-service training to staff members of residential care facilities and adult-day care centers. Telephone helpline to help to answer questions about local medical resources, adult-day care and in-home respite services, legal assistance, autopsies, and legislative advocacy. Funds and encourages research on the causes, treatment and cure of Alzheimer's disease.

Number of Bilingual Workers Reported: Full-time = 1 Volunteer(s) = 5 Language(s) Spoken: Cantonese, Spanish

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### 2. ALS (Amyotrophic Lateral Sclerosis) Association

BSAR = 1

2717 Cottage Way, Suite 8  
Sacramento, CA 95825  
(916) 979-9265

[lkassis@alssac.org](mailto:lkassis@alssac.org)

Education, legislative advocacy, community awareness, information and supportive services to ALS patients, their families, health care professionals and the general public.

Number of Bilingual Workers Reported: Volunteer = 1 Language(s) Spoken: Spanish

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### 3. American Lung Association

BSAR = 4

909 12<sup>th</sup> Street, Suite 100  
Sacramento, CA 95814  
(916) 444-5684

[rlopez@saclung.org](mailto:rlopez@saclung.org)

Dedicated to clean air, healthy lungs and the elimination of all lung diseases including asthma, emphysema, influenza, chronic bronchitis, TB, lung cancer and other life-threatening diseases.

Number of Bilingual Workers Reported: Full-time = 2 Language(s) Spoken: Spanish, Vietnamese

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**4. Arcade Creek Recreation and Park District BSAR = 4**

4855 Hamilton Street  
Sacramento, CA 95841  
(916) 482-8377

[JSteele@arcadecreekrecreation.com](mailto:JSteele@arcadecreekrecreation.com)

Recreation, classes and programs for all people living both inside and outside district boundaries. Park facilities include tennis courts, picnic areas, tot and play lots, and multi-use play fields. Meeting rooms seating 75-300 people and covered picnic area, capacity 100, may be rented.

Number of Bilingual Workers Reported: Full-time = 2 Language(s) Spoken: Spanish

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**5. \*Area 4 Agency on Aging BSAR = 4**

2260 Park Towne Circle #100  
Sacramento, CA 95825  
(916) 486-1876

Plans and coordinates programs and services for older people. Develops an area plan and administers the Older American Act grant program. Services provided through sub-contracts with providers.

Number of Bilingual Workers Reported: Full-time = 1 Language(s) Spoken: Spanish

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**6. ASDL Services, Inc. BSAR = 6**

P.O. Box 160846  
Sacramento, CA 95823  
Fax Number: (916) 525-2342

[Isaac79@aol.com](mailto:Isaac79@aol.com)

Comprehensive professional counseling to children who manifest significant emotional and/or behavioral problems. Marital counseling, individual counseling and group counseling, crisis intervention and child abuse counseling. Group therapy including: sex offenders and victims. Also accepts Victims of Crime referrals, in-home counseling as needed.

Number of Bilingual Workers Reported: Full-time = 1 Part-time = 2 Language(s) Spoken: Mien, Spanish

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**7. Asian Resources, Inc. BSAR = 5**

5709 Stockton Blvd  
Sacramento, CA 95824  
(916) 454-1892

[mlee@delpaso.seta.net](mailto:mlee@delpaso.seta.net)

Employment and training programs include pre-employment skills, vocational English combined with job training or job placement with employers for refugees and Workforce Investment Act (WIA) eligible clients (18-55), Youth (ages 14-21) and refugee services offered at Sacramento Works Broadway, (916) 324-6202 and Citrus Heights Career Center (916) 676-2530. Support programs include computer literacy and computer training classes for limited English speakers, utility and renter's credit assistance, tax EITC filing, and ESL/citizenship and N-400 filing workshops.

Number of Bilingual Workers Reported: Full-time = 20 Volunteer(s) = 2  
Language(s) Spoken: Bosnian, Cantonese, Hmong, Lao, Russian, Spanish, Toishang, Ukrainian

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**8. Boat People S.O.S. BSAR = 7**

5029 Stockton Blvd.  
Sacramento, CA 95820

[sacramento@bpsos.org](mailto:sacramento@bpsos.org)

Helps boat people and refugees from Vietnam. Increases public awareness and understanding of the conditions of the boat people and refugees. Promotes cooperation among charitable organizations.

Number of Bilingual Workers Reported: Full-time = 4 Part-time = 1 Volunteer(s) = 1  
Language(s) Spoken: Vietnamese

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**9. \*Breaking Barriers Community Services Center BSAR = 5**

1722 J Street, Suite 321  
Sacramento, CA 95814  
(916) 447-2437

[jrambo@breakingbarriers-sacramento.org](mailto:jrambo@breakingbarriers-sacramento.org)

For people with HIV, transportation, household chore assistance, social activities, food bundle pick-up, companionship, crisis intervention, and moving assistance. For people with breast cancer, transportation, household help, food bundle pick-up. Outreach, referrals, support groups and advocacy.

Number of Bilingual Workers Reported: Full-time = 2 Volunteer(s) = 7 Language(s) Spoken: Spanish

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**10. \*California Coalition for Rural Housing**                      **BSAR = 5**  
926 J Street, Suite 1400  
Sacramento, CA 95814  
(916) 443-4448

[steve@calruralhousing.org](mailto:steve@calruralhousing.org)

The California Coalition for Rural Housing is a statewide nonprofit organization that works to ensure affordable housing opportunities for low income households in California.

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Number of Bilingual Workers Reported:                      Full-time = 3                      Volunteer(s) = 1                      Language(s) Spoken: Hebrew, Spanish

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**11. California Tourism**                      **BSAR = 6**  
980 9<sup>th</sup> Street, Suite 480  
Sacramento, CA 95814  
(916) 322-2881

[turness@tourism.ca.gov](mailto:turness@tourism.ca.gov)

Travel and tourism marketing for California.

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Number of Bilingual Workers Reported:                      Full-time = 3                      Part-time = 1  
Language(s) Spoken: French, Hmong, Spanish, Tagalog

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**12. \*Center for AIDS Research, Education and Services**                      **BSAR = 5**  
1500 21<sup>st</sup> Street  
Sacramento, CA 95814  
(916) 443-3299

Comprehensive outpatient clinic for HIV+ people. Medical, dental, and psychiatric care; mental health and substance abuse counseling. 24-hours medical emergency care through UCD Medical Center.

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Number of Bilingual Workers Reported:                      Full-time = 7                      Volunteer(s) = 5                      Language(s) Spoken: French, Spanish

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**13. Center for Employment Training (CET)**                      **BSAR = 4**  
6853 65<sup>th</sup> Street  
Sacramento, CA 95828  
(916) 393-7401

[ehudson@cet2000.org](mailto:ehudson@cet2000.org)

Hands-on job training and basic skills remediation (including GED preparation) which is integrated into the vocational skill curriculum. Year-round classroom skills training. Has a variable course length in which students train at individual pace. Competency based, highly individualized and hands-on training.

Number of Bilingual Workers Reported:                      Full-time = 6                      Language(s) Spoken: Spanish

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**14. Chemical Dependency Center**                      **BSAR = 4**  
1507 21<sup>st</sup> Street, Suite 100  
Sacramento, CA 95814  
(916) 448-2951

[cynthiak@cwo.com](mailto:cynthiak@cwo.com)

Outpatient alcohol and other drug abuse treatment, parenting, prevention, outreach, HIV/AIDS, health education and outreach services.

Number of Bilingual Workers Reported:                      Full-time = 3                      Language(s) Spoken: Samoan, Spanish

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**15. Child and Family Institute**                      **BSAR = 4**  
4545 Ninth Avenue  
Sacramento, CA 95820  
(916) 736-0828

[MHanbury@child-familyinstitute.org](mailto:MHanbury@child-familyinstitute.org)

Comprehensive prevention and treatment services to children ages 2-18 and their families, who are dealing with issues of abuse, neglect, homelessness or other forms of childhood trauma. Intrafamilial Child Sexual Abuse Treatment Program.

Number of Bilingual Workers Reported:                      Full-time = 5  
Language(s) Spoken: Amer. Sign Lang. (ASL) , Cantonese, Hindi, Hmong, Spanish

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**16. \*City of Sacramento – Mayor’s Commission on our Children’s Health**

**BSAR = 6**

6005 Folsom Blvd.  
Sacramento, CA 95819  
(916) 277-3800  
(916) 277-6155 (fax)  
Web Page: [www.sachealthykids.org](http://www.sachealthykids.org)

[kbennett@cityofsacramento.org](mailto:kbennett@cityofsacramento.org)

Provide outreach services to identify families with uninsured children and then assist them in accessing and retaining affordable health coverage. Please visit our website for more information about our program.

Number of Bilingual Workers Reported: Full-time = 2 Part-time = 14  
Language(s) Spoken: Hmong, Lao, Russian, Spanish, Thai, Ukrainian

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**17. Community Resource Project, Inc.**

**BSAR = 6**

250 Harris Avenue  
Sacramento, CA 95838  
(916) 567-5220

[lperez@cresource.org](mailto:lperez@cresource.org)

Helps insulate and weatherize low-income homes and apartments. Accepts applications for an annual utility rebate from the Federal Home Energy Assistance Program. Healthy Family Application Services and administration for the Women, Infants and Children’s Programs in Galt, North Highlands, Citrus Heights, and Broadway area in Sacramento.

Number of Bilingual Workers Reported: Full-time = 47 Part-time = 6  
Language(s) Spoken: Amer. Sign Lang. (ASL), Cantonese, German, Hmong, Lao, Mandarin, Mien, Russian, Spanish, Ukrainian, Vietnamese

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**18. \*Consumer Credit Counseling Services of the Sacramento Valley**

**BSAR = 4**

8795 Folsom Blvd., Suite 250  
Sacramento, CA 95826  
(916) 379-3600

[kstutts@ccssacto.org](mailto:kstutts@ccssacto.org)

Credit counseling and education programs available for personal money management and debt repayment. May intercede with creditors and others on behalf of the client to adjust or negotiate payments for debt management program. Seminars and workshops on topics related to credit, money management and housing issues. Evenings, Saturdays and phone appointments are available. Counseling available via the internet.

Number of Bilingual Workers Reported: Full-time = 3 Language(s) Spoken: Spanish

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**19. County of Sacramento Department of Human Assistance**                      **BSAR = 6**  
Personnel Office  
2435 Marconi Avenue  
Sacramento, CA 95821

(916) 875-3500

[vutr@saccounty.net](mailto:vutr@saccounty.net)

Administers public welfare activities for the County of Sacramento, including financial assistance and employment services for needy families and individuals.

Number of Bilingual Workers Reported:                      Full-time = 415                      Part-time = 17  
Language(s) Spoken: Armenian, Cantonese, Filipino, Hmong, Korean, Lao, Mien, Russian, Spanish, Vietnamese

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**20. CRISARA Creative Therapy Clinic, NPA**                      **BSAR = 2**  
1928 Broadway  
Sacramento, CA 95818  
(916) 689-4822

[crisara@yahoo.com](mailto:crisara@yahoo.com)

Positive specialized supportive treatment program for young and older adults who suffer from stress, depression, anger, and work related stress injuries.

Number of Bilingual Workers Reported:                      Part-time = 2                      Language(s) Spoken: Amer. Sign Lang. (ASL), Italian, Portuguese, Spanish

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**21. Discovery Tree Schools**                      **BSAR = 4**  
Cal/EPA Building  
1001 I Street  
Sacramento, CA 95814  
(916) 448-1661

[leslie\\_morrill@hotmail.com](mailto:leslie_morrill@hotmail.com)

A developmental program where children learn through hands-on discovery. Offers field trips, gymnastics, music, art, science, gardening, drama, cooking, puppetry, creative movement, pro-social and motor development. Teachers have BA or AA in Child Development with low child to teacher ratio. State-of-the-art facility.

Number of Bilingual Workers Reported:                      Full-time = 3                      Language(s) Spoken: Amer. Sign Lang. (ASL), Spanish

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**22. Family Service Agency**                      **BSAR = 4**  
8912 Volunteer Lane, Suite 100  
Sacramento, CA 95826  
(916) 363-3080

Professional short-term counseling and employee assistance program (EAP); brief therapy for children and their families. Specialized problem areas include child abuse, domestic violence, post-traumatic stress, painful relationships, marital issues, parent-child struggles, children's school problems, parent-teen conflicts, working parent stress, divorce and remarriage, stepfamily issues, misuse of drugs and alcohol in the family, and family violence.

Number of Bilingual Workers Reported:                      Full-time = 9                      Language(s) Spoken: Russian, Spanish

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**23. Francis House**                      **BSAR = 1**  
1422 C Street  
Sacramento, CA95814  
(916) 443-2646

[gregbunk@aol.com](mailto:gregbunk@aol.com)

Personal attention to the poor. Supportive employment services (BOSS program). Resource counseling, referrals, 10% Greyhound bus discounts, gas vouchers, personal hygiene items, bus tokens and client advocacy. Helps clients to get necessary identification.

Number of Bilingual Workers Reported:                      Volunteer(s) = 5                      Language(s) Spoken: Russian, Spanish, Ukrainian

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**24. Grace Day Home Child Care Center**                      **BSAR = 4**  
1909 Seventh Street  
Sacramento, CA 95814  
(916) 442-6557

[gracedayhome@aol.com](mailto:gracedayhome@aol.com)

Child care center for children ages two months through five years whose parents are working and/or in a training program. Programs include pre-kindergarten, preschool, and toddler and infant care. Subsidized care available.

Number of Bilingual Workers Reported:                      Full-time = 9                      Language(s) Spoken: Cantonese, Chinese, Spanish

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**25. Health for All, Inc.**                      **BSAR = 7**  
2730 Florin Road  
Sacramento, CA 95822  
(916) 391-5591

Administration for various programs. Community clinics to provide primary care, health education to low income persons, and Adult Day Health Centers to restore and maintain optimal functioning capacity for disabled adults and frail elderly.

Number of Bilingual Workers Reported:              Full-time = 25              Part-time = 8              Volunteer(s) = 7  
Language(s) Spoken: Cantonese, Hindi, Hmong, Russian, Spanish, Vietnamese

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**26. Healthy Start Family Resource Centers**                      **BSAR = 7**  
Sacramento City Unified School District  
5420 Lowell Street  
Sacramento, CA 95820  
(916) 382-5950

The following services for children and their families: TANF eligibility assistance; referrals for mental health counseling, drug and alcohol treatment, and other community services; school/family connections; parenting support services; immunizations; Child Health and Disability Prevention examines; teen parent support services; services for families in crisis; dental screening and follow-up; nutrition education classes; health fairs; coordination with schools' support services; multilingual staff.

Number of Bilingual Workers Reported:              Full-time = 1              Part-time = 2              Volunteer(s) = 1  
Language(s) Spoken: Arabic, Hindi, Hmong, Spanish

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**27. HELPS Foster Family Agency**                      **BSAR = 6**  
Suite 500  
9719 Lincoln Village Drive  
Sacramento, CA 95827  
(916) 363-5963

[dwelkley@helpsagency.org](mailto:dwelkley@helpsagency.org)

Services neglected, physically and emotionally abused children, and pregnant or parenting adolescents. Recruits and trains foster parents. Supportive services to foster parents and foster children. Develops and implements individual therapeutic treatment programs.

Number of Bilingual Workers Reported:              Full-time = 4              Part-time = 1  
Language(s) Spoken: Cantonese, German, Nigerian, Russian, Spanish

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**28. HOPES, Inc.**                      **BSAR =3**  
P.O. Box 188695  
Sacramento, CA 95818  
(916) 951-5931

[HOPES@lanset.com](mailto:HOPES@lanset.com)

Provide after school program and academic support.

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Number of Bilingual Workers Reported:                      Part-time = 2                      Volunteer(s) = 12                      Language(s) Spoken: Hmong, Lao, Mien

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**29. Housing California**                      **BSAR = 4**  
801 12<sup>th</sup> Street, Suite 210  
Sacramento, CA 95814  
(916) 447-0503

[jbecker@housingca.org](mailto:jbecker@housingca.org)

Legislative advocacy, technical assistance, and information to groups working to end homelessness and/or to provide affordable housing. Supports efforts to build and preserve low-income housing. Hosts country's largest affordable housing conference each spring in Sacramento.

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Number of Bilingual Workers Reported:                      Full-time = 2                      Language(s) Spoken: French, Hindi, Spanish

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**30. Independent Living Readiness Program**                      **BSAR = 4**  
254 Cleveland Avenue  
Sacramento, CA 95814  
(916) 442-0877

[tparillo@hotmail.com](mailto:tparillo@hotmail.com)

A social model transitional housing program for homeless single adults focusing on independent living skills. Intensive case management services, 24-hour a day support services, substance abuse services. Provides preparation for the transition from homelessness to independent living status. Three sites available: two for males, one for females. Addresses will be given when applying for services.

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Number of Bilingual Workers Reported:                      Full-time = 3                      Language Spoken: Spanish

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**31. \*InfoLine Sacramento**                      **BSAR = 6**  
828 I Street, Floor – 5<sup>th</sup>  
Sacramento, CA 95814  
(916) 498-1000

[lsimon@communitycouncil.org](mailto:lsimon@communitycouncil.org)

A program of the Community Services Planning Council, InfoLine Sacramento is the comprehensive, multi-lingual telephone information and referral service in Sacramento County.

Number of Bilingual Workers Reported:                      Full-time = 3                      Part-time = 1  
Language(s) Spoken: Lao, Mien, Spanish, Tagalog, Thai

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**32. JERICHO**    **BSAR = 4**  
926 J Street #410  
Sacramento, CA 95814  
(916) 441-0387

[scampbell@jerichoforjustice.org](mailto:scampbell@jerichoforjustice.org)

JERICHO engages the interfaith community throughout California in shaping state public policy that affects individuals and families living in poverty. Jericho lifts up the connection between religious tradition and justice and mobilizes its nonpartisan membership to act.

Number of Bilingual Workers Reported:                      Full-time = 1                      Language(s) Spoken: Spanish

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**33. \*Jewish Family Service**                      **BSAR = 7**  
2862 Arden Way, Suite 103  
Sacramento, CA 95825  
(916) 484-4400

[asolomon@jfssac.org](mailto:asolomon@jfssac.org)

Counseling for individuals, couples, children and families; social services to frail elderly; information and referral services; refugee resettlement. Senior Support Program offers friendly visiting, telephone reassurance, referrals, crisis assistance, assessments, and on-going support services. Tutoring is provided for refugees in language, math, and general living skills. Emergency assistance. Passover and Purim Tzedakah. Evening hours by appointment.

Number of Bilingual Workers Reported:                      Full-time = 1                      Part-time = 2                      Volunteer(s) = 10  
Language(s) Spoken: Farsi, German, Hebrew, Russian

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**34. Jewish Federation of Sacramento Region**                      **BSAR = 7**  
2351 Wyda Way  
Sacramento, CA 95825  
(916) 486-0906

[Kathleen@jewishsac.org](mailto:Kathleen@jewishsac.org)

Community organization, planning and coordination, community relations, publicity, allocations, social services and fundraising. Monthly Sacramento Jewish newspaper.

Number of Bilingual Workers Reported:                      Full-time = 1                      Part-time = 1                      Volunteer(s) = 50  
Language(s) Spoken: Hebrew, Spanish

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**35. \*La Familia Counseling Center**                      **BSAR = 7**  
5523 34<sup>th</sup> Street  
Sacramento, CA 95820  
(916) 452-3601

[anitab@lafcc.com](mailto:anitab@lafcc.com)

Comprehensive, multi-cultural professional counseling; outreach and supportive services for at-risk youth and families. One-to-one counseling, crisis intervention, and supportive services. Year round recreational, tutorial program, and youth activities.

Number of Bilingual Workers Reported:                      Full-time = 27                      Part-time = 1                      Volunteer(s) = 25  
Language(s) Spoken: Hmong, Spanish

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**36. Meadowview Community Action, Inc.**                      **BSAR = 7**  
2251 Florin Road, Suite 156  
Sacramento, CA 95822  
(916) 399-9116

[donna@mcainc.org](mailto:donna@mcainc.org)

A range of family-based social service programs that include Head Start Early Childhood Development Center, Family Resource Center, Safety Net services for utility bill assistance, referrals to support services, and other social services.

Number of Bilingual Workers Reported:                      Full-time = 8                      Part-time = 2                      Volunteer(s) = 15  
Language(s) Spoken: Hmong, Russian, Spanish

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**37. \*North Sacramento School District**                      **BSAR = 6**  
670 Dixieanne Avenue  
Sacramento, CA 95815  
(916) 263-8287

[Lcook@NSSD.k12.ca.us](mailto:Lcook@NSSD.k12.ca.us)

Preschool through sixth grade education. After-school programs including, but not limited to, START and CORAL projects.

Number of Bilingual Workers Reported:                      Full-time = 60                      Part-time = 2  
Language(s) Spoken: Hmong, Russian, Spanish, Ukrainian

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**38. Oak Park Preschool, Inc.**                      **BSAR = 7**  
P.O. Box 5511  
3500 Second Ave.  
Sacramento, CA 95817  
(916) 451-9498

[oakparkpreschool@sbcglobal.net](mailto:oakparkpreschool@sbcglobal.net)

Helps develop students' intellectual, physical, and social skills. Parent education classes held at least once a month to help develop social skills and learn about early childhood rearing.

Number of Bilingual Workers Reported:                      Full-time = 3                      Part-time = 1                      Volunteer = 1  
Language(s) Spoken: Farsi, Lao, Mien, Persian, Polish, Russian, Spanish, Swedish, Thai

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**39. \*Office of the Patient Advocate**                      **BSAR = 6**  
980 Ninth Street, Suite 500  
Sacramento, CA 95814  
(916) 324-6407

[jtortes@dmhc.ca.gov](mailto:jtortes@dmhc.ca.gov)

Established by Governor Gray Davis in July of 2000 to focus on the needs of HMO enrollees, and to ensure that consumers have access to the health care they are entitled to.

Number of Bilingual Workers Reported:                      Full-time = 2                      Part-time = 1                      Language(s) Spoken: Spanish

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**40. Omni Program**                      **BSAR = 3**  
2150 Butano Drive  
Sacramento, CA 95825  
(916) 482-7702

[Omniprograms@sbcglobal.net](mailto:Omniprograms@sbcglobal.net)

An eight-week drug and gang prevention program in 4<sup>th</sup>, 5<sup>th</sup>, and 6<sup>th</sup> grade classrooms at elementary schools in low-income, high-risk areas.

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Number of Bilingual Workers Reported:                      Part-time = 1                      Volunteer(s) = 1                      Language(s) Spoken: Chinese, Spanish

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**41. Pregnancy Consultation Center**                      **BSAR = 4**  
5301 F Street, Suite 10  
Sacramento, CA  
(916) 446-0222

[pcc@softcom.net](mailto:pcc@softcom.net)

Is dedicated to improving the quality of gynecological health and well-being for all women by providing a continuum of high quality specialized medical care.

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Number of Bilingual Workers Reported:                      Full-time = 5                      Language(s) Spoken: Hmong, Spanish

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**42. \*Project Pomoc**                      **BSAR = 2**  
2118 K Street  
Sacramento, CA 95816  
(916) 492-2591

[susan@openingdoorsinc.com](mailto:susan@openingdoorsinc.com)

“Pomoc” means help in Bosnian. Aiding in the transition process to life in America of displaced Bosnians.

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Number of Bilingual Workers Reported:                      Part-time = 1                      Language(s) Spoken: Bosnian

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**43. River Oak Center for Children**                      **BSAR = 4**  
4330 Auburn Blvd., Suite 2000  
Sacramento, CA 95841  
(916) 609-5100

[DJohnson@riveroak.org](mailto:DJohnson@riveroak.org)

Multi-service treatment agency for abused and seriously emotionally disturbed children and families.

Number of Bilingual Workers Reported:                      Full-time = 68  
Language(s) Spoke: American Sign Language, Bulgarian, Burmese, Farsi, Chinese, French, German, Gujarati, Hindi, Hmong, Ilocano, Italian, Nepali, Punjabi, Pashio, Romanian, Russian, Spanish, Tagalog, Vietnamese

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**44. \*Robla School District**                      **BSAR = 6**  
5248 Rose Street  
Sacramento, CA 95838  
(916) 991-1728

[pcalabrese@robla.k12.ca.us](mailto:pcalabrese@robla.k12.ca.us)

Public elementary schooling, special education, and adult education. Adult English literacy classes for English language learners.

Number of Bilingual Workers Reported:                      Full-time = 17                      Part-time = 2  
Language(s) Spoken: Hindi, Hmong, Lao, Russian, Spanish, Ukrainian, Vietnamese

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**45. \* Sacramento Area Congregations Together**                      **BSAR = 5**  
3235 Arden Way  
Sacramento, CA 95825  
(916) 488-1132

[sacact2@aol.com](mailto:sacact2@aol.com)

Trains community leaders in the areas of organizational development, community outreach, issue analysis, project development, and evaluation; brings together community leaders from various ethnic, religious, and income groups from across the region.

Number of Bilingual Workers Reported:                      Full-time = 3                      Volunteers = 45                      Language(s) Spoken: Hmong, Spanish

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**46. \*Sacramento Child Advocates, Inc**                      **BSAR = 4**  
3050 Fite Circle, Suite 100  
Sacramento, CA 95827  
(916) 364-2358

Represents children in dependency and other legal proceedings involving the care, custody or control of a minor. Assists the Family Relations Division of the Sacramento Superior Court in efforts to streamline and improve judicial processes for families and children, raise the status of child/family law proceedings, improve communication affecting children within the court system and address the special problems of child-victim witnesses.

Number of Bilingual Workers Reported:                      Full-time = 2                      Language(s) Spoken: Spanish

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**47. \*Sacramento Children's Home**                      **BSAR = 6**  
2750 Sutterville Road  
Sacramento, CA 95820  
(916) 452-3981

[glynis.butler-stone@kidshome.org](mailto:glynis.butler-stone@kidshome.org)

Care and treatment for troubled and abused children to enable families to meet the needs of their children, and to assist these children in becoming productive, responsible adults.

Number of Bilingual Workers Reported:                      Full-time = 20                      Part-time = 30  
Language(s) Spoken: Hmong, Lao, Russian, Spanish, Vietnamese

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**48. Sacramento County Department of Health & Human Services**                      **BSAR = 7**  
7001-A East Parkway  
Sacramento, CA 95823  
(916) 875-0123

Responsible for overall organization and administration of health and human services in Sacramento County delivered through the divisions of Public Health Promotion and Education, Child Protective Services, Services for Seniors, alcohol and drug services, and Mental Health Promotion, Treatment, and Outreach.

Number of Bilingual Workers Reported:                      Full-time = 53.6    Part-time = 52.0    Volunteer(s) = 1.6  
Language(s) Spoken: Lao, Spanish, Vietnamese

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**49. Sacramento County, Division of Mental Health**

**BSAR = (Staffing configuration was given as a total instead of categories.)**

7001-A East Parkway  
Sacramento, CA 95823  
(916) 875-7070

[JohnsonJ@saccounty.net](mailto:JohnsonJ@saccounty.net)

Mental Health Services offers mental health care, referrals, and support services to mentally ill children, adolescents, and adults in Sacramento County.

Number of Bilingual Workers Reported: Total Number = 547  
Language(s) Spoken: Cantonese, Hindi, Hmong, Lao, Mien, Russian, Spanish, Vietnamese

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**50. Sacramento County IHSS (In-home supported services) Public Authority**

**BSAR = 4**

9616 Micron Avenue, Suite 670  
Sacramento, CA 95827  
(916) 874-2888

[lynchb@saccounty.net](mailto:lynchb@saccounty.net)

Employer of record for purposes of collective bargaining with the union representing IHSS caregivers and administration of health benefits for IHSS caregivers. Registry services for providers and consumers as well as educational opportunities.

Number of Bilingual Workers Reported: Full-time = 2  
Language(s) Spoken: Hmong, Romanian, Spanish, Ukrainian

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**51. \*Sacramento Employment and Training Agency (SETA)**

**BSAR = 7**

925 Del Paso Blvd.  
Sacramento, CA 95815  
(916) 263-3800

[rkim@delpaso.seta.net](mailto:rkim@delpaso.seta.net)

Administers state-and federally-funded human services programs through community based organizations, local education agencies, and private vocational schools throughout Sacramento County.

Number of Bilingual Workers Reported: Full-time = 100 Part-time = 20 Volunteer(s) = 20  
Language(s) Spoken: Cantonese, Farsi, Hmong, Lao, Mien, Romanian, Russian, Spanish, Ukrainian, Vietnamese

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**52. Sacramento Hispanic Chamber of Commerce** **BSAR = 6**  
2848 Arden Way, Suite 230  
Sacramento, CA 95825  
(916)486.7700

The Mission of the Sacramento Hispanic Chamber of Commerce is (1) to create, expand and promote business opportunities for the Hispanic community, and (2) to support and advocate for the interests of the community which it serves through advocacy, education and networking.

Number of Bilingual Workers Reported: Full-time = 3 Part-time = 2 Language(s) Spoken: Spanish

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**53. \*Sacramento Home Loan Counseling Center** **BSAR = 7**  
2003 Howe Avenue, #100  
Sacramento, CA 95825  
(916) 646-2005

[jennifer@hlcc.net](mailto:jennifer@hlcc.net)

Promotes and encourages home ownership by providing education seminars, counseling and financial information with a primary emphasis toward low- and moderate-income people and families.

Number of Bilingual Workers Reported: Full-time = 1 Part-time = 1 Volunteer(s) = 10  
Language(s) Spoken: Cantonese, Hmong, Mien, Russian, Spanish, Ukrainian, Vietnamese

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**54. \*Sacramento Life Center** **BSAR = 2**  
930 Alhambra Blvd, Suite 210  
Sacramento, CA 95816  
(916) 451-4357

[info@saclife.org](mailto:info@saclife.org)

Crisis pregnancy clinic. Free pregnancy testing and pregnancy verification by ultrasound. Registered nurse on staff. Crisis pregnancy and post-abortion counseling provided by professionally supervised counselors.

Number of Bilingual Workers Reported: Part-time = 2 Language(s) Spoken: Spanish

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**55. Sacramento Loaves & Fishes**

**BSAR = 7**

P. O. Box 2161  
1321 North C Street  
Sacramento, CA 95814  
(916) 446-0874

[loaves@pacbell.net](mailto:loaves@pacbell.net)

Concerned with issues relating to the needs of the homeless and indigent poor.

Number of Bilingual Workers Reported: Full-time = 2 Part-time = 1 Volunteer(s) = 100  
Language(s) Spoken: Spanish, Vietnamese

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**56. \*Sacramento Neighborhood Housing Services**

**BSAR = 5**

3447 Fifth Avenue  
P.O. Box 5420  
Sacramento, CA 95817  
(916) 452-5356

[linda@sacnhs.org](mailto:linda@sacnhs.org)

Brings neighborhood residents, financial institutions, businesses and local government together in partnership to create healthier, revitalized neighborhoods.

Number of Bilingual Workers Reported: Full-time = 1 Volunteer(s) = 2 Language(s) Spoken: Spanish

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**57. Sacramento Police Department**

**BSAR = 4**

5770 Freeport Blvd., Suite 100  
Sacramento, CA 95822  
(916) 264-5471

Deals with crimes, crime statistics and some permits.

Number of Bilingual Workers Reported: Full-time = 79  
Language(s) Spoken: Cantonese, Hindi, Hmong, Lao, Mien, Russian, Spanish, Ukrainian, Vietnamese

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**58. Sacramento Public Library**

**BSAR = 4**

828 J Street  
Sacramento, CA 95814  
(916) 264-2770

[crokke@saclibrary.org](mailto:crokke@saclibrary.org)

Administrative of public library system for Sacramento City and County, except City of Folsom.

Number of Bilingual Workers Reported: Full-time = 38  
Language(s) Spoken: Cantonese, Hindi, Persian, Spanish

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**59. Sacramento Scottish Rite Language Center**

**BSAR = 2**

6151 H Street  
P.O. Box 19497  
Sacramento, CA 95819-0497  
(916) 731-4357

Serve children with language delays, hearing loss, speech problems.

Number of Bilingual Workers Reported: Part-time = 1 Language(s) Spoken: Spanish

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**60. Sacramento Self-Help Housing**

**BSAR = 4**

1422 C Street  
P.O. Box 188445  
Sacramento, CA 95818  
(916) 444-8216

[sacselfhelp@calweb.com](mailto:sacselfhelp@calweb.com)

In-depth personal interviews, landlord contacts and other practical assistance to find safe and affordable housing.

Number of Bilingual Workers Reported: Full-time = 1 Language(s) Spoken: Spanish

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**61. Samaritan Counseling Center of Greater Sacramento**

**BSAR = 2**

3701 J Street, Suite 207  
Sacramento, CA 95817  
(916) 456-4614

[center@samaritancounseling.com](mailto:center@samaritancounseling.com)

Psychotherapy for adults; couples, families, and children. Spiritual direction eating disorders program, premarital counseling, depression, anxiety, addictions, co-dependency, blended families, co-parenting, and grief.

Number of Bilingual Workers Reported: Part-time = 1 Language(s) Spoken: Spanish

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**62. Serna Village (Sacramento Cottage Housing Permanent Supportive Housing) Program**

**BSAR = 4**

5641 Rafferty Avenue  
Sacramento, CA 95652  
(916) 359-1695

[cottage@winfirst.com](mailto:cottage@winfirst.com)

Clean/sober community, located at McClellan Business Park, in North Highlands. Two and three bedroom duplexes to homeless families with verifiable disabilities. Disability must be physical, mental, substance abuse, or women escaping a violent environment.

Number of Bilingual Workers Reported: Full-time = 1 Language(s) Spoken: Spanish

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**63. \*Sierra Adoption Services**

**BSAR = 6**

8928 Volunteer Lane, Suite 240  
Sacramento, CA 95826  
(916) 368-5114

[bherne@sierraadoption.org](mailto:bherne@sierraadoption.org)

Adoption, home studies, placement, and therapeutic support. Special emphasis on placement of US children who are African-American, of mixed or minority race, school-aged, brothers and sisters, or children with special needs.

Number of Bilingual Workers Reported: Full-time = 3 Part-time = 1  
Language(s) Spoken: French, Japanese, Russian, Spanish

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**64. \*Social Security Administration**                      **BSAR = 4**

8351 Folsom Blvd.  
Sacramento, CA 95826  
(916) 381-9410  
(800) 772-1213

[rita.abel@ssa.gov](mailto:rita.abel@ssa.gov)

Toll free number provides personal and automated telephone service Monday – Friday 7 am – 7 pm.

Number of Bilingual Workers Reported:                      Full-time = 29  
Language(s) Spoken: Armenian, Cantonese, Hindi, Hmong, Portuguese, Russian, Spanish, Tagalog, Ukrainian, Vietnamese

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**65. \*Southeast Asian Assistance Center**                      **BSAR = 6**

5625 24<sup>th</sup> Street  
Sacramento, CA 95822  
(916) 421-1036

[seacenter@sbcglobal.net](mailto:seacenter@sbcglobal.net)

Mental Health Program assists the Southeast Asian and Slavic populations in obtaining and utilizing mental health, and dual diagnosis services.

Number of Bilingual Workers Reported:                      Full-time = 12                      Part-time = 1  
Language(s) Spoken: Bosnian, Cambodian, Cantonese, Hmong, Lao, Mien, Russian, Vietnamese

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**66. St. John’s Shelter for Women and Children**                      **BSAR = 7**

1321 North C Street  
Sacramento, CA 95814  
Mailing address: P.O. Box 188526, Sacramento, CA 95818

[stjohns@stjohnsshelter.org](mailto:stjohns@stjohnsshelter.org)

Emergency shelter for 40 homeless women and children. Maximum stay 30 nights. Initial stay 14 nights, extensions by the week thereafter. Evening meal, referral and quest advocacy services; access to Maryhouse hospitality and emergency services during the day, and a link with available supportive services in the community.

Number of Bilingual Workers Reported:                      Full-time = 1                      Part-time = 2                      Volunteer = 1  
Language(s) Spoken: Spanish, Vietnamese

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**67. Stanford Home Family Alliance**                      **BSAR = 4**  
9719 Lincoln Village Dr, #401  
Sacramento, CA 95827  
Phone: (916) 364-8910

[familyalliance@sac.org](mailto:familyalliance@sac.org)

We believe every child deserves a permanent family. To reach our goal, we thoroughly screen and train foster parents, carefully match child and family, and then do all we can to support the foster family so they can help the child.

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Number of Bilingual Workers Reported:                      Full-time = 2                                      Language(s) Spoken: French, German

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**68. \*Stanford Settlement Neighborhood Center**                      **BSAR = 6**  
450 West El Camino Avenue  
Sacramento, CA 95833  
(916) 927-1303

[srjfelion@aol.com](mailto:srjfelion@aol.com)

North Area Focal Point Coordinating Council is an organization of professionals, businesses, churches and older people who provide services to seniors in the north area.

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Number of Bilingual Workers Reported:                      Full-time = 2                      Part-time = 5                      Language(s) Spoken: Spanish, Tagalog

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**69. The Center for Community Health & Well-Being, Inc.**                      **BSAR = 6**  
1900 T. Street  
Sacramento, CA 95814  
(916) 558-4812

The Center for Community Health and Well-Being was founded by Kathryn Hall to provide prenatal care to pregnant teens and women, with services continuing for one year after the birth of the child.

[tanyak@birthingproject.com](mailto:tanyak@birthingproject.com)

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Number of Bilingual Workers Reported:                      Full-time = 4                      Part-time = 1                      Language(s) Spoken: Spanish

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**70. \*The Effort, Inc.**                      **BSAR = 6**  
1820 J Street  
Sacramento, CA 95814  
(916) 325-5556

[gwilson@theeffort.org](mailto:gwilson@theeffort.org)

Serves chemically dependent persons or those at risk of becoming dependent. Fundraising and grant writing efforts to help support agency.

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Number of Bilingual Workers Reported:                      Full-time = 12                      Part-time = 8                      Language(s) Spoken: Korean, Spanish

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**71. The Leukemia & Lymphoma Society**                      **BSAR = 3**  
3105 Fite Circle, Suite 101  
Sacramento, CA 95827  
(916) 369-7581

[kuizin@ca-sac.leukemia-lymphoma.org](mailto:kuizin@ca-sac.leukemia-lymphoma.org)

Local chapter of national organization whose purpose is to raise funds for the Society's programs which benefit patients with leukemia, Hodgkin's disease, multiple sclerosis and lymphoma. Financial aid to leukemia patients for some medications, blood transfusions, X-ray treatment, radiation therapy and transportation to and from the doctor's office. Other services include research, public and professional education and information and referral regarding treatment and care of leukemia patients. Awards research grants. Speakers bureau. Literature available. Films on loan.

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Number of Bilingual Workers Reported:                      Part-time = 1                      Volunteer(s) = 15  
Language(s) Spoken: An Asian language (unspecified), Spanish

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**72. \*Turning Point Community Programs**                      **BSAR = 7**  
3440 Viking Drive, Suite 114  
Sacramento, CA 95827  
(916) 364-8395

[joyvancuren@tcp.org](mailto:joyvancuren@tcp.org)

Residential treatment, community support, and employment services for mentally ill and developmentally disabled adults. Mental health services, support, and advocacy to adults with disabilities residing or desiring to reside in the community.

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Number of Bilingual Workers Reported:                      Full-time = 27                      Part-time = 1                      Volunteer(s) = 2  
Language(s) Spoken: ASL, Cambodian, Cantonese, Cru, Italian, Japanese, Korean, Krio, Lao, Mandarin, Mien, Romanian, Russian, Samoan, Spanish, Tagalog, Tenne, Thai, Tongan, Ukrainian, Vietnamese,

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**73. \*United Christian Centers of Greater Sacramento Area, Inc.**

**BSAR = 7**

P.O. Box 188150  
2620 21<sup>st</sup> Street  
Sacramento, California 95818  
(916) 372-0200

[alvinlewis@yahoo.com](mailto:alvinlewis@yahoo.com)

A wide range of service for children, teenagers, and adults. Operates West Sacramento Resource Center. Services available to the general public but are aimed at low and moderate income people.

Number of Bilingual Workers Reported: Full-time = 8 Part-time = 3 Volunteer(s) = 1  
Language(s) Spoken: Armenian, Hmong, Russian, Spanish, Ukrainian, Vietnamese,

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**74. \*United Iu-Mien Community, Inc.**

**BSAR = 3**

5625 Stockton Blvd.  
Sacramento, CA 95824  
(916) 457-4496

[caroldunstan@sbcglobal.net](mailto:caroldunstan@sbcglobal.net)

Promote a healthy community through education, advocacy, mentoring, outreach, support services and referrals.

Number of Bilingual Workers Reported: Part-time 2 Volunteer(s) = 20 Language(s) Spoken: Hmong, Lao, Mien, Spanish

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**75. \*WarmLine Family Resource Center**

**BSAR = 4**

1010 Hurley Way, Suite 290  
Sacramento, CA 95825  
(916) 922-9276

[al@warmlinefrc.org](mailto:al@warmlinefrc.org)

Information, referral, education, and support line for parents, friends, and professionals involved in the lives of young children with special needs. Parent-parent support, peer parent training, resource library, newsletter, workshops, referral to essential services, website, database of information on disabilities, and many other resources.

Number of Bilingual Workers Reported: Full-time = 1 Language(s) Spoken: Spanish

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**76. \*Wong Center**                      **BSAR = 6**  
331 J Street, Suite 110  
Sacramento, CA 95814  
(916) 446-0155

[wongcenter@earthlink.net](mailto:wongcenter@earthlink.net)

Low-income Section 8 housing for the elderly. Managed by Retirement Housing Foundation.

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Number of Bilingual Workers Reported:                      Full-time = 1                      Part-time = 1                      Language(s) Spoken: Cantonese, Mandarin, Spanish

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**77. YWCA of Sacramento**                      **BSAR = 7**  
1122 17<sup>th</sup> Street  
Sacramento, CA 95814  
(916) 264-8080

[jshimabukuro@ywcasacramento.org](mailto:jshimabukuro@ywcasacramento.org)

Educational, social, and health-related programs designed to meet the needs of women and their families in all life situations.

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Number of Bilingual Workers Reported:                      Full-time = 1                      Part-time = 1                      Volunteer(s) = 1  
Language(s) Spoken: Hindi, Vietnamese

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## The Serna Center Bilingual Service Availability Project Survey

### THE FOLLOWING ITEMS ADDRESS YOUR ORGANIZATION'S CURRENT BILINGUAL STAFF & SERVICES.

1. Please enter the **average number** of people served by your organization in a year. \_\_\_\_\_
2. Of the **annual total**, please estimate the number of clients who speak any of the following as their primary language:  

|                 |                  |   |               |
|-----------------|------------------|---|---------------|
| _____ Cantonese | _____ English    | _____ Hindi                             | _____ Hmong   |
| _____ Loj       | _____ Mien       | _____ Russian                           | _____ Spanish |
| _____ Ukrainian | _____ Vietnamese | _____ Other language(s) please specify: |               |
3. \_\_\_\_\_ Please enter the **total number** of people in your organization (please include unpaid volunteers if applicable).  
\_\_\_\_\_ Number of full-time paid staff.  
\_\_\_\_\_ Number of part-time paid staff.  
\_\_\_\_\_ Number of volunteers.
4. Does your organization **have bilingual staff**? \_\_\_\_\_ Yes \_\_\_\_\_ No
5. If response to survey **Item 4** is **No**, please provide a brief explanation, then go to survey **Item 9**.
6. If response to survey **Item 4** is **yes**, please enter information describing the bilingual staff in your organization.  
\_\_\_\_\_ **Total number** of bilingual staff  
\_\_\_\_\_ Number of bilingual **full-time** paid employees.  
\_\_\_\_\_ Number of bilingual **part-time** paid employees.  
\_\_\_\_\_ Number of bilingual **volunteers**.  
\_\_\_\_\_ Number of bilingual staff **expressly hired** (or engaged as volunteers) because of their bilingual skills

7. Please indicate the **language(s) spoken** (other than English) by staff in your organization. Please indicate this by entering the **number** of staff who speak that language.

|                 |                 |                  |
|-----------------|-----------------|------------------|
| _____ Cantonese | _____ Hindi     | _____ Hmong      |
| _____ Lao       | _____ Mien      | _____ Russian    |
| _____ Spanish   | _____ Ukrainian | _____ Vietnamese |

Other(s) please specify: \_\_\_\_\_

8. Based on the amount of time bilingual staff devote to any of the activities listed below, please **prioritize** them in terms of importance (where 1 = most important, 2 next most important, and so on). Any activity not applicable to the work of bilingual staff in your organization should be left out of the ranking.

- \_\_\_\_\_ Communicating in language(s) other than English to clients on behalf of the staff person themselves.
- \_\_\_\_\_ Communicating in language(s) other than English to co-workers on behalf of clients.
- \_\_\_\_\_ Communicating in language(s) other than English to clients on behalf of co-workers.
- \_\_\_\_\_ Translating written materials, from English to another language, for use by clients and/or other organizations.
- \_\_\_\_\_ Translating written materials, from another language to English, for use by co-workers and/or other organizations.
- \_\_\_\_\_ Conducting training for co-workers and/or other organizations on working with clients that speak a language other than English.
- \_\_\_\_\_ Providing community information and educational services, in language(s) other than English, for client groups.
- \_\_\_\_\_ Other (please describe). \_\_\_\_\_

**THE FOLLOWING ITEMS ADDRESS YOUR ORGANIZATION'S NEED FOR BILINGUAL STAFF & SERVICES.**

9. Does your organization need bilingual staff? \_\_\_\_\_ Yes \_\_\_\_\_ No
10. If **no**, please provide a brief explanation, go to survey **Item 14**, and return this survey at your earliest convenience.

11. If response to survey **Item 9** is **yes**, please indicate the **estimated number** of bilingual staff needed:

- |                          |                          |                           |
|--------------------------|--------------------------|---------------------------|
| _____ Cantonese speakers | _____ Hindi speakers     | _____ Hmong speakers      |
| _____ Lao speakers       | _____ Mien speakers      | _____ Russian speakers    |
| _____ Spanish speakers   | _____ Ukrainian speakers | _____ Vietnamese speakers |

Other(s) please specify: \_\_\_\_\_

12. Please enter the **number of clients** you estimate could be served by these needed bilingual staff. \_\_\_\_\_

13. Please prioritize the following activities which could be provided by bilingual staff (where 1 = most important, 2 next most important, and so on).

- \_\_\_\_\_ Communicating in language(s) other than English to clients on behalf of the staff person themselves.
- \_\_\_\_\_ Communicating in language(s) other than English to co-workers on behalf of clients.
- \_\_\_\_\_ Communicating in language(s) other than English to clients on behalf of co-workers.
- \_\_\_\_\_ Translating written materials, from English to another language, for use by clients and/or other organizations.
- \_\_\_\_\_ Translating written materials, from another language to English, for use by co-workers and/or other organizations.
- \_\_\_\_\_ Conducting training for co-workers and/or other organizations on working with clients who speak a language other than English.
- \_\_\_\_\_ Providing community information and educational services, in language(s) other than English, for client groups.
- \_\_\_\_\_ Other (please describe).

14. Please enter any additional information you think may be important but not addressed in this survey (use back of page if needed).

Please enter your name \_\_\_\_\_ Name of your organization \_\_\_\_\_

Address \_\_\_\_\_ Email \_\_\_\_\_

**We deeply appreciate your participation in this survey. Please remember, organizations submitting completed surveys will receive a free copy of the final report.**