

# Language Access Plan



**California Horse Racing Board**

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## Introduction

The California Business, Consumer Services and Housing Agency (BCSH) adopted Language Access Plan Guidelines on January 14, 2025. The guidelines require each BCSH department to develop a Language Access Plan. This work is part of ensuring meaningful access to programs and services.

BCSH and its departments will provide access to information, programs, and services to individuals with limited English proficiency (LEP). The plan will ensure that language is not a barrier to accessing services provided by our agency.

In developing this Language Access Plan, we have reviewed:

- our programs and services for the public.
- the ways we communicate with members of the public and the people we serve.
- how we currently provide information and services in languages other than English.

## Department Programs and Services

The mission of the California Horse Racing Board (CHRB) is to ensure the integrity, viability, and safety of the California horse racing industry by regulating pari-mutuel wagering for the protection of the public, promoting horse racing, breeding, and wagering opportunities, and fostering safe racing through the development and enforcement of track safety standards and regulations for the health and welfare of all participants.

The programs and services we provide to the public or our target service population are:

**Licensing and Registration:** Issues and renews licenses for owners, trainers, jockeys, grooms, and other racing personnel to ensure compliance with regulatory standards.

**Regulation of Pari-Mutuel Wagering:** Oversees and enforces rules governing betting systems to protect the integrity of wagering and ensure public confidence in the sport.

**Track Safety and Equine Welfare Oversight:** Develops and enforces safety standards for racetracks and monitors the health and treatment of racehorses to promote humane practices.

**Stewarding and Enforcement:** Appoints stewards and investigators to monitor races, enforce rules, and adjudicate violations to maintain fair competition.

**Medication and Drug Testing Program:** Administers strict testing protocols for horses and personnel to detect prohibited substances and uphold the integrity of racing.

**Public Outreach and Transparency:** Conducts public meetings, publishes rulings and reports, and engages stakeholders to ensure transparency and accountability in operations.

**Support for Breeding and Racing Development:** Promotes the growth of California's horse racing and breeding industries through regulatory support and collaboration with industry partners.

### Language Access Requirements and Languages Identification

CHRB used one of the following methods to identify the most common languages our department comes into public contact with:

☒ Method 1: The Top 5 Languages identified by the American Community Survey Data of the U.S. Census Bureau (C16001). Departments will ensure alignment with threshold languages determined spoken by individuals surveyed under the Dymally-Alatorre Multilingual Services Act (Dymally-Alatorre Act), when applicable.

☐ Method 2: Languages identified by the Civil Rights Act Title VI Four-Factor Analysis.

Please note that this plan does not address CHRB's process for conducting or reporting on the biennial language survey required under the Dymally-Alatorre Bilingual Services Act.

### Language Services

This section includes the actions CHRB will take to provide information and services in languages other than English.

#### Direct In-Language Communication

The State of California requires that each of its offices provide services, equivalent to those available in English, in any non-English language spoken by 4.5 percent or more of the public with limited English proficiency served by that office. These services are routinely provided by employing qualified bilingual employees whose fluency in the target language has been certified.

Certified bilingual and multilingual staff and/or contracted private interpreters will provide language services to individuals with LEP. Language services will be

free of charge. Private interpreter services will not be reimbursed by CHRB when visiting our office.

We discourage using an unofficial interpreter, including family members or friends. Exceptions for unofficial interpreters include:

- Emergency situations
- Getting non-essential information, like identifying the person's preferred language
- Public events or when a qualified interpreter is not readily available.
- Departments that administer licensing examinations may set their own interpreter guidelines, standards, and requirements for examinations.

Staff are certified bilingual only after passing a language proficiency examination.

### Interpretation

CHRB offers in-person, telephonic, or other remote spoken and sign-language interpretation resources available to public contact staff through certified bilingual staff and through the use of a third-party translation service available by phone.

### Translation

## **Identifying and Translating Vital Documents**

Vital documents are identified through a collaborative review process involving program managers, legal counsel, and language access coordinators. A document is deemed "vital" if it contains information critical to accessing services, understanding rights or responsibilities, or complying with legal obligations. This includes applications, notices of eligibility or denial, grievance procedures, and outreach materials.

For new programs, the identification process begins during program development. Staff assess whether any documents are essential for public understanding or participation. Once identified, these documents are prioritized for translation based on the threshold languages spoken by the Limited English Proficient (LEP) populations served.

Translations are coordinated through certified vendors or in-house bilingual staff, and documents are reviewed for accuracy and cultural appropriateness before dissemination.

## **Requests for Public Meeting Information by LEP Individuals**

Individuals with LEP may request translated materials or interpretation services for public meetings by contacting the department's Language Access Coordinator or designated public contact. Requests should be made at least five business days prior to the meeting to ensure adequate time for coordination.

Requests can be submitted via email, phone, or through an online request form. Once received, the department confirms the language needed and arranges for appropriate services, such as written translations of agendas or real-time interpretation (in-person or remote). Confirmation is provided to the requestor along with instructions on how to access the translated materials or interpretation services.

## **Essential Website Content and ASL Video Translation**

Per the Business, Consumer Services and Housing Agency (BCSH) Guidelines, "essential website content" includes:

- Program eligibility and application information
- Rights and responsibilities of service recipients
- Complaint procedures
- Contact information for services and assistance
- Emergency alerts or public safety notices

The department maintains a content inventory to track essential pages and their translation status. Updates to essential content trigger a review by the Language Access Coordinator, who ensures timely translation into threshold languages. Translations are posted concurrently with English updates to maintain parity. For American Sign Language (ASL) content, the department partners with qualified Deaf interpreters and video production teams. ASL videos are created for high-impact content, such as public health guidance or program overviews. Videos are reviewed for linguistic accuracy and accessibility standards (e.g., clear visuals, appropriate pacing) before publication.

## **Responding to Written Communications from LEP Individuals**

When written correspondence is received in a language other than English, staff follow a standardized protocol:

1. Language Identification: Staff use language identification tools or consult bilingual staff to determine the language.
2. Translation: The communication is translated into English using certified translation services.

3. Response Preparation: A response is drafted in English and then translated back into the original language of the sender.
4. Review and Delivery: The translated response is reviewed for accuracy and clarity before being sent to the LEP individual via their preferred communication method (mail, email, etc.).

All interactions are documented to ensure compliance with Title VI and internal language access policies.

In accordance with CalHR Human Resources Manual, Section 1003 – Proficiency Testing Limitations, our department recognizes that language proficiency alone does not qualify an employee to translate written materials or serve as a formal interpreter. While bilingual fluency is essential, formal translation and interpretation require specialized skills, training, and contextual understanding to ensure accuracy, cultural appropriateness, and legal compliance.

When bilingual staff are utilized for translation or interpretation services, the department adheres to the following qualifications and protocols:

1. Certification or Specialized Training: Employees must possess documented training or certification in translation or interpretation. This may include completion of a recognized interpreter training program, certification through the California Court Interpreter Program, or equivalent credentials from professional language associations.
2. Assessment of Subject Matter Expertise: Staff must demonstrate familiarity with the terminology and context of the materials being translated. For example, HR-related documents require knowledge of employment law, benefits, and personnel procedures to ensure accurate translation.
3. Quality Assurance Review: All translated materials undergo a secondary review by a qualified translator or supervisor to verify accuracy and consistency. This step is critical to maintaining the integrity of public-facing documents and ensuring compliance with Title VI and the Dymally-Alatorre Bilingual Services Act.
4. Limitations on Informal Use: Bilingual staff who are certified only for verbal communication (e.g., public contact roles) are not assigned formal translation duties unless they meet the above qualifications. Informal interpretation may be permitted for internal purposes or low-risk communications, but not for vital documents or public dissemination.

5. Use of Professional Vendors: When in-house capacity is insufficient or when specialized translation is required, the department contracts with certified language service providers to ensure high-quality, legally compliant translations.

## **Language Access Coordinator**

This section includes how CHRB's Language Access Coordinator was identified. This section outlines their role in overseeing the Language Access Plan. CHRB's Equal Employment Opportunity Officer also serves as the department's Language Access Coordinator.

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The Language Access Coordinator responsibilities will include:

- Act as the point of contact for language access and services related inquiries.
- Establish and implement operational procedures to ensure compliance.
- Overseeing the department's Language Access Plan.
- Maintaining a database of certified bilingual and multilingual employees, in coordination with Human Resources as required or needed.
- Identifying training for staff on how to utilize language assistance services for the individuals they serve.
- Monitor and evaluate budget resource needs to support departmental language assistance services.
- Regularly assessing and improving the language assistance program.
- Implement and maintain a Language Access Complaint process.
- Coordinate translation and interpretation services, including qualified sign language interpreters, real-time captioning, and written information in alternate formats, such as braille, large print, and audio formats.

## **Providing Notice to Individuals with LEP**

This section includes how CHRB will notify the public about available language access services. Below is a list of tools CHRB will use to notify the public of these services:

- Translated notices.
- Notices of language services and access at the end of mailed out letters.
- Translated taglines on English language forms.
- Translated taglines on department program websites.
- Public meeting announcements.



- Ensure current CalHR Language Access posters are clearly displayed, visible, and legible to the public.

### **Use of Bilingual Staff for Translation and Interpretation**

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5. **Use of Professional Vendors:** When in-house capacity is insufficient or when specialized translation is required, the department contracts with certified language service providers to ensure high-quality, legally compliant translations.

### **Identifying and Documenting Language Preference**

CHRB is committed to ensuring meaningful access to its programs and services for individuals with Limited English Proficiency (LEP). To support this commitment, the department has established standardized procedures to identify and document each individual's language preference at the earliest point of contact.

1. **Intake and Application Forms** Language preference is captured during the initial intake process through clearly labeled fields on paper and electronic application forms. Applicants are asked to indicate their preferred spoken and written language, and whether they require interpretation or translation services. These fields are mandatory for completion to ensure consistent data collection.
2. **Electronic Case Management System (ECMS)** Once collected, language preference data is entered into the department's ECMS. This information is prominently displayed in the individual's profile to alert all staff who interact with the participant. The system also includes flags or alerts to prompt staff to offer language assistance services when needed.
3. **In-Person and Telephone Interactions** For walk-in or phone-based interactions, staff are trained to use language identification tools such as "I Speak" cards or telephonic interpretation services to determine the individual's preferred language. Once identified, the language preference is documented in the ECMS or noted in the case file.
4. **Ongoing Verification and Updates** Language preference is verified during subsequent interactions to ensure accuracy. Individuals are informed that they may update their language preference at any time, and staff are instructed to revise records accordingly.
5. **Staff Training and Quality Assurance** Staff receive regular training on how to identify language needs respectfully and accurately, including how to use available tools and systems. Supervisors conduct periodic audits of case files to ensure language preference data is consistently recorded and used to guide service delivery.

### **Monitoring, Quality Control, and Updating Language Access Plan**

This section describes how CHRB will monitor language access services. CHRB will update the Language Access Plan at least every two years. CHRB will be compliant with BCSH's Language Access Plan Guidelines. CHRB will address processes and procedures to deliver meaningful language access.

### Monitor and Quality Control Process

CHRB will create a monitoring program to ensure implementation of details. This process will entail:

- ☒ Contracting with bilingual and multilingual contractors.
  - Review contractors' performance on a continual basis and address any deficiencies immediately.
- ☒ Working with staff certified by California Department of Human Resources.

### Updating Language Access Plan

Every two years, CHRB will generate and update the list of minimum threshold languages. Vital documents and essential web content will be updated accordingly. CHRB will review and resubmit their Language Access Plan to BCSH every two years.

Revisions will address:

- Any changes in the American Community Survey Data of the U.S. Census Bureau, the Dymally-Alatorre Bilingual Service Act language survey, when applicable and/or Title VI four-factor analysis.
- Whether existing policies and procedures are meeting the needs of individuals with LEP.
- Whether staff is sufficiently trained.
- Whether identified resources for assistance are up-to-date, available, and accessible.
- Whether future language contracts need improvement or extra criteria/requirements.

Reevaluations will incorporate, as appropriate:

- New programs
- New legal requirements
- Additional vital documents
- Community input on the Language Access Plan

### Training Staff

This section includes information on how CHRB trains staff to provide language access services to the public.

#### Public Facing Employees

Language access training will be provided to all current public-facing employees no later than **December 31, 2025**. Training will occur at least annually thereafter. New staff hired into public contact positions will receive language access training within their first six months of employment.

Staff will be trained on the availability, accessibility, and appropriate use of translation and interpreting Department resources. Training topics include:

#### Language Access Training for Public-Facing Employees

CHRB is committed to ensuring that all public-facing employees are equipped with the knowledge and tools necessary to provide meaningful access to individuals with Limited English Proficiency (LEP). To support this goal, the department delivers tiered training that reflects the frequency and nature of staff interactions with the public.

#### Core Training Topics (All Public-Facing Staff)

1. Overview of BCSH Language Access Guidelines Staff are introduced to the legal and policy framework governing language access, including Title VI of the Civil Rights Act, the Dymally-Alatorre Bilingual Services Act, and BCSH-specific guidance. The training emphasizes the department's responsibilities and the importance of equitable service delivery.
2. Identifying an Individual's Language Preference Employees are trained to respectfully determine a person's preferred spoken and written language using tools such as intake forms, and electronic case management systems. Emphasis is placed on avoiding assumptions and ensuring accurate documentation.
3. Providing Language Assistance Services Staff learn the step-by-step procedures for accessing interpretation and translation services, including:
  - When and how to use in-person, telephonic, and video remote interpretation
  - How to request document translation
  - How to respond when a qualified interpreter is not immediately available
4. Working Effectively with Interpreters Training includes best practices for collaborating with interpreters across modalities:
  - Preparing for interpreted interactions
  - Speaking in short, clear segments
  - Maintaining eye contact with the LEP individual, not the interpreter
  - Ensuring confidentiality and professionalism

#### Enhanced Training (High-Contact Roles)

For staff who regularly engage with the public—such as front desk personnel, call center agents, and field representatives—additional training is provided on:

- De-escalation techniques in multilingual settings
- Cultural competency and sensitivity

- Real-time decision-making when language barriers arise
- Documentation protocols for language assistance provided

#### Delivery and Frequency

- New Employee Orientation: All public-facing staff receive language access training within 30 days of hire.
- Annual Refresher Training: Required for all staff to reinforce procedures and introduce updates.
- Targeted Workshops: Offered periodically for high-contact units or in response to identified service gaps.

#### Non-Public Facing Employees

This section describes CHRB's plan for training non-public facing employees. The department's training program for non-public facing employees will cover:

- Familiarization with CHRB's Language Access Plan.
- Identifying vital documents and requesting vital document translation.

#### **Complaint Process for Language Services and Access**

Public members and services recipients can make complaints related to language services. Complaints about language access services are accepted through:

##### Electronic:

- ☒ Email
  - [information@chrb.ca.gov](mailto:information@chrb.ca.gov)
- ☒ Website Form Submission
  - [CHRB Language Access Complaint Form](#)

##### Physical:

- ☒ Mail
  - Link to printable form: [CHRB Language Access Complain Form](https://www.chrb.ca.gov/forms/chrb_233_language_access_complaint_form.pdf)  
[https://www.chrb.ca.gov/forms/chrb\\_233\\_language\\_access\\_complaint\\_form.pdf](https://www.chrb.ca.gov/forms/chrb_233_language_access_complaint_form.pdf)
  - Mailing address:  
1010 Hurley Way, Suite 300  
Sacramento, CA 95825
- ☒ Phone Call
  - 916-263-6000

CHRB will notify public member and services recipients immediately when:

- their complaint is received.
- when the outcome is available.

## Internal Policy on Response Times for Language Access Complaints

CHRB is committed to ensuring timely, consistent, and equitable responses to all Language Access Complaints in accordance with applicable state and federal laws, including the Dymally-Alatorre Bilingual Services Act and Title VI of the Civil Rights Act of 1964.

To uphold this commitment, the department has established the following internal policy:

### 1. Acknowledgement of Complaint

All Language Access Complaints received—whether in writing, by phone, or electronically—will be acknowledged within 10 business days of receipt. The acknowledgement will confirm receipt, outline the next steps, and provide a point of contact for follow-up.

### 2. Initial Review and Informal Resolution

Within 30 calendar days, the department will conduct a preliminary review to assess the nature of the complaint, determine jurisdiction, and attempt informal resolution where appropriate. This may include contacting the complainant for clarification or additional information.

### 3. Formal Determination and Resolution

If informal resolution is not achieved, the department will issue a written determination within 60 calendar days of receiving the complaint. This determination will include:

- A summary of the complaint
- Findings of the review
- Any corrective actions taken or planned
- Information on how to request reconsideration, if applicable

### 4. Extensions and Special Circumstances

If a complaint is submitted in a language other than English, additional time may be required to obtain certified translation services. In such cases, the department may extend the response timeline by up to 15 additional calendar days, with written notice provided to the complainant explaining the reason for the delay.

## 5. Documentation and Tracking

All complaints and related correspondence will be logged in a centralized tracking system. This ensures transparency, supports trend analysis, and informs continuous improvement efforts in language access service delivery.

### Document List

The following is a list of CHRB vital documents. Included is the language identified as a threshold language. The language was identified using the Dymally-Alatorre Bilingual Services Act and any program-specific language access laws.

Form Number	Form Name	Unit	Translated - Spanish
CHRB-004	Application for License	Occupational Licensing	In Progress
CHRB-004A	Criminal History Info	Occupational Licensing	In Progress
CHRB-006	Application for Renewal or Replacement License	Occupational Licensing	
CHRB-008/008ESP	Financial Responsibility Complaint	Enforcement	X
CHRB-010	Application for Registration or Authorized Agent	Occupational Licensing	
CHRB-011	Agreement to Claim	Occupational Licensing	
CHRB-011A	HISA Form/ADDENDUM TO AGREEMENT TO CLAIM – THOROUGHBRED ONLY	Occupational Licensing	
CHRB-012	Application to Register or Renew a Stable Name	Occupational Licensing	
CHRB-013	Application to Register Multiple Ownership	Occupational Licensing	
CHRB-017	Application for License to Conduct a Horse Racing Meeting	Industry Licensing	

CHRB-018	Application for License to Conduct a Horse Racing Meeting of a California Fair	Industry Licensing	
CHRB-024A	Intra-Articular Treatment Record	Enforcement	
CHRB-025	Application for Authorization to Operate a Simulcast Wagering Facility	Industry Licensing	
CHRB-025A	Personal History Record	Industry Licensing	
CHRB-029A	Split Sample Blood and Urine Evidence (Intranet)	Enforcement	
CHRB-031	Application for Renewal of Owner's Office	Occupational Licensing	
CHRB-032	Notice of Change of Address	Occupational Licensing	
CHRB-034	Application for Approval to Operate a Simulcast Organization	Industry Licensing	
CHRB-041	Supplement Application for License as Trainer	Occupational Licensing	
CHRB-042	Supplement Application for License as Owner	Occupational Licensing	
CHRB-048	Agreement for the Employment of a minor	Occupational Licensing	
CHRB-051	Financial Complaint Agreement (Intranet)	Enforcement	
CHRB-056	Request to Release Evidence	Enforcement	
CHRB-058	Horses to be Tested by Order of the Stewards	Enforcement	
CHRB-059 (Internal)	Approval Card	Occupational Licensing	
CHRB-059A	Certification Of Approved	Occupational Licensing	



	Continuing Education (Ace) Coursework		
CHRB-059B	Request For Waiver of Approved Continuing Education (Ace) Requirement	Occupational Licensing	
CHRB-059C	Request For Waiver of Approved Continuing Education (Ace) Requirements for Good Cause	Occupational Licensing	
CHRB-065A	Official Complaint	Enforcement	
CHRB-069	Proof of Service	Enforcement	
CHRB-071 (Internal)	Positive Test Notification Equine	Enforcement	
CHRB-071A	Random Drug Testing Human	Enforcement	
CHRB-072	Necropsy Submission Form	Enforcement	
CHRB-077	Notice of Cancellation of Authorized Agent	Occupational Licensing	
CHRB-079	Declaration of no Employees	Industry Licensing	
CHRB-084	Certification for Out-of-State Wagering	Industry Licensing	
CHRB-086	Contractors	Industry Licensing	
CHRB-087	Application for License/Contractor or Sub-Contractor	Industry Licensing	
CHRB-096	Advisement of Rights	Enforcement	
CHRB-101	Bill of Sale	Occupational Licensing	
CHRB-115	Declaration	Enforcement	
CHRB-118	Fingerprint Affidavit	Enforcement	
CHRB-119	Optional Waiver of Appearance	Enforcement	
CHRB-128	Notice of Voluntary Consent	Enforcement	
CHRB-132	Application for License to Conduct	Industry Licensing	

	Advance Deposit Wagering		
CHRB-133	Application for Approval to Conduct Advance Deposit Wagering	Industry Licensing	
CHRB-134	Notification of Exclusion to Trainer 10% program	Occupational Licensing	
CHRB-135	Trainer's Backstretch Workers List	Occupational Licensing	
CHRB-193	Selection of Administrative Adjudication	Enforcement	
CHRB-194	Authorized Bleeder Medication Request	Enforcement	
CHRB-201	Jockey/Driver Accident Report	Enforcement	
CHRB-202	Positive Test Notification (TCO2)	Enforcement	
CHRB-204A-1	Governing Procedure for Disciplinary Hearing Before Board of Stewards	Enforcement	
CHRB-204A-2	Governing Procedure for Disciplinary Hearing Before Board of Stewards or Hearing Officer non-revocation enforcement proceedings	Enforcement	
CHRB-204A-3	Governing Procedure for Disciplinary Hearing Before Board of Stewards or Hearing Officer revocation enforcement proceedings	Enforcement	
CHRB-205A	Non-Represented Hearing Questionnaire	Enforcement	

CHRB-206	Notification of Exclusion of Carma Contribution	Occupational Licensing	
CHRB-217	Request to Release Jockey/Driver Split Sample	Enforcement	
CHRB-217A	Request to Release Jockey/Driver Split Sample	Enforcement	
CHRB-228	Application for Mini Satellite	Industry Licensing	
CHRB-229	Request to Change to Previously Approved Application for License to Conduct a Horse Race Meeting	Industry Licensing	
CHRB-238	Agreement to Test	Enforcement	X
CHRB-242	Continuing Education Certificate	Executive	
CHRB-245	Claimed Horse Health Record (Website)	Enforcement	

## Definitions

Individual with Limited English Proficiency (LEP): Individuals who do not speak English as their preferred language and/or who have a limited ability to read, write, speak, or understand English. Individuals with LEP may be competent in English for certain types of communication but have limited proficiency in English in other areas. An individual who is deaf, hard of hearing, non-verbal and/or has another disability(ies) and/or serious health condition(s), may also have limited proficiency in spoken or written English.

Oral Interpretation (or Interpretation): The act of listening, understanding, analyzing, and processing a spoken communication in one language (source language) and then orally rendering it into another spoken language (target language) while retaining the same meaning.

Plain Language: Straightforward language that avoids technical terms as much as possible and uses a coherent and easily readable style. (Gov Code §6219)

Proper Certification: For certification of state employees to provide service in non-English languages, CalHR requires language fluency testing. A test result indicating a language skill equivalent to “2” on the Federal Interagency Language Roundtable’s (ILR) scale in the areas of listening and speaking establishes fluency certification.

Sight Interpretation: The practice of an interpreter reading a document written in one language aloud or signed into another language.

Title VI four-factor analysis: An assessment used to identify which languages are spoken by 5% or more of the public served by departments’ programs and determine how departments can best provide language assistance services needed to ensure meaningful access to individuals with LEP. Guiding questions for the Title VI four-factor analysis include:

1. What is the number or proportion of individuals with LEP who are eligible to be served or likely to be encountered by this program or service and what languages do they speak?
  - What data do you currently have on languages spoken by program participants (i.e., what languages are spoken by program participants; how many participants speak each language; and what percentage of program participants speak each language)?
  - What do other data sources (e.g., U.S. Census, California Department of Education data, academic research, community input, etc.) tell you about the languages spoken by people who are eligible to be served by your program but that your program may not currently be reaching?
2. How frequently will individuals with LEP be in contact with this program or service? (For example: daily, weekly, monthly, rarely, etc.).
3. What is the nature or mission of this program or service? What is the target audience for this program or service? (For example: pregnant and nursing mothers or low-income families). How important is this program or service to people’s lives?
4. What resources are currently available for the provision of language access services? (For example: bilingual staff, contracted or volunteer interpreters, translation contracts, or a specific budget amount).

Translation: The rendering of a written text from one language (source language) into another language (target language).