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Subject: Assessment of Language Needs and Language Assistance Resources
                                           in the 2006 – 2008 Computer Assisted Personal Interviewing
                                           Operation

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Attached are the final results of an assessment of the language needs and the language assistance resources in the 2006 – 2008 Computer Assisted Personal Interviewing (CAPI) operation. This is the first assessment of its kind to document ACS CAPI language needs over a three-year span of full sample size, and is meant to provide the regional offices with information that will be valuable in making recruitment and hiring decisions.

For each regional office and each year, two sets of monthly CAPI language workloads were estimated. The first set estimates the number of households in CAPI each month that may have a general language need or preference for a given language (language workloads), while the second set estimates the number of households in CAPI each month that are likely to have a critical language need (linguistically isolated language workloads). For each regional office, these estimated workloads by language are compared with the number of field representatives in that office that are available to conduct interviews in a particular language.

Although a regional office's linguistically isolated language workload is, on average, less than ten percent of its household language workload, analyzing the needs of linguistically isolated households and making language assistance services available to them are critical for obtaining quality data in the ACS.

Major findings:

- After Spanish, there is no top linguistically isolated household language shared among all of the regional offices. Languages that are dominant in one regional office are not necessarily dominant in another.

- Linguistically isolated language workloads were fairly stable over this 3-year period, except for increases in the Spanish linguistically isolated language workloads of the Atlanta and Dallas regional offices.

- The regional offices have hired field representatives with the necessary language skills to accommodate their unique linguistically isolated language workloads.

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Assessment of Language Needs and Language Assistance Resources in the 2006 – 2008 Computer Assisted Personal Interviewing Operation

FINAL REPORT

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EXECUTIVE SUMMARY

Objective

After the ACS moved to full sample size, the language needs of the cases assigned to the Computer Assisted Personal Interviewing (CAPI) operation and the language resources of the regional offices were to be assessed for future recruitment and hiring decisions.

Methodology

Language needs of households interviewed in CAPI during January 2006 to December 2008 were analyzed in two ways: by household language, which indicates a general need or preference, and by linguistic isolation, which specifies a critical need. Both measures are derived from data collected on the language questions in the ACS. Language resources refer to the specific language-speaking abilities of field representatives in the regional offices.

Research Questions and Results

1. What are the estimated CAPI language workloads per regional office?

Across all regional offices in 2008, the English only and Spanish language workloads represented 74.8 and 17.0 percent, respectively, of the total language workload. Other languages that are dominant in one regional office are not necessarily dominant in another.

2. How have these workloads changed over time?

Over 2006 to 2008, some regional offices' total language workloads moderately changed while others' total language workloads remained fairly stable. These changes were driven mostly by an increase or decrease in the regional offices' English and/or Spanish language workloads.

3. What are the estimated CAPI linguistically isolated language workloads per regional office?

There is no one dominant national linguistically isolated language need following Spanish. Paying attention to the differences among regional offices' top linguistically isolated language workloads is necessary to effectively support a much broader set of language needs in the CAPI operation.

4. How have these workloads changed over time?

Linguistically isolated language workloads did not change or changed very little over 2006 to 2008 in most regional offices, with the exception of an increased Spanish linguistically isolated need in the Atlanta and Dallas regional offices.

5. For each regional office, how do the estimated language workloads and the estimated linguistically isolated language workloads compare with the language assistance resources?

Regional offices have hired field representatives with the necessary language skills to accommodate their unique linguistically isolated language workloads.

1. BACKGROUND

1.1. What is the American Community Survey?

The American Community Survey (ACS) is a relatively new, national survey conducted by the U.S. Census Bureau that produces detailed demographic, socioeconomic, and housing characteristics. ACS data have been continuously collected since 2000, but in January 2005, the survey reached full-sample size. Now, ACS samples roughly 3 million addresses from the housing population annually and will replace the long form in the 2010 Census.

The annual ACS sample is partitioned into 12 monthly sample panels with each panel having a three-month interview period. One sample panel consists of three sequential data collection modes; mail, telephone, and personal visit; each taking a month for completion.[1] Each calendar month a new ACS sample panel is started so that in every month of the year all three data collection modes are running simultaneously (see Figure 1 below).

Figure 1. Sample Panel Structure.

Every data collection mode includes some level of language assistance primarily to help householders with limited English skills complete the ACS. This paper focuses on the final mode of data collection, which uses Computer Assisted Personal Interviewing (CAPI) methods and is coordinated out of twelve Census Regional Offices. For more information on the data collection operations, consult "*Design and Methodology*" by the U.S. Census Bureau.

1.2. Computer Assisted Personal Interviewing

Cases eligible for CAPI include all sample cases with unmailable addresses[2]; all sample cases with undeliverable addresses[3]; all noninterviews after Computer Assisted Telephone Interviewing (CATI); and all mail nonrespondents without landline telephone numbers. Noninterviews after CATI are sample cases that were eligible for the mail and CATI modes, but from which no survey data was obtained. These noninterviews include, but are not limited to, cases that result in a refusal or language barrier. The annual CAPI workload is about a 1 in 3 sample of mail and CATI nonrespondents and a 2 in 3 sample of cases that have an

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[1] Mail returns are accepted during all data collection modes.
[2] An unmailable address is inadequate for delivery by the United States Postal Service. For example, 'beige house with blue shutters 5 miles from nearest road' is unmailable.
[3] An undeliverable address is one that looks mailable, but is returned to the Census Bureau after mailing because it is considered undeliverable by the United States Postal Service.

unmailable address. Personal visits are by far the most expensive and require the most time per case out of each of the three ACS data collection modes.

The sub-sampled CAPI workload is divided among the regional offices according to the location of the sample address. Across the regional offices, field representatives interview as many households as possible in roughly one month. The field representative first looks for an English-speaking member of the household to assist with the interview. If one is not available, the field representative will seek a neighbor or perhaps a landlord. Field representatives also have other resources available such as community groups and interpreters, and the regional offices have a pool of field representatives skilled in multiple languages.

2. INTRODUCTION

Early in the decade, the Census Bureau completed assessments of the staffing of the regional offices relative to their projected language workloads. The Race and Ethnic Advisory Committee and the 2010 Census Advisory Committee found these comparisons to be very useful and requested that the Census Bureau repeat these analyses once the ACS moved to full sample. Updated information on language workloads and staffing resources can provide the regional offices with important information for recruitment and hiring.

This report is intended to provide an overview of how specific language needs are growing and changing in the CAPI operation. Information provided in the tables will be useful for evaluating how to improve the quality of the data received from non-English speaking households.

3. RESEARCH QUESTIONS

This study focuses on the following questions regarding language needs and language resources in the CAPI data collection mode:

- What are the estimated CAPI language workloads per regional office?

- How have these workloads changed over time?

- What are the estimated linguistically isolated CAPI language workloads per regional office?

- How have these workloads changed over time?

- For each regional office, how do the estimated CAPI language workloads and the estimated linguistically isolated CAPI language workloads compare with the language assistance resources?

4. METHODOLOGY

4.1. Defining the 2006 – 2008 CAPI Universe

Analysis for this study is limited to the CAPI operations conducted in the United States. Therefore, data for the Boston regional office exclude staff working in Puerto Rico and the workloads associated with Puerto Rico.

The universe is defined by all sample cases from the housing population that were interviewed in CAPI in January 2006 through December 2008, corresponding with the November 2005 through October 2008 sample panels. For this analysis, CAPI noninterviews, temporarily occupied housing units, vacant units, and some late mail return cases are excluded from the universe. Due to the low nonresponse rate in CAPI, it is not a major limitation to define the universe this way. Over 2006 to 2008, the United States CAPI nonresponse rate ranged from 5.06 to 4.40 percent (Cepietz, 2009).

4.2. Defining Household Language

Survey data collected from the language spoken at home survey question were used to identify a "household language" for each CAPI interviewed household. The question regarding language spoken asks, "Does this person speak a language other than English at home?" If the respondent answers "yes", then one of the follow-up questions asked is, "What is this language?" This is not to be confused with the CAPI instrument's prompt at the end of a survey that asks the interviewer to indicate the language that the interview was conducted in. The language spoken at home question that was used to calculate household language is within the survey itself.

Since the language-spoken question is open ended, many different responses are given. Instead of using all 400 identified language responses, we recoded language spoken so that all responses fall into a 40-category grouping. Using the recoded language spoken categories, a household language category was assigned to each CAPI interview. For our analysis, household language was defined as the first non-English language spoken by either the reference person, husband/wife, father/mother, brother/sister, son/daughter, grandchild, in-law, other relative, unmarried partner, housemate/roommate, roomer/boarder, foster child, other nonrelative in that order (only considering household members age 5 and older). If no household members report speaking a language other than English at home, then that housing unit is labeled as having a household language of English. Note that this is a generous definition of household language and would identify a household as having a household language if only one of the members (even a roomer/boarder) reported speaking a language other than English at home.

4.3. Defining Linguistic Isolation

If a respondent answers the language spoken question by saying they speak a language other than English at home, a follow-up question about English proficiency is asked: "How well does this person speak English?" with four response options: "very well", "well", "not well", and

"not at all". A linguistically isolated household is defined as a household where no household member age 14 or over speaks only English or speaks another language and speaks English "very well". It is a household in which all adults have some limitation in communicating in English. This definition of linguistic isolation is the same as the one used in Census 2000.

The ACS question on English-speaking ability captures the respondents' own assessment of their English-speaking ability. The Census Bureau uses the distinction of those who report speaking English less than "very well" as having some difficulty with the English language, based on a 1982 study on the English Language Proficiency Survey (ELPS), which found that those who spoke English less than "very well" had some difficulty with the tests administered in the ELPS. However, no study has been conducted to measure the performance of the ACS question on English-speaking ability since the 1982 ELPS (Kominski, 1989).

4.4. Estimating Language Needs

Edited ACS data production files were used to calculate the household language and linguistic isolation status for each sample case in the universe. Edited files contain some values that have been imputed to account for survey item nonresponse. The imputations are based on the most probable response given the housing unit's reported demographic, socioeconomic, and geographic characteristics. In our study, the use of edited data means that imputed responses to the language spoken at home and English proficiency questions were used. Due to the low item nonresponse rates for these questions, using edited ACS production files does not impose a considerable limitation on this study.[4]

We chose to use unweighted data in order to estimate the actual number of sample cases assigned to the regional offices by household language during January 2006 through December 2008. Since the data used in the analysis are unweighed, one should be aware that the total and regional office workloads do not represent national or even regional language characteristics and should not be used to do so.

Since edited language spoken and English ability data are available for most interviewed housing units in CAPI, we estimated the actual CAPI workload using these data items. Since language spoken and English ability data are not available for noninterviews, temporarily occupied housing units, vacant units, or sample cases that were interviewed in CAPI but returned a more complete survey by mail, these cases are excluded from the universe for our analysis.[5] The sample cases remaining in the universe after excluding such cases will be called the estimated CAPI household language workload or the language workload.

So, for each year in 2006 through 2008 and every household in the CAPI universe, edited data were used to calculate a household language and linguistic isolation status. We calculated an

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[4] Item allocation rates have increased over 2006 – 2008, but they are still low. In 2008, the items "speaks another language at home", "language spoken", and "English ability" had respective item allocation rates of 3.1, 5.3, and 3.9 percent across all data collection modes.

[5] ACS keeps on record only the most complete survey response for any given household in the sample panel. If a household interviewed in CAPI returns a more complete survey by mail, then the recorded CAPI interview is overwritten by the late mail response.

annual household language workload and an annual linguistically isolated household language workload for each year and each regional office. Since data collection workloads are typically not reported annually but rather monthly, we divided our estimated annual workloads by twelve to yield estimated monthly workloads.

4.5. Differences between Workload and Language Workload

In this study we will use the term, "language workload" to represent our estimate of the workload associated with a specific language. The "total language workload" is the sum of all language workloads and is similar to, but slightly different from, the CAPI workload. The CAPI workload refers to the group of sub-sampled cases selected for CAPI interviewing after the CATI data collection mode ends. The CAPI language workloads produced for this study are unequal to the actual CAPI workload; they are a subset of the CAPI workload. The language workload is smaller than the actual workload because ineligibles, group quarters, late mail returns, noninterviews, vacancies, and temporarily occupied housing units are part of the total CAPI workload, but excluded from the universe in this analysis for the following reasons:

- Ineligibles and Group Quarters. Ineligible sample cases are businesses, nonexistent housing units, etc. that are not eligible for interview. Group quarters are places where people live or stay that are normally owned or managed by an entity or organization providing housing and/or services for the residence. ACS collects data from people living in group quarters, but not from ineligible cases. Neither ineligible cases nor group quarters are considered part of the housing unit population. Because this study is intentionally focused on the characteristics of the housing unit population and their language needs, ineligible cases and group quarter interviews are unaccounted for in the language workloads.

- Late Mail Returns. During data processing, any cases that were assigned to CAPI, but returned a late mail return are ignored if the mail returned form is determined to be more complete than the CAPI interview. The late mail return becomes the response on record and the fact that an interview was conducted by CAPI is overwritten. Therefore, when CAPI cases are tallied from the edited data files, these cases that were actually part of the CAPI workload will be excluded. However, CAPI interviews that were more complete than the late mail return are recorded as CAPI interviews and will appear in the CAPI language workload.

- Noninterviews. The excluded noninterviews may or may not have a non-English language need, which is one reason why the language workload in this study is an imperfect measure of the true CAPI language workload and an underestimate of the total CAPI workload. Normally, data are weighted to account for noninterviews so that inferences about a whole population can be formed, but by choice unweighted data are used here. Based on the file chosen for this project, workload estimates, weighted only for noninterviews, could not be produced. Because answers to the language spoken and English proficiency questions answered in CAPI are only available for interviewed and occupied housing units, there is no way to account for them in the language workload. However, we do not believe that this poses a major limitation to the study. From 2006

to 2008, the national CAPI response rates ranged from 94.94 percent to 95.60 percent (Cepietz, 2009). Thus, due to the high response rates in CAPI, the missing response data from noninterviews is not of great concern.

- Temporarily Occupied and Vacant Housing Units. Temporarily occupied housing units are units that, when they are interviewed in CAPI, have no people living there who qualify (per ACS residence rules) to be included at that unit. Unlike a regular vacant unit, someone is there, but does not live there for more than 2 months out of the year. These housing units are likely a short-term vacation home or something similar. The CAPI FR treats these as vacant units, and only collects housing data from them like all other vacant units. These cases are excluded from the language workload, like vacant units, because population data are not collected from them and, therefore, there is no information available on the language spoken by anyone in that household.

4.6   Assessing Language Assistance Resources

Language resources refer to the number of field representatives and senior field representatives with non-English language skill sets. Field Division collected these data from each of the twelve regional offices in mid-June 2009, acquired from their 2009 administrative files, to serve as a snapshot of the current language resource status. Historical field representative and senior field representative language skill set data were not readily available from the regional offices. While this imposes some limitation, we can still compare, for each regional office, their 2008 language workloads to their currently observed language capabilities.

Language assistance resource data should be interpreted keeping in mind that the reported numbers represent the status of field representative and senior field representative language skill sets as of one point in time. The data should be used only as an indicator of the estimated language assistance resource distribution. These numbers are unofficial and do not accurately represent language resources in 2009 or even in June 2009 since staffing in the regional offices is in constant flux. Note that additional language resources, in the form of interpreters, are also available in each regional office, but are not included in these summaries.

5. RESULTS

5.1.   What are the estimated CAPI language workloads per regional office?

Language workloads estimate the number of households interviewed in CAPI, categorized by their potential language need. This measure includes, but is not limited to, the number of households that need language assistance because they do not speak English very well or at all. Also included in the language workload are households that might simply prefer to respond in a non-English language although they are capable of completing an interview in English.

Table 1 displays, for each regional office, the average monthly language workloads for the years 2006, 2007, and 2008. Additionally, the percent of each language workload relative to the total language workload of the regional office is given, as is the change in all regional

offices' language workloads from 2006 to 2008. Household languages with an average monthly workload of fewer than five cases per month are shaded gray. The last sub-table in Table 1 provides a summary across all twelve regional offices.

As one might have suspected, English and Spanish average monthly language workloads top the list for each year and each of the regional offices. Across all regional offices in 2008, the English only language workload represented 74.8 percent of the total language workload. Nationally this includes about 19,000 total CAPI cases each month that require only English-speaking field representatives. The Charlotte, Dallas, and Kansas City regional offices were the only regional offices that experienced English language workloads of more than 2,000 each month. The Los Angeles and New York regional offices were the only regional offices to have monthly English language workloads of less than 1,000.

Across all regional offices in 2008, the Spanish language workload made up 17.0 percent of the total language workload or, nationally, over 4,000 cases per month. The Los Angeles and Dallas regional offices had by far the highest Spanish language workloads per month in 2008: 890 and 849, respectively, which are both more than twice the regional offices' average Spanish language workload of 355 cases per month. The Atlanta, Denver, and New York regional offices had Spanish language workloads that were in the 400 to 500 cases per month range, and those language workloads were still substantially greater than the other regional offices' average monthly Spanish language workloads. At the other extreme, the Detroit regional office had a Spanish language workload of only 58 cases per month, the minimum regional office average monthly Spanish language workload.

The data also show that languages dominant in one regional office are not necessarily dominant in another. Examples of languages local to a particular regional office include:

- French Creole in the Atlanta regional office;
- Portuguese and French in the Boston regional office;
- Polish in the Chicago regional office;
- Navajo and other Native American languages in the Denver regional office;
- Tagalog, Korean, Chinese, and Vietnamese in the Los Angeles regional office;
- Chinese, Russian, French Creole, Italian, Polish, and French in the New York regional office;
- Other Native North American languages, Chinese, and Tagalog in the Seattle regional office.

These languages had a 2008 regional office language workload proportion greater than one percent. Note that the Charlotte, Detroit, and Kansas City regional offices are three of the regional offices that do not appear on the list above. These three offices experience language workloads that are predominantly English only with low Spanish language workloads and a minimal number of sample cases that report speaking other languages at home. Each of these offices had English language workloads accounting for more than 89.5 percent of their regional office's 2008 total language workload.

Regional offices' top average monthly language workloads not only differ in ranking, but they also differ by the number of top household languages. For instance, in 2008, the New York and Los Angeles regional offices had 15 and 11 different language workloads with ten or more cases per month, respectively, while the Charlotte regional office had only two language workloads with ten cases or more per month.

5.2.   How have these workloads changed over time?

From 2006 to 2008, the regional offices experienced varying changes in their total language workloads: some regional offices had moderate increases, other regional offices had moderate decreases, and a number of regional offices' total language workloads remained fairly stable. Although the regional offices experienced different increases and decreases to their total language workloads, the change in their language workload is driven by a large increase or decrease in their English or Spanish language workloads. For example, in the Atlanta regional office, the overall language workload increase from 2006 to 2008 was 73 cases per month. However, the Atlanta regional office's Spanish language workload increased by 23 cases per month and its English language workload increased by 45 cases per month. Together, the Spanish and English language workloads made up 68 cases out of the 73 case per month increase.

This observation is true for all regional offices except for the Denver, Los Angeles, and New York regional offices. In the Denver regional office, the majority of its 42 cases per month increase over 2006 – 2008 was due to a substantial increase in the average monthly Navajo language workload of 50 cases per month. This is explained by an increase in the sample size for areas in the Denver regional office in 2007.[6]

For the Los Angeles regional office, a large proportion of the total change in the language workload over 2006 – 2008 was due to the Spanish and English language workloads, but there were also many small increases/decreases in other language workloads that totaled an overall decrease of 10 cases per month. Likewise, the New York regional office's decrease in total language workload was affected not only by decreases in the English and Spanish language workloads, but also by changes in the Chinese, French Creole, Korean, and Portuguese language workloads.

Additionally, across the regional offices, the top language needs changed rank from 2006 to 2008, but they changed ever so slightly. On average, the four top language workloads for a regional office remained the same and the remaining household language workloads fluctuate within the rankings faintly. For example, in the Atlanta regional office, the eighth top ranked language workload (African languages) in 2006 became the sixth top language workload in 2008. This minor fluctuation or delicate shuffle among the rankings over time is the only type of change found in the sorted lists of language workloads for each regional office in each year.

Across regional offices, the total CAPI language workload increased by only 122 cases per month over 2006 to 2008. Since some regional offices experienced substantial increases while

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[6] An increase in the number of active, functional tribal subdivisions sampled in the 2007 ACS and later resulted in a larger increase in the Navajo language workload than would have been expected otherwise.

others experienced substantial decreases in their total language workloads, the net change across regional offices is low. Although the mail response rate rose in 2008, the CATI response rate fell, consequently increasing the number of sample cases for CAPI (Cepietz, 2009). Most likely, the increase in CAPI sample cases was not distributed evenly across the regional offices, which would explain why some regional offices completed more interviews than other regional offices. Other factors contributing to this result may include an increase in the CAPI response rate, which would yield a higher language workload, and an increase in the sample size, as was true for the Navajo-speaking populations.

5.3. What are the estimated linguistically isolated CAPI language workloads per regional office?

Linguistically isolated language workloads indicate the number of households that probably would have difficulty responding, or understanding, a CAPI interviewer that only speaks English. In 2008, linguistically isolated language workloads accounted for 7.8 percent of all regional office's language workloads for an average regional office linguistically isolated language workload of 162 cases per month. Although linguistically isolated language workloads are, on average, less than ten percent of a regional office's average monthly language workload, analyzing the language needs of these households and making language assistance services available according to top language priorities are critical for obtaining quality data in the ACS. It is assumed that most linguistically isolated households require language assistance in order to accurately answer ACS survey questions.

Table 2 displays, for each regional office, the linguistically isolated average monthly language workloads for each year in 2006 through 2008. Additionally, two percentages are provided for each regional office: the percentage of each average monthly linguistically isolated language workload relative to the total language workload and the percentage of each average monthly linguistically isolated language workload relative to the total linguistically isolated language workload. The last column in every sub-table lists the difference between the 2006 linguistically isolated language workloads and the 2008 linguistically isolated language workloads, which is the increase in average monthly linguistically isolated language workloads over time. For each regional office sub-table, household languages with an average monthly linguistically isolated language workload of less than one case per month are shaded gray. The last sub-table in Table 2 is a summary across all regional offices where language workloads of less than 12 cases per month are shaded.

For all three years and in each regional office, the regional offices' Spanish linguistically isolated language workloads accounted for over half of the linguistically isolated language workloads. In 2008, Spanish linguistically isolated language workloads made up 73.7 percent of the total linguistically isolated language workload. In that year, the Dallas regional office had the largest Spanish linguistically isolated language workload percentage (92.3 percent or 256 out of 287 cases per month) and the Detroit regional office had the smallest Spanish linguistically isolated language workload percentage (50 percent or 16 out of 32 cases per month). Besides Spanish, there are no other languages with high linguistically isolated language workloads across all the regional offices.

The last Table 2 sub-table summarizes the estimated linguistically isolated language workloads across the nation, identifying an average of about 2,000 CAPI cases each month that require language assistance. The top language needs are: Spanish, & Creole, Chinese, Korean, Vietnamese, Russian, French Creole, African languages, Polish, Navajo, Portuguese & Creole, and Arabic. Just as was seen with the language workloads by household language per regional office in Result #1, the top linguistically isolated language workloads after Spanish vary among the regional offices. There is no one dominant national linguistically isolated language need following Spanish, and paying attention to the differences among top linguistically isolated language workloads across the regional offices is necessary to effectively support a much broader set of language needs. To illustrate this point, here are the nine different household languages that ranked second for linguistically isolated language workloads in 2008:

- French Creole (Atlanta);
- Portuguese and Creole (Boston);
- Vietnamese (Charlotte, Dallas);
- Polish (Chicago);
- Navajo (Denver);
- Korean (Charlotte, Los Angeles);
- Arabic (Detroit);
- African languages (Charlotte, Kansas City);
- Chinese (Charlotte, New York, Philadelphia, Seattle).

Although there are different top household languages for linguistic isolation among the regional offices (excluding Spanish), the general distribution of the linguistically isolated language workloads is similar across the regional offices. Many of the household languages have low linguistically isolated language workloads, while only a few household languages have large linguistically isolated language workloads.

Comparing language workloads to linguistically isolated language workloads, one will notice that the top language workloads are different than the top linguistically isolated language workloads. For example, German language workloads fell down the rankings on all the regional office linguistically isolated lists. Also, the household languages bulleted above seem to rise to the top of the linguistically isolated rankings only if the regional office experienced a decently sized language workload for those household languages. Because the rankings vary for household languages between lists, it is important that the ACS make language assistance materials and resource decisions based on the linguistically isolated household data because top linguistically isolated language workloads by household language have a different distribution than the top language workloads by household language.

5.4. How have these workloads changed over time?

As mentioned in the previous section, the linguistically isolated language workload made up 7.8 percent of the language workload in 2008. More specifically, across all regional offices, there were 1,946 linguistically isolated cases per month relative to a language workload of 25,103 cases per month, an increase from a total of 1,869 out of 24,981 in 2006. If we assume an even distribution of these language workloads across regional offices, this suggests an

average linguistically isolated language workload of about 162 cases per month in 2008. In 2006, that average was 156. It is important to watch for movements in these figures over time to adjust the number of language assistance staff and the languages provided in the assistance program.

The linguistically isolated language workload increased, on average, by 4.1 percent or 6 cases per month from 2006 to 2008 for each regional office. This is 3.6 percentage points greater than the 0.5 percent increase in the language workload or 10 cases per month from 2006 to 2008. Approximately 0.9 percentage points of the 3.4 percentage point difference is due to the change in ACS sampling rates for active functional tribal subdivisions starting in 2007. The remainder of the increase may be attributable to the fact that the U.S. linguistically isolated household population increased by 1.4 percent from 2006 to 2008.[7] Census Bureau research has shown that linguistically isolated households are more likely to be interviewed in CAPI than in the other data collection modes, so it is likely that CAPI would affected by such an increase in the linguistically isolated population (McGovern, 2004).

Most linguistically isolated language workloads by household language did not change or changed very little over 2006 to 2008. The largest non-Spanish languages linguistically isolated language workloads by household langue per regional office that changed were the:

- Navajo language workload in the Denver regional office (because of a sample size increase), which increased by 16 cases per month;

- Chinese, Russian, and Yiddish language workloads, which increased by 7, 3, and 2 cases per month, respectively, and the French language workload, which decreased by 2 cases per month in the New York regional office

- Korean language workload in the Los Angeles regional office, which increased by 4 cases per month;

- African language workload, which increased by 2 cases per month, and the Russian language workload, which decreased by 2 cases per month, in the Boston regional office.

All the other linguistically isolated language workloads in every regional office had changes of one case or fewer per month. Not many of the linguistically isolated language needs changed, which might be explained by a combination of different events including, but not limited to, an increase in the mail and CAPI response rates and a decrease in the CATI response rate. Overall, non-Spanish linguistically isolated language workloads, unlike the Spanish language workloads in Table 1, are constant over time.

Spanish linguistically isolated language workloads, on the other hand, have fluctuated over 2006 to 2008. The Dallas and Atlanta regional offices had the greatest increases in their Spanish linguistically isolated language workloads (26 and 10 cases per month, respectively),

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[7] There were 5,400,960 linguistically isolated households in 2006 and 5,475,789 linguistically isolated households in 2008 in the United States. (Source: 2006 ACS, 2008 ACS)

while the Denver and Los Angeles regional offices had the greatest decreases in their Spanish linguistically isolated language workloads (7 and 6 cases per month, respectively).

Without counting the average monthly Spanish linguistically isolated language workloads from the Atlanta and Dallas regional offices, the 2008 average monthly Spanish language workload across the regional offices would have decreased by 0.1 percent, which mimics the consistent pattern of average monthly linguistically isolated language workloads for other household languages. Thus, the data from Table 2 show that linguistically isolated language needs have not changed for most languages in most regional offices with the exception of an increased Spanish linguistically isolated need in the Atlanta and Dallas regional offices.

5.5. For each regional office, how do the estimated CAPI language workloads and the estimated linguistically isolated CAPI language workloads compare with the language assistance resources by language?

Table 3 lists, for each regional office, the 2008 average monthly language workload ranges and the number of field representatives and senior field representatives with that language skill (resources). The 2008 average monthly language workload range uses the 2008 linguistically isolated language workloads for its lower bound and the 2008 language workloads as its upper bound. These numbers are not true minimums and maximums, but serve as fair estimates of the likely ranges. The household languages are ranked based on the linguistically isolated language workloads. The last sub-table in Table 3 is a total of the ranges and resources across all twelve regional offices. For each sub-table, blanks imply zeroes and have been omitted from the resource column to enhance readability.

The last sub-table in Table 3 summarizes the language assistance resources across all regional offices. It shows a total of 367 field representatives and senior field representatives with language skills, 209 (57 percent) of which speak Spanish. Language support is seen in a very broad set of languages. Individual regional office tables make it apparent that the regional offices have hired field representatives with language skills sets that are in demand given the language needs of their jurisdictions. The reader should take into account the fact that these resources are only descriptive of one moment in time and do not reflect that actual number personal visit interviewers available during the entire year of 2008. Also, regional offices supplement all field representatives' language resources with interpreters in languages not covered by the field representatives' skill set. Hopefully, this information will be useful to the regional offices as they make hiring and recruitment decisions.

6. CONCLUSIONS

The CAPI operation is doing many things well with respect to supporting non-English speaking households in the ACS. Continued efforts are required to improve the number of interviews obtained from linguistically isolated households in all languages. This suggests the continual need to recruit bilingual staff and obtain interpreter assistance for languages distinctive to particular regional offices. Please keep in mind that even though the absolute numbers of

language needs in some languages are small, collecting data from these households is critical to providing high quality data for small areas and small population groups.

ACSO should assist the regional offices by supplying data such as those included in this report on a regular basis to help managers identify emerging language needs. We also encourage the regional offices to supply feedback on this report so that future editions can be more beneficial to them. As the language assistance service in the CATI operation expands, a future report like this one might also assess how these factors affect household language and linguistically isolated language needs in CAPI.

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Table 1.

Estimated Average Monthly CAPI Language Workloads per Regional Office

Atlanta

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	2007 Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	2008 Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	1,939	76.8	English only	1,963	76.5	English only	1,984	76.4	45
Spanish & Creole	434	17.2	Spanish & Creole	443	17.3	Spanish & Creole	457	17.6	23
French Creole	40	1.6	French Creole	40	1.6	French Creole	43	1.7	3
French incl. Patois, Cajun	15	0.6	French incl. Patois, Cajun	14	0.5	French incl. Patois, Cajun	12	0.5	-3
Portuguese and Creole	10	0.4	Portuguese and Creole	12	0.5	Portuguese and Creole	10	0.4	0
German	8	0.3	German	9	0.4	African languages	9	0.3	3
Vietnamese	7	0.3	Vietnamese	7	0.3	Vietnamese	8	0.3	1
African languages	6	0.2	African languages	6	0.2	Korean	7	0.3	1
Korean	6	0.2	Arabic	6	0.2	German	6	0.2	-2
Arabic	5	0.2	Chinese	6	0.2	Arabic	5	0.2	0
Chinese	5	0.2	Hindi	5	0.2	Chinese	5	0.2	0
Italian	5	0.2	Italian	5	0.2	Russian	5	0.2	1
Other Indic	4	0.2	Korean	5	0.2	Hindi	4	0.2	1
Russian	4	0.2	Russian	5	0.2	Other Asian	4	0.2	1
Hindi	3	0.1	Tagalog	5	0.2	Other IndoEuropean	4	0.2	2
Japanese	3	0.1	Other Asian	4	0.2	Tagalog	4	0.2	1
Other Asian	3	0.1	Other Indic	3	0.1	Greek	3	0.1	2
Tagalog	3	0.1	Polish	3	0.1	Italian	3	0.1	-2
Gujarathi	2	0.1	Gujarathi	2	0.1	Other Indic	3	0.1	-1
Hebrew	2	0.1	Hebrew	2	0.1	Gujarathi	2	0.1	0
Other IndoEuropean	2	0.1	Japanese	2	0.1	Hebrew	2	0.1	0
Other Slavic	2	0.1	Other IndoEuropean	2	0.1	Japanese	2	0.1	-1
Polish	2	0.1	Serbo-Croatian	2	0.1	Other Slavic	2	0.1	0
Serbo-Croatian	2	0.1	Thai	2	0.1	Polish	2	0.1	0
Greek	1	0.0	Urdu	2	0.1	Serbo-Croatian	2	0.1	0
Hungarian	1	0.0	Greek	1	0.0	Laotian	1	0.0	0
Laotian	1	0.0	Hungarian	1	0.0	Mon-Khmer, Cambodian	1	0.0	0
Mon-Khmer, Cambodian	1	0.0	Laotian	1	0.0	Other languages & not reported	1	0.0	0
Other languages & not reported	1	0.0	Other Native North American langs	1	0.0	Other Native North American langs	1	0.0	0
Other Native North American langs	1	0.0	Other Pacific Islands	1	0.0	Other Pacific Islands	1	0.0	0
Other Pacific Islands	1	0.0	Other Slavic	1	0.0	Other West Germanic	1	0.0	0
Other West Germanic	1	0.0	Other West Germanic	1	0.0	Persian	1	0.0	0
Persian	1	0.0	Persian	1	0.0	Thai	1	0.0	0
Scandinavian	1	0.0	Scandinavian	1	0.0	Urdu	1	0.0	0
Thai	1	0.0	Yiddish	1	0.0	Yiddish	1	0.0	0
Urdu	1	0.0	Armenian	0	0.0	Armenian	0	0.0	0
Yiddish	1	0.0	Miao, Hmong	0	0.0	Hungarian	0	0.0	-1
Armenian	0	0.0	Mon-Khmer, Cambodian	0	0.0	Miao, Hmong	0	0.0	0
Miao, Hmong	0	0.0	Navajo	0	0.0	Navajo	0	0.0	0
Navajo	0	0.0	Other languages & not reported	0	0.0	Scandinavian	0	0.0	-1
TOTAL	**2,525**	**100.0**	**TOTAL**	**2,565**	**100.0**	**TOTAL**	**2,598**	**100.0**	**73**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

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Table 1, Continued. Estimated Average Monthly CAPI Language Workloads per Regional Office

Boston**

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	2007 Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	2008 Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	1,537	82.4	English only	1,509	82.0	English only	1,516	81.4	-21
Spanish & Creole	158	8.5	Spanish & Creole	162	8.8	Spanish & Creole	170	9.1	12
French incl. Patois, Cajun	31	1.7	Portuguese and Creole	31	1.7	French incl. Patois, Cajun	28	1.5	-3
Portuguese and Creole	31	1.7	French incl. Patois, Cajun	26	1.4	Portuguese and Creole	27	1.5	-4
French Creole	10	0.5	Italian	11	0.6	Chinese	10	0.5	1
Italian	10	0.5	African languages	8	0.4	French Creole	10	0.5	0
Chinese	9	0.5	Chinese	8	0.4	Italian	10	0.5	0
Polish	9	0.5	French Creole	8	0.4	German	9	0.5	2
German	7	0.4	Polish	7	0.4	Polish	8	0.4	-1
Russian	7	0.4	German	6	0.3	African languages	7	0.4	2
African languages	5	0.3	Arabic	5	0.3	Arabic	6	0.3	2
Other IndoEuropean	5	0.3	Russian	5	0.3	Other IndoEuropean	6	0.3	1
Vietnamese	5	0.3	Vietnamese	5	0.3	Russian	5	0.3	-2
Arabic	4	0.2	Greek	4	0.2	Vietnamese	5	0.3	0
Greek	3	0.2	Hindi	4	0.2	Hindi	4	0.2	1
Hindi	3	0.2	Korean	4	0.2	Other Asian	4	0.2	1
Korean	3	0.2	Mon-Khmer, Cambodian	3	0.2	Other Indic	4	0.2	2
Mon-Khmer, Cambodian	3	0.2	Other Asian	3	0.2	Greek	3	0.2	0
Other Asian	3	0.2	Other IndoEuropean	3	0.2	Mon-Khmer, Cambodian	3	0.2	0
Other Native North American langs	3	0.2	Tagalog	3	0.2	Other Native North American langs	3	0.2	0
Hebrew	2	0.1	Hebrew	2	0.1	Other Slavic	3	0.2	1
Other Indic	2	0.1	Japanese	2	0.1	Tagalog	3	0.2	1
Other Slavic	2	0.1	Laotian	2	0.1	Japanese	2	0.1	1
Serbo-Croatian	2	0.1	Other Indic	2	0.1	Korean	2	0.1	-1
Tagalog	2	0.1	Other Native North American langs	2	0.1	Serbo-Croatian	2	0.1	0
Gujarathi	1	0.1	Other Slavic	2	0.1	Armenian	1	0.1	1
Japanese	1	0.1	Other West Germanic	2	0.1	Gujarathi	1	0.1	0
Laotian	1	0.1	Scandinavian	2	0.1	Hebrew	1	0.1	-1
Other Pacific Islands	1	0.1	Serbo-Croatian	2	0.1	Hungarian	1	0.1	1
Other West Germanic	1	0.1	Armenian	1	0.1	Laotian	1	0.1	0
Persian	1	0.1	Gujarathi	1	0.1	Other Pacific Islands	1	0.1	0
Scandinavian	1	0.1	Hungarian	1	0.1	Other West Germanic	1	0.1	0
Thai	1	0.1	Other languages & not reported	1	0.1	Persian	1	0.1	0
Urdu	1	0.1	Persian	1	0.1	Scandinavian	1	0.1	0
Yiddish	1	0.1	Thai	1	0.1	Thai	1	0.1	0
Armenian	0	0.0	Urdu	1	0.1	Urdu	1	0.1	0
Hungarian	0	0.0	Yiddish	1	0.1	Yiddish	1	0.1	0
Miao, Hmong	0	0.0	Miao, Hmong	0	0.0	Miao, Hmong	0	0.0	0
Navajo	0	0.0	Navajo	0	0.0	Navajo	0	0.0	0
Other languages & not reported	0	0.0	Other Pacific Islands	0	0.0	Other languages & not reported	0	0.0	0
TOTAL	**1,866**	**100.0**	**TOTAL**	**1,841**	**100.0**	**TOTAL**	**1,862**	**100.0**	**-4**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

** The sum of the regional offices' average monthly language workloads exclude data from the Puerto Rico Community Survey.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

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Charlotte

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	2007 Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	2008 Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	2,082	90.0	English only	2,111	89.2	English only	2,099	89.6	17
Spanish & Creole	156	6.7	Spanish & Creole	170	7.2	Spanish & Creole	167	7.1	11
African languages	7	0.3	French incl. Patois, Cajun	9	0.4	African languages	7	0.3	0
French incl. Patois, Cajun	7	0.3	African languages	7	0.3	French incl. Patois, Cajun	7	0.3	0
Arabic	5	0.2	Arabic	7	0.3	Arabic	6	0.3	1
Chinese	5	0.2	Vietnamese	6	0.3	Chinese	5	0.2	0
German	5	0.2	German	5	0.2	German	5	0.2	0
Korean	5	0.2	Korean	5	0.2	Korean	5	0.2	0
Vietnamese	5	0.2	Chinese	4	0.2	Vietnamese	5	0.2	0
Tagalog	4	0.2	Other Asian	4	0.2	Other Asian	4	0.2	1
Hindi	3	0.1	Tagalog	4	0.2	Hindi	3	0.1	0
Other Asian	3	0.1	Hindi	3	0.1	Other Indic	3	0.1	1
Japanese	2	0.1	Russian	3	0.1	Persian	3	0.1	2
Other Indic	2	0.1	Urdu	3	0.1	Tagalog	3	0.1	-1
Other IndoEuropean	2	0.1	Italian	2	0.1	Japanese	2	0.1	0
Russian	2	0.1	Japanese	2	0.1	Laotian	2	0.1	1
Urdu	2	0.1	Other Indic	2	0.1	Portuguese and Creole	2	0.1	1
French Creole	1	0.0	Persian	2	0.1	Russian	2	0.1	0
Greek	1	0.0	Portuguese and Creole	2	0.1	Urdu	2	0.1	0
Gujarathi	1	0.0	French Creole	1	0.0	French Creole	1	0.0	0
Hebrew	1	0.0	Greek	1	0.0	Greek	1	0.0	0
Italian	1	0.0	Gujarathi	1	0.0	Gujarathi	1	0.0	0
Laotian	1	0.0	Laotian	1	0.0	Italian	1	0.0	0
Miao, Hmong	1	0.0	Miao, Hmong	1	0.0	Mon-Khmer, Cambodian	1	0.0	0
Mon-Khmer, Cambodian	1	0.0	Mon-Khmer, Cambodian	1	0.0	Other IndoEuropean	1	0.0	-1
Other Native North American langs	1	0.0	Other IndoEuropean	1	0.0	Other Slavic	1	0.0	0
Other Pacific Islands	1	0.0	Other Native North American langs	1	0.0	Polish	1	0.0	0
Other Slavic	1	0.0	Other Pacific Islands	1	0.0	Serbo-Croatian	1	0.0	0
Other West Germanic	1	0.0	Other Slavic	1	0.0	Thai	1	0.0	0
Persian	1	0.0	Other West Germanic	1	0.0	Armenian	0	0.0	0
Polish	1	0.0	Polish	1	0.0	Hebrew	0	0.0	-1
Portuguese and Creole	1	0.0	Scandinavian	1	0.0	Hungarian	0	0.0	0
Serbo-Croatian	1	0.0	Serbo-Croatian	1	0.0	Miao, Hmong	0	0.0	-1
Thai	1	0.0	Thai	1	0.0	Navajo	0	0.0	0
Armenian	0	0.0	Armenian	0	0.0	Other languages & not reported	0	0.0	0
Hungarian	0	0.0	Hebrew	0	0.0	Other Native North American langs	0	0.0	-1
Navajo	0	0.0	Hungarian	0	0.0	Other Pacific Islands	0	0.0	-1
Other languages & not reported	0	0.0	Navajo	0	0.0	Other West Germanic	0	0.0	-1
Scandinavian	0	0.0	Other languages & not reported	0	0.0	Scandinavian	0	0.0	0
Yiddish	0	0.0	Yiddish	0	0.0	Yiddish	0	0.0	0
TOTAL	**2,314**	**100.0**	**TOTAL**	**2,366**	**100.0**	**TOTAL**	**2,342**	**100.0**	**28**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

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Chicago

2006 Household Language*	2006 Average Monthly Language Workloads	2006 Average Monthly Language Workload	2007 Household Language*	Average Monthly Language Workloads	of 2007 Average Monthly Language Workload	2008 Household Language*	Average Monthly Language Workloads	2008 Average Monthly Language Workload	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	1,409	79.8	English only	1,462	80.6	English only	1,466	80.3	57
Spanish & Creole	234	13.3	Spanish & Creole	227	12.5	Spanish & Creole	237	13.0	3
Polish	24	1.4	Polish	25	1.4	Polish	23	1.3	-1
German	9	0.5	German	8	0.4	German	8	0.4	-1
Chinese	7	0.4	Chinese	7	0.4	Chinese	6	0.3	-1
French incl. Patois, Cajun	6	0.3	Tagalog	6	0.3	Arabic	5	0.3	0
Tagalog	6	0.3	African languages	5	0.3	French incl. Patois, Cajun	5	0.3	-1
Arabic	5	0.3	Arabic	5	0.3	Hindi	5	0.3	3
Italian	5	0.3	French incl. Patois, Cajun	5	0.3	Korean	5	0.3	2
Other IndoEuropean	5	0.3	Korean	5	0.3	Other IndoEuropean	5	0.3	0
Other Slavic	5	0.3	Other IndoEuropean	5	0.3	Russian	5	0.3	0
Russian	5	0.3	Russian	5	0.3	Serbo-Croatian	5	0.3	1
African languages	4	0.2	Greek	4	0.2	Tagalog	5	0.3	-1
Greek	4	0.2	Italian	4	0.2	African languages	4	0.2	0
Serbo-Croatian	4	0.2	Other Asian	4	0.2	Italian	4	0.2	-1
Korean	3	0.2	Other Slavic	4	0.2	Other Asian	4	0.2	1
Other Asian	3	0.2	Serbo-Croatian	4	0.2	Other Slavic	4	0.2	-1
Urdu	3	0.2	Hindi	3	0.2	Other West Germanic	4	0.2	2
Hindi	2	0.1	Vietnamese	3	0.2	Greek	3	0.2	-1
Japanese	2	0.1	Gujarathi	2	0.1	Miao, Hmong	3	0.2	1
Miao, Hmong	2	0.1	Japanese	2	0.1	Other Indic	3	0.2	1
Other Indic	2	0.1	Miao, Hmong	2	0.1	Gujarathi	2	0.1	1
Other languages & not reported	2	0.1	Other Indic	2	0.1	Other Native North American langs	2	0.1	0
Other Native North American langs	2	0.1	Other languages & not reported	2	0.1	Urdu	2	0.1	-1
Other West Germanic	2	0.1	Other Native North American langs	2	0.1	Vietnamese	2	0.1	0
Vietnamese	2	0.1	Other West Germanic	2	0.1	French Creole	1	0.1	0
Armenian	1	0.1	Urdu	2	0.1	Hebrew	1	0.1	1
French Creole	1	0.1	French Creole	1	0.1	Japanese	1	0.1	-1
Gujarathi	1	0.1	Hebrew	1	0.1	Laotian	1	0.1	0
Laotian	1	0.1	Laotian	1	0.1	Other languages & not reported	1	0.1	-1
Other Pacific Islands	1	0.1	Other Pacific Islands	1	0.1	Persian	1	0.1	0
Persian	1	0.1	Persian	1	0.1	Portuguese and Creole	1	0.1	0
Portuguese and Creole	1	0.1	Portuguese and Creole	1	0.1	Thai	1	0.1	0
Scandinavian	1	0.1	Scandinavian	1	0.1	Armenian	0	0.0	-1
Thai	1	0.1	Thai	1	0.1	Hungarian	0	0.0	0
Hebrew	0	0.0	Armenian	0	0.0	Mon-Khmer, Cambodian	0	0.0	0
Hungarian	0	0.0	Hungarian	0	0.0	Navajo	0	0.0	0
Mon-Khmer, Cambodian	0	0.0	Mon-Khmer, Cambodian	0	0.0	Other Pacific Islands	0	0.0	-1
Navajo	0	0.0	Navajo	0	0.0	Scandinavian	0	0.0	-1
Yiddish	0	0.0	Yiddish	0	0.0	Yiddish	0	0.0	0
TOTAL	**1,766**	**100.0**	**TOTAL**	**1,815**	**100.0**	**TOTAL**	**1,825**	**100.0**	**59**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

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Dallas

2006 Household Language*	2006 Average Monthly Language Workloads	2006 Average Monthly Language Workload	**2007** Household Language*	Average Monthly Language Workloads	of 2007 Average Monthly Language Workload	**2008** Household Language*	Average Monthly Language Workloads	2008 Average Monthly Language Workload	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	1,948	67.8	English only	2,001	68.0	English only	2,027	67.5	79
Spanish & Creole	805	28.0	Spanish & Creole	829	28.2	Spanish & Creole	849	28.3	44
French incl. Patois, Cajun	30	1.0	French incl. Patois, Cajun	22	0.7	French incl. Patois, Cajun	25	0.8	-5
Vietnamese	14	0.5	Vietnamese	15	0.5	Vietnamese	17	0.6	3
African languages	10	0.3	African languages	8	0.3	African languages	9	0.3	-1
German	10	0.3	Chinese	8	0.3	Chinese	8	0.3	1
Chinese	7	0.2	German	7	0.2	German	8	0.3	-2
Korean	5	0.2	Arabic	5	0.2	Hindi	6	0.2	2
Arabic	4	0.1	Hindi	5	0.2	Arabic	5	0.2	1
Hindi	4	0.1	Urdu	5	0.2	Korean	5	0.2	0
Tagalog	4	0.1	Korean	4	0.1	Other Asian	5	0.2	2
Other Asian	3	0.1	Other Asian	4	0.1	Urdu	5	0.2	2
Other Indic	3	0.1	Other Indic	3	0.1	Other Indic	4	0.1	1
Other Slavic	3	0.1	Tagalog	3	0.1	Tagalog	4	0.1	0
Urdu	3	0.1	French Creole	2	0.1	French Creole	2	0.1	0
French Creole	2	0.1	Italian	2	0.1	Gujarathi	2	0.1	0
Gujarathi	2	0.1	Japanese	2	0.1	Italian	2	0.1	0
Italian	2	0.1	Other IndoEuropean	2	0.1	Other Native North American langs	2	0.1	0
Other Native North American langs	2	0.1	Other Slavic	2	0.1	Other Slavic	2	0.1	-1
Persian	2	0.1	Persian	2	0.1	Persian	2	0.1	0
Greek	1	0.0	Portuguese and Creole	2	0.1	Russian	2	0.1	1
Japanese	1	0.0	Greek	1	0.0	Hebrew	1	0.0	1
Laotian	1	0.0	Gujarathi	1	0.0	Japanese	1	0.0	0
Mon-Khmer, Cambodian	1	0.0	Laotian	1	0.0	Laotian	1	0.0	0
Other IndoEuropean	1	0.0	Mon-Khmer, Cambodian	1	0.0	Mon-Khmer, Cambodian	1	0.0	0
Other Pacific Islands	1	0.0	Other Native North American langs	1	0.0	Other IndoEuropean	1	0.0	0
Polish	1	0.0	Other Pacific Islands	1	0.0	Other Pacific Islands	1	0.0	0
Portuguese and Creole	1	0.0	Other West Germanic	1	0.0	Other West Germanic	1	0.0	1
Russian	1	0.0	Polish	1	0.0	Polish	1	0.0	0
Serbo-Croatian	1	0.0	Russian	1	0.0	Portuguese and Creole	1	0.0	0
Thai	1	0.0	Serbo-Croatian	1	0.0	Serbo-Croatian	1	0.0	0
Armenian	0	0.0	Thai	1	0.0	Thai	1	0.0	0
Hebrew	0	0.0	Armenian	0	0.0	Armenian	0	0.0	0
Hungarian	0	0.0	Hebrew	0	0.0	Greek	0	0.0	-1
Miao, Hmong	0	0.0	Hungarian	0	0.0	Hungarian	0	0.0	0
Navajo	0	0.0	Miao, Hmong	0	0.0	Miao, Hmong	0	0.0	0
Other languages & not reported	0	0.0	Navajo	0	0.0	Navajo	0	0.0	0
Other West Germanic	0	0.0	Other languages & not reported	0	0.0	Other languages & not reported	0	0.0	0
Scandinavian	0	0.0	Scandinavian	0	0.0	Scandinavian	0	0.0	0
Yiddish	0	0.0	Yiddish	0	0.0	Yiddish	0	0.0	0
TOTAL	**2,874**	**100.0**	**TOTAL**	**2,944**	**100.0**	**TOTAL**	**3,002**	**100.0**	**128**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to

Table 1, Continued. Estimated Average Monthly CAPI Language Workloads per Regional Office

Denver

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	2007 Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	2008 Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	1,526	72.0	English only	1,527	70.5	English only	1,510	69.9	-16
Spanish & Creole	413	19.5	Spanish & Creole	414	19.1	Spanish & Creole	425	19.7	12
Other Native North American langs	48	2.3	Navajo	97	4.5	Navajo	97	4.5	50
Navajo	47	2.2	Other Native North American langs	43	2.0	Other Native North American langs	39	1.8	-9
German	15	0.7	German	13	0.6	German	13	0.6	-2
Chinese	7	0.3	Tagalog	8	0.4	Tagalog	8	0.4	1
French incl. Patois, Cajun	7	0.3	French incl. Patois, Cajun	6	0.3	French incl. Patois, Cajun	7	0.3	0
Tagalog	7	0.3	Chinese	5	0.2	African languages	5	0.2	2
Other Pacific Islands	5	0.2	Arabic	4	0.2	Chinese	5	0.2	-2
Vietnamese	5	0.2	Korean	4	0.2	Arabic	4	0.2	1
Japanese	4	0.2	Other Pacific Islands	4	0.2	Korean	4	0.2	0
Korean	4	0.2	Russian	4	0.2	Russian	4	0.2	1
African languages	3	0.1	Vietnamese	4	0.2	Italian	3	0.1	1
Arabic	3	0.1	African languages	3	0.1	Japanese	3	0.1	-1
Russian	3	0.1	Japanese	3	0.1	Other Asian	3	0.1	1
Italian	2	0.1	Hindi	2	0.1	Other IndoEuropean	3	0.1	2
Other Asian	2	0.1	Italian	2	0.1	Other Pacific Islands	3	0.1	-2
Polish	2	0.1	Other Asian	2	0.1	Vietnamese	3	0.1	-2
Serbo-Croatian	2	0.1	Other IndoEuropean	2	0.1	Hindi	2	0.1	1
Greek	1	0.0	Persian	2	0.1	Other Indic	2	0.1	1
Hebrew	1	0.0	Polish	2	0.1	Other Slavic	2	0.1	1
Hindi	1	0.0	Portuguese and Creole	2	0.1	Persian	2	0.1	1
Laotian	1	0.0	Serbo-Croatian	2	0.1	Polish	2	0.1	0
Other Indic	1	0.0	Armenian	1	0.0	Armenian	1	0.0	1
Other IndoEuropean	1	0.0	Greek	1	0.0	Greek	1	0.0	0
Other languages & not reported	1	0.0	Hebrew	1	0.0	Hebrew	1	0.0	0
Other Slavic	1	0.0	Laotian	1	0.0	Hungarian	1	0.0	1
Other West Germanic	1	0.0	Mon-Khmer, Cambodian	1	0.0	Laotian	1	0.0	0
Persian	1	0.0	Other Indic	1	0.0	Mon-Khmer, Cambodian	1	0.0	1
Portuguese and Creole	1	0.0	Other languages & not reported	1	0.0	Other West Germanic	1	0.0	0
Scandinavian	1	0.0	Other Slavic	1	0.0	Portuguese and Creole	1	0.0	0
Thai	1	0.0	Other West Germanic	1	0.0	Scandinavian	1	0.0	0
Armenian	0	0.0	Scandinavian	1	0.0	Serbo-Croatian	1	0.0	-1
French Creole	0	0.0	Thai	1	0.0	Thai	1	0.0	0
Gujarathi	0	0.0	French Creole	0	0.0	French Creole	0	0.0	0
Hungarian	0	0.0	Gujarathi	0	0.0	Gujarathi	0	0.0	0
Miao, Hmong	0	0.0	Hungarian	0	0.0	Miao, Hmong	0	0.0	0
Mon-Khmer, Cambodian	0	0.0	Miao, Hmong	0	0.0	Other languages & not reported	0	0.0	-1
Urdu	0	0.0	Urdu	0	0.0	Urdu	0	0.0	0
Yiddish	0	0.0	Yiddish	0	0.0	Yiddish	0	0.0	0
TOTAL	**2,118**	**100.0**	**TOTAL**	**2,166**	**100.0**	**TOTAL**	**2,160**	**100.0**	**42**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

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Detroit

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	2007 Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	2008 Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	1,620	92.2	English only	1,643	92.5	English only	1,620	92.1	0
Spanish & Creole	64	3.6	Spanish & Creole	62	3.5	Spanish & Creole	58	3.3	-6
Arabic	10	0.6	Arabic	12	0.7	Arabic	12	0.7	2
German	7	0.4	German	6	0.3	German	7	0.4	0
African languages	5	0.3	French incl. Patois, Cajun	5	0.3	African languages	5	0.3	0
French incl. Patois, Cajun	5	0.3	African languages	4	0.2	French incl. Patois, Cajun	5	0.3	0
Chinese	4	0.2	Chinese	4	0.2	Chinese	4	0.2	0
Italian	3	0.2	Other IndoEuropean	4	0.2	Italian	3	0.2	0
Japanese	3	0.2	Other Asian	3	0.2	Other Asian	3	0.2	1
Other IndoEuropean	3	0.2	Other languages & not reported	3	0.2	Other Indic	3	0.2	1
Polish	3	0.2	Greek	2	0.1	Other IndoEuropean	3	0.2	0
Vietnamese	3	0.2	Hindi	2	0.1	Polish	3	0.2	0
Hindi	2	0.1	Italian	2	0.1	Greek	2	0.1	1
Korean	2	0.1	Japanese	2	0.1	Japanese	2	0.1	-1
Other Asian	2	0.1	Korean	2	0.1	Korean	2	0.1	0
Other Indic	2	0.1	Other Indic	2	0.1	Other languages & not reported	2	0.1	0
Other languages & not reported	2	0.1	Other Slavic	2	0.1	Other Slavic	2	0.1	0
Other Slavic	2	0.1	Other West Germanic	2	0.1	Other West Germanic	2	0.1	0
Other West Germanic	2	0.1	Polish	2	0.1	Russian	2	0.1	1
Serbo-Croatian	2	0.1	Russian	2	0.1	Serbo-Croatian	2	0.1	0
Tagalog	2	0.1	Serbo-Croatian	2	0.1	Tagalog	2	0.1	0
Greek	1	0.1	Vietnamese	2	0.1	Vietnamese	2	0.1	-1
Gujarathi	1	0.1	Gujarathi	1	0.1	French Creole	1	0.1	1
Hungarian	1	0.1	Hebrew	1	0.1	Gujarathi	1	0.1	0
Laotian	1	0.1	Hungarian	1	0.1	Hindi	1	0.1	-1
Miao, Hmong	1	0.1	Laotian	1	0.1	Hungarian	1	0.1	0
Mon-Khmer, Cambodian	1	0.1	Other Native North American langs	1	0.1	Miao, Hmong	1	0.1	0
Persian	1	0.1	Portuguese and Creole	1	0.1	Mon-Khmer, Cambodian	1	0.1	0
Russian	1	0.1	Tagalog	1	0.1	Other Native North American langs	1	0.1	1
Urdu	1	0.1	Armenian	0	0.0	Other Pacific Islands	1	0.1	1
Armenian	0	0.0	French Creole	0	0.0	Persian	1	0.1	0
French Creole	0	0.0	Miao, Hmong	0	0.0	Portuguese and Creole	1	0.1	1
Hebrew	0	0.0	Mon-Khmer, Cambodian	0	0.0	Scandinavian	1	0.1	1
Navajo	0	0.0	Navajo	0	0.0	Thai	1	0.1	1
Other Native North American langs	0	0.0	Other Pacific Islands	0	0.0	Urdu	1	0.1	0
Other Pacific Islands	0	0.0	Persian	0	0.0	Armenian	0	0.0	0
Portuguese and Creole	0	0.0	Scandinavian	0	0.0	Hebrew	0	0.0	0
Scandinavian	0	0.0	Thai	0	0.0	Laotian	0	0.0	-1
Thai	0	0.0	Urdu	0	0.0	Navajo	0	0.0	0
Yiddish	0	0.0	Yiddish	0	0.0	Yiddish	0	0.0	0
TOTAL	**1,757**	**100.0**	**TOTAL**	**1,777**	**100.0**	**TOTAL**	**1,759**	**100.0**	**2**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Kansas City

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	2007 Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	2008 Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	2,093	91.3	English only	2,106	91.3	English only	2,035	91.1	-58
Spanish & Creole	119	5.2	Spanish & Creole	121	5.2	Spanish & Creole	120	5.4	1
Other Native North American langs	11	0.5	African languages	11	0.5	African languages	10	0.4	0
African languages	10	0.4	Other Native North American langs	10	0.4	German	8	0.4	-2
German	10	0.4	German	8	0.3	Other Native North American langs	8	0.4	-3
French incl. Patois, Cajun	5	0.2	Miao, Hmong	5	0.2	Vietnamese	6	0.3	2
Miao, Hmong	4	0.2	Vietnamese	5	0.2	Miao, Hmong	5	0.2	1
Vietnamese	4	0.2	French incl. Patois, Cajun	4	0.2	French incl. Patois, Cajun	4	0.2	-1
Chinese	3	0.1	Arabic	3	0.1	Arabic	3	0.1	1
Laotian	3	0.1	Chinese	3	0.1	Chinese	3	0.1	0
Serbo-Croatian	3	0.1	Russian	3	0.1	Other Asian	3	0.1	2
Arabic	2	0.1	Serbo-Croatian	3	0.1	Korean	2	0.1	0
Hindi	2	0.1	Hindi	2	0.1	Laotian	2	0.1	-1
Korean	2	0.1	Korean	2	0.1	Other Indic	2	0.1	0
Other Indic	2	0.1	Laotian	2	0.1	Other West Germanic	2	0.1	1
Russian	2	0.1	Other Asian	2	0.1	Russian	2	0.1	0
Scandinavian	2	0.1	Tagalog	2	0.1	Serbo-Croatian	2	0.1	-1
Tagalog	2	0.1	Gujarathi	1	0.0	Greek	1	0.0	1
Italian	1	0.0	Hebrew	1	0.0	Gujarathi	1	0.0	1
Japanese	1	0.0	Italian	1	0.0	Hindi	1	0.0	-1
Mon-Khmer, Cambodian	1	0.0	Japanese	1	0.0	Italian	1	0.0	0
Navajo	1	0.0	Mon-Khmer, Cambodian	1	0.0	Japanese	1	0.0	0
Other Asian	1	0.0	Other Indic	1	0.0	Mon-Khmer, Cambodian	1	0.0	0
Other IndoEuropean	1	0.0	Other IndoEuropean	1	0.0	Other IndoEuropean	1	0.0	0
Other languages & not reported	1	0.0	Other Pacific Islands	1	0.0	Other languages & not reported	1	0.0	0
Other Pacific Islands	1	0.0	Other Slavic	1	0.0	Other Pacific Islands	1	0.0	0
Other Slavic	1	0.0	Other West Germanic	1	0.0	Other Slavic	1	0.0	0
Other West Germanic	1	0.0	Persian	1	0.0	Persian	1	0.0	0
Persian	1	0.0	Portuguese and Creole	1	0.0	Polish	1	0.0	0
Polish	1	0.0	Scandinavian	1	0.0	Portuguese and Creole	1	0.0	1
Thai	1	0.0	Thai	1	0.0	Scandinavian	1	0.0	-1
Urdu	1	0.0	Armenian	0	0.0	Tagalog	1	0.0	-1
Armenian	0	0.0	French Creole	0	0.0	Thai	1	0.0	0
French Creole	0	0.0	Greek	0	0.0	Armenian	0	0.0	0
Greek	0	0.0	Hungarian	0	0.0	French Creole	0	0.0	0
Gujarathi	0	0.0	Navajo	0	0.0	Hebrew	0	0.0	0
Hebrew	0	0.0	Other languages & not reported	0	0.0	Hungarian	0	0.0	0
Hungarian	0	0.0	Polish	0	0.0	Navajo	0	0.0	-1
Portuguese and Creole	0	0.0	Urdu	0	0.0	Urdu	0	0.0	-1
Yiddish	0	0.0	Yiddish	0	0.0	Yiddish	0	0.0	0
TOTAL	**2,293**	**100.0**	**TOTAL**	**2,306**	**100.0**	**TOTAL**	**2,233**	**100.0**	**-60**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

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Los Angeles

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	2007 Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	2008 Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	966	45.1	English only	979	45.0	English only	931	43.7	-35
Spanish & Creole	878	41.0	Spanish & Creole	898	41.2	Spanish & Creole	890	41.7	12
Tagalog	40	1.9	Tagalog	44	2.0	Tagalog	41	1.9	1
Korean	36	1.7	Korean	34	1.6	Korean	38	1.8	2
Chinese	35	1.6	Chinese	33	1.5	Chinese	34	1.6	-1
Other Pacific Islands	22	1.0	Other Pacific Islands	26	1.2	Vietnamese	24	1.1	2
Vietnamese	22	1.0	Vietnamese	24	1.1	Armenian	22	1.0	3
Armenian	19	0.9	Armenian	19	0.9	Other Pacific Islands	21	1.0	-1
Japanese	16	0.7	Japanese	16	0.7	Japanese	16	0.8	0
Persian	12	0.6	Persian	15	0.7	Persian	14	0.7	2
French incl. Patois, Cajun	10	0.5	Arabic	10	0.5	Arabic	10	0.5	2
Arabic	8	0.4	French incl. Patois, Cajun	8	0.4	French incl. Patois, Cajun	9	0.4	-1
German	7	0.3	Russian	8	0.4	Russian	9	0.4	2
Russian	7	0.3	German	6	0.3	African languages	6	0.3	0
African languages	6	0.3	African languages	5	0.2	German	6	0.3	-1
Portuguese and Creole	6	0.3	Hebrew	4	0.2	Other Indic	6	0.3	1
Mon-Khmer, Cambodian	5	0.2	Hindi	4	0.2	Hindi	5	0.2	1
Other Indic	5	0.2	Italian	4	0.2	Mon-Khmer, Cambodian	5	0.2	0
Hebrew	4	0.2	Mon-Khmer, Cambodian	4	0.2	Portuguese and Creole	5	0.2	-1
Hindi	4	0.2	Other Indic	4	0.2	Hebrew	4	0.2	0
Italian	4	0.2	Thai	4	0.2	Other IndoEuropean	4	0.2	1
Thai	4	0.2	Laotian	3	0.1	Italian	3	0.1	-1
Other Asian	3	0.1	Other Asian	3	0.1	Other Asian	3	0.1	0
Other IndoEuropean	3	0.1	Portuguese and Creole	3	0.1	Thai	3	0.1	-1
Laotian	2	0.1	Miao, Hmong	2	0.1	Greek	2	0.1	1
Miao, Hmong	2	0.1	Other IndoEuropean	2	0.1	Gujarathi	2	0.1	1
Other West Germanic	2	0.1	Polish	2	0.1	Laotian	2	0.1	0
Polish	2	0.1	Scandinavian	2	0.1	Miao, Hmong	2	0.1	0
Scandinavian	2	0.1	Urdu	2	0.1	Other languages & not reported	2	0.1	1
Urdu	2	0.1	French Creole	1	0.0	Other Slavic	2	0.1	1
French Creole	1	0.0	Greek	1	0.0	Other West Germanic	2	0.1	0
Greek	1	0.0	Gujarathi	1	0.0	Polish	2	0.1	0
Gujarathi	1	0.0	Hungarian	1	0.0	Urdu	2	0.1	0
Hungarian	1	0.0	Other languages & not reported	1	0.0	French Creole	1	0.0	0
Other languages & not reported	1	0.0	Other Native North American langs	1	0.0	Hungarian	1	0.0	0
Other Native North American langs	1	0.0	Other Slavic	1	0.0	Other Native North American langs	1	0.0	0
Other Slavic	1	0.0	Other West Germanic	1	0.0	Scandinavian	1	0.0	-1
Serbo-Croatian	1	0.0	Serbo-Croatian	1	0.0	Serbo-Croatian	1	0.0	0
Navajo	0	0.0	Navajo	0	0.0	Navajo	0	0.0	0
Yiddish	0	0.0	Yiddish	0	0.0	Yiddish	0	0.0	0
TOTAL	**2,142**	**100.0**	**TOTAL**	**2,177**	**100.0**	**TOTAL**	**2,132**	**100.0**	**-10**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Table 1, Continued.   Estimated Average Monthly CAPI Language Workloads per Regional Office

New York

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	2007 Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	2008 Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	837	50.8	English only	833	51.1	English only	812	50.4	-25
Spanish & Creole	479	29.1	Spanish & Creole	458	28.1	Spanish & Creole	463	28.7	-16
Chinese	42	2.6	Chinese	47	2.9	Chinese	52	3.2	10
Italian	26	1.6	Russian	29	1.8	Russian	28	1.7	2
Russian	26	1.6	French Creole	28	1.7	French Creole	26	1.6	5
French Creole	21	1.3	Italian	26	1.6	Italian	25	1.6	-1
French incl. Patois, Cajun	20	1.2	Other Indic	19	1.2	Polish	20	1.2	1
Polish	19	1.2	Polish	19	1.2	French incl. Patois, Cajun	19	1.2	-1
Korean	18	1.1	French incl. Patois, Cajun	17	1.0	Other Indic	16	1.0	2
Portuguese and Creole	17	1.0	Korean	16	1.0	African languages	14	0.9	2
Other Indic	14	0.9	Portuguese and Creole	16	1.0	Korean	14	0.9	-4
Arabic	13	0.8	African languages	13	0.8	Portuguese and Creole	13	0.8	-4
African languages	12	0.7	Arabic	13	0.8	Yiddish	13	0.8	2
Yiddish	11	0.7	Yiddish	11	0.7	Arabic	12	0.7	-1
Greek	10	0.6	Hindi	9	0.6	Hindi	10	0.6	1
Hebrew	9	0.5	Tagalog	9	0.6	Other Asian	9	0.6	0
Hindi	9	0.5	Greek	8	0.5	Greek	8	0.5	-2
Other Asian	9	0.5	Hebrew	8	0.5	Other IndoEuropean	8	0.5	0
Tagalog	9	0.5	Other Asian	8	0.5	Tagalog	8	0.5	-1
Other IndoEuropean	8	0.5	Other IndoEuropean	8	0.5	Hebrew	7	0.4	-2
Urdu	7	0.4	Urdu	7	0.4	Urdu	7	0.4	0
German	4	0.2	Other Slavic	4	0.2	German	5	0.3	1
Gujarathi	4	0.2	German	3	0.2	Gujarathi	4	0.2	0
Japanese	4	0.2	Gujarathi	3	0.2	Serbo-Croatian	4	0.2	0
Serbo-Croatian	4	0.2	Japanese	3	0.2	Japanese	3	0.2	-1
Other Slavic	3	0.2	Persian	3	0.2	Other Slavic	3	0.2	0
Persian	3	0.2	Serbo-Croatian	3	0.2	Persian	2	0.1	-1
Hungarian	2	0.1	Hungarian	2	0.1	Armenian	1	0.1	0
Armenian	1	0.1	Vietnamese	2	0.1	Hungarian	1	0.1	-1
Mon-Khmer, Cambodian	1	0.1	Armenian	1	0.1	Other languages & not reported	1	0.1	0
Other languages & not reported	1	0.1	Other languages & not reported	1	0.1	Other West Germanic	1	0.1	0
Other Pacific Islands	1	0.1	Other Pacific Islands	1	0.1	Scandinavian	1	0.1	0
Other West Germanic	1	0.1	Other West Germanic	1	0.1	Thai	1	0.1	1
Scandinavian	1	0.1	Thai	1	0.1	Vietnamese	1	0.1	0
Vietnamese	1	0.1	Laotian	0	0.0	Laotian	0	0.0	0
Laotian	0	0.0	Miao, Hmong	0	0.0	Miao, Hmong	0	0.0	0
Miao, Hmong	0	0.0	Mon-Khmer, Cambodian	0	0.0	Mon-Khmer, Cambodian	0	0.0	-1
Navajo	0	0.0	Navajo	0	0.0	Navajo	0	0.0	0
Other Native North American langs	0	0.0	Other Native North American langs	0	0.0	Other Native North American langs	0	0.0	0
Thai	0	0.0	Scandinavian	0	0.0	Other Pacific Islands	0	0.0	-1
TOTAL	**1,647**	**100.0**	**TOTAL**	**1,630**	**100.0**	**TOTAL**	**1,612**	**100.0**	**-35**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Estimated Average Monthly CAPI Language Workloads per Regional Office

Philadelphia

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	2007 Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	2008 Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	1,551	86.5	English only	1,528	85.8	English only	1,487	86.2	-64
Spanish & Creole	133	7.4	Spanish & Creole	131	7.4	Spanish & Creole	131	7.6	-2
French incl. Patois, Cajun	11	0.6	African languages	12	0.7	African languages	10	0.6	1
African languages	9	0.5	Chinese	9	0.5	French incl. Patois, Cajun	9	0.5	-2
Chinese	9	0.5	French incl. Patois, Cajun	8	0.4	Chinese	7	0.4	-2
Italian	9	0.5	German	8	0.4	German	7	0.4	-1
German	8	0.4	Italian	7	0.4	Italian	6	0.3	-3
Other West Germanic	6	0.3	Other West Germanic	7	0.4	Other West Germanic	6	0.3	0
Korean	5	0.3	Korean	6	0.3	Korean	5	0.3	0
Arabic	4	0.2	Vietnamese	6	0.3	Other Indic	5	0.3	2
Polish	4	0.2	French Creole	5	0.3	Arabic	4	0.2	0
Russian	4	0.2	Russian	5	0.3	French Creole	4	0.2	1
Vietnamese	4	0.2	Arabic	4	0.2	Hindi	4	0.2	2
French Creole	3	0.2	Other Asian	4	0.2	Other Asian	4	0.2	1
Greek	3	0.2	Polish	4	0.2	Portuguese and Creole	4	0.2	1
Other Asian	3	0.2	Portuguese and Creole	4	0.2	Russian	4	0.2	0
Other Indic	3	0.2	Greek	3	0.2	Vietnamese	4	0.2	0
Other IndoEuropean	3	0.2	Hindi	3	0.2	Other Slavic	3	0.2	1
Portuguese and Creole	3	0.2	Other Indic	3	0.2	Polish	3	0.2	-1
Tagalog	3	0.2	Other IndoEuropean	3	0.2	Tagalog	3	0.2	0
Hebrew	2	0.1	Tagalog	3	0.2	Greek	2	0.1	-1
Hindi	2	0.1	Japanese	2	0.1	Gujarathi	2	0.1	1
Other Slavic	2	0.1	Mon-Khmer, Cambodian	2	0.1	Hebrew	2	0.1	0
Gujarathi	1	0.1	Other Slavic	2	0.1	Other IndoEuropean	2	0.1	-1
Hungarian	1	0.1	Urdu	2	0.1	Urdu	2	0.1	1
Japanese	1	0.1	Gujarathi	1	0.1	Japanese	1	0.1	0
Mon-Khmer, Cambodian	1	0.1	Hebrew	1	0.1	Mon-Khmer, Cambodian	1	0.1	0
Other Pacific Islands	1	0.1	Hungarian	1	0.1	Other Pacific Islands	1	0.1	0
Persian	1	0.1	Other languages & not reported	1	0.1	Persian	1	0.1	0
Serbo-Croatian	1	0.1	Other Native North American langs	1	0.1	Scandinavian	1	0.1	1
Thai	1	0.1	Other Pacific Islands	1	0.1	Serbo-Croatian	1	0.1	0
Urdu	1	0.1	Persian	1	0.1	Armenian	0	0.0	0
Armenian	0	0.0	Scandinavian	1	0.1	Hungarian	0	0.0	-1
Laotian	0	0.0	Serbo-Croatian	1	0.1	Laotian	0	0.0	0
Miao, Hmong	0	0.0	Thai	1	0.1	Miao, Hmong	0	0.0	0
Navajo	0	0.0	Armenian	0	0.0	Navajo	0	0.0	0
Other languages & not reported	0	0.0	Laotian	0	0.0	Other languages & not reported	0	0.0	0
Other Native North American langs	0	0.0	Miao, Hmong	0	0.0	Other Native North American langs	0	0.0	0
Scandinavian	0	0.0	Navajo	0	0.0	Thai	0	0.0	-1
Yiddish	0	0.0	Yiddish	0	0.0	Yiddish	0	0.0	0
TOTAL	**1,793**	**100.0**	**TOTAL**	**1,781**	**100.0**	**TOTAL**	**1,726**	**100.0**	**-67**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Seattle

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	2007 Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	2008 Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	1,326	70.3	English only	1,363	71.2	English only	1,302	70.3	-24
Spanish & Creole	292	15.5	Spanish & Creole	293	15.3	Spanish & Creole	293	15.8	1
Other Native North American langs	44	2.3	Other Native North American langs	42	2.2	Other Native North American langs	39	2.1	-5
Chinese	35	1.9	Chinese	34	1.8	Chinese	34	1.8	-1
Tagalog	26	1.4	Tagalog	27	1.4	Tagalog	30	1.6	4
Vietnamese	21	1.1	Vietnamese	21	1.1	Vietnamese	19	1.0	-2
Korean	13	0.7	Korean	13	0.7	Korean	11	0.6	-2
Russian	12	0.6	Russian	13	0.7	Russian	11	0.6	-1
German	11	0.6	German	9	0.5	German	9	0.5	-2
Hindi	9	0.5	French incl. Patois, Cajun	8	0.4	African languages	8	0.4	1
Other Pacific Islands	9	0.5	Other Pacific Islands	8	0.4	Hindi	8	0.4	-1
French incl. Patois, Cajun	8	0.4	African languages	7	0.4	Other Asian	8	0.4	2
Japanese	8	0.4	Hindi	7	0.4	Other Indic	8	0.4	0
Other Indic	8	0.4	Other Asian	7	0.4	Other Pacific Islands	8	0.4	-1
African languages	7	0.4	Other Indic	7	0.4	French incl. Patois, Cajun	7	0.4	-1
Other Asian	6	0.3	Arabic	6	0.3	Persian	7	0.4	1
Persian	6	0.3	Japanese	5	0.3	Arabic	5	0.3	0
Arabic	5	0.3	Persian	5	0.3	Japanese	5	0.3	-3
Portuguese and Creole	5	0.3	Italian	4	0.2	Mon-Khmer, Cambodian	5	0.3	1
Mon-Khmer, Cambodian	4	0.2	Portuguese and Creole	4	0.2	Miao, Hmong	4	0.2	2
Other Slavic	4	0.2	Miao, Hmong	3	0.2	Other Slavic	4	0.2	0
Italian	3	0.2	Mon-Khmer, Cambodian	3	0.2	Portuguese and Creole	4	0.2	-1
Laotian	3	0.2	Other IndoEuropean	3	0.2	Italian	3	0.2	0
Other IndoEuropean	3	0.2	Other Slavic	3	0.2	Other IndoEuropean	3	0.2	0
Miao, Hmong	2	0.1	Laotian	2	0.1	Laotian	2	0.1	-1
Other languages & not reported	2	0.1	Polish	2	0.1	Other languages & not reported	2	0.1	0
Thai	2	0.1	Scandinavian	2	0.1	Scandinavian	2	0.1	1
Armenian	1	0.1	Urdu	2	0.1	Thai	2	0.1	0
French Creole	1	0.1	Armenian	1	0.1	Urdu	2	0.1	1
Greek	1	0.1	Greek	1	0.1	Greek	1	0.1	0
Gujarathi	1	0.1	Gujarathi	1	0.1	Gujarathi	1	0.1	0
Hebrew	1	0.1	Hebrew	1	0.1	Hebrew	1	0.1	0
Hungarian	1	0.1	Hungarian	1	0.1	Hungarian	1	0.1	0
Navajo	1	0.1	Navajo	1	0.1	Other West Germanic	1	0.1	0
Other West Germanic	1	0.1	Other languages & not reported	1	0.1	Polish	1	0.1	0
Polish	1	0.1	Other West Germanic	1	0.1	Serbo-Croatian	1	0.1	0
Scandinavian	1	0.1	Serbo-Croatian	1	0.1	Armenian	0	0.0	-1
Serbo-Croatian	1	0.1	Thai	1	0.1	French Creole	0	0.0	-1
Urdu	1	0.1	French Creole	0	0.0	Navajo	0	0.0	-1
Yiddish	0	0.0	Yiddish	0	0.0	Yiddish	0	0.0	0
TOTAL	**1,886**	**100.0**	**TOTAL**	**1,913**	**100.0**	**TOTAL**	**1,852**	**100.0**	**-34**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

TOTAL **

2006 Household Language*	2006 Average Monthly Language Workloads	Percent of 2006 Average Monthly Language	*2007* Household Language*	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language	*2008* Household Language*	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language	2008 Average Monthly Lang Wkld - 2006 Average Monthly Lang Wkld
English only	18,834	75.4	English only	19,025	75.3	English only	18,789	74.8	-45
Spanish & Creole	4,165	16.7	Spanish & Creole	4,208	16.6	Spanish & Creole	4,260	17.0	95
Chinese	168	0.7	Chinese	168	0.7	Chinese	173	0.7	5
French incl. Patois, Cajun	155	0.6	French incl. Patois, Cajun	132	0.5	French incl. Patois, Cajun	137	0.5	-18
Other Native North American langs	113	0.5	Tagalog	115	0.5	Tagalog	112	0.4	4
Tagalog	108	0.4	Other Native North American langs	105	0.4	Korean	100	0.4	-2
Korean	102	0.4	Korean	100	0.4	Navajo	97	0.4	48
German	101	0.4	Vietnamese	100	0.4	Other Native North American langs	96	0.4	-17
Vietnamese	93	0.4	Navajo	98	0.4	Vietnamese	96	0.4	3
African languages	84	0.3	African languages	89	0.4	African languages	94	0.4	10
French Creole	80	0.3	German	88	0.3	German	91	0.4	-10
Portuguese and Creole	76	0.3	French Creole	86	0.3	French Creole	89	0.4	9
Russian	74	0.3	Russian	83	0.3	Russian	79	0.3	5
Italian	71	0.3	Arabic	80	0.3	Arabic	77	0.3	9
Polish	69	0.3	Portuguese and Creole	79	0.3	Portuguese and Creole	70	0.3	-6
Arabic	68	0.3	Italian	70	0.3	Polish	67	0.3	-2
Navajo	49	0.2	Polish	68	0.3	Italian	64	0.3	-7
Other Indic	48	0.2	Hindi	49	0.2	Other Indic	59	0.2	11
Japanese	46	0.2	Other Indic	49	0.2	Other Asian	54	0.2	13
Hindi	44	0.2	Other Asian	48	0.2	Hindi	53	0.2	9
Other Pacific Islands	44	0.2	Other Pacific Islands	45	0.2	Other IndoEuropean	41	0.2	4
Other Asian	41	0.2	Japanese	42	0.2	Japanese	39	0.2	-7
Other IndoEuropean	37	0.1	Other IndoEuropean	36	0.1	Other Pacific Islands	38	0.2	-6
Persian	31	0.1	Persian	34	0.1	Persian	36	0.1	5
Greek	27	0.1	Greek	27	0.1	Other Slavic	29	0.1	2
Other Slavic	27	0.1	Urdu	26	0.1	Greek	27	0.1	0
Serbo-Croatian	24	0.1	Other Slavic	24	0.1	Armenian	25	0.1	3
Urdu	23	0.1	Armenian	23	0.1	Urdu	25	0.1	2
Armenian	22	0.1	Serbo-Croatian	23	0.1	Serbo-Croatian	23	0.1	-1
Hebrew	22	0.1	Hebrew	22	0.1	Other West Germanic	22	0.1	3
Mon-Khmer, Cambodian	19	0.1	Other West Germanic	21	0.1	Hebrew	20	0.1	-2
Other West Germanic	19	0.1	Mon-Khmer, Cambodian	16	0.1	Mon-Khmer, Cambodian	20	0.1	1
Gujarathi	15	0.1	Gujarathi	15	0.1	Gujarathi	19	0.1	4
Laotian	15	0.1	Laotian	15	0.1	Miao, Hmong	15	0.1	3
Thai	14	0.1	Thai	15	0.1	Yiddish	15	0.1	2
Yiddish	13	0.1	Miao, Hmong	13	0.1	Thai	14	0.1	0
Miao, Hmong	12	0.0	Yiddish	13	0.1	Laotian	13	0.1	-2
Other languages & not reported	11	0.0	Scandinavian	12	0.0	Other languages & not reported	10	0.0	-1
Scandinavian	10	0.0	Other languages & not reported	11	0.0	Scandinavian	9	0.0	-1
Hungarian	7	0.0	Hungarian	8	0.0	Hungarian	6	0.0	-1
TOTAL	**24,981**	**100.0**	**TOTAL**	**25,281**	**100.0**	**TOTAL**	**25,103**	**100.0**	**122**

* Household language is defined as a 40-category sub-grouping of the responses to the language spoken at home question in the 2006, 2007, and 2008 ACS.

** The sum of the regional offices' average monthly language workloads exclude data from the Puerto Rico Community Survey.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an general language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Table 2. Estimated Average Monthly CAPI Language Workloads per Regional Office -- Linguistically Isolated (LI)

Atlanta

2006 Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	2007 Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	2008 Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	171	6.8	81.8	Spanish & Creole	180	7.0	80.0	Spanish & Creole	181	7.0	81.5	10
French Creole	16	0.6	7.7	French Creole	16	0.6	7.1	French Creole	17	0.7	7.7	1
Portuguese and Creole	4	0.2	1.9	Portuguese and Creole	5	0.2	2.2	Vietnamese	4	0.2	1.8	1
Vietnamese	3	0.1	1.4	Vietnamese	3	0.1	1.3	Portuguese and Creole	3	0.1	1.4	-1
French incl. Patois, Cajun	2	0.1	1.0	Chinese	2	0.1	0.9	Chinese	2	0.1	0.9	1
Korean	2	0.1	1.0	French incl. Patois, Cajun	2	0.1	0.9	Korean	2	0.1	0.9	0
African languages	1	0.0	0.5	Korean	2	0.1	0.9	Russian	2	0.1	0.9	1
Arabic	1	0.0	0.5	Russian	2	0.1	0.9	African languages	1	0.0	0.5	0
Chinese	1	0.0	0.5	African languages	1	0.0	0.4	Arabic	1	0.0	0.5	0
German	1	0.0	0.5	Arabic	1	0.0	0.4	French incl. Patois, Cajun	1	0.0	0.5	-1
Hindi	1	0.0	0.5	Gujarathi	1	0.0	0.4	Greek	1	0.0	0.5	1
Italian	1	0.0	0.5	Hebrew	1	0.0	0.4	Hebrew	1	0.0	0.5	1
Japanese	1	0.0	0.5	Hindi	1	0.0	0.4	Hindi	1	0.0	0.5	0
Other Indic	1	0.0	0.5	Italian	1	0.0	0.4	Italian	1	0.0	0.5	0
Other IndoEuropean	1	0.0	0.5	Japanese	1	0.0	0.4	Other Asian	1	0.0	0.5	1
Russian	1	0.0	0.5	Laotian	1	0.0	0.4	Other Indic	1	0.0	0.5	0
Serbo-Croatian	1	0.0	0.5	Other Asian	1	0.0	0.4	Other IndoEuropean	1	0.0	0.5	0
Armenian	0	0.0	0.0	Other Indic	1	0.0	0.4	Serbo-Croatian	1	0.0	0.5	0
Greek	0	0.0	0.0	Other IndoEuropean	1	0.0	0.4	Armenian	0	0.0	0.0	0
Gujarathi	0	0.0	0.0	Polish	1	0.0	0.4	German	0	0.0	0.0	-1
Hebrew	0	0.0	0.0	Serbo-Croatian	1	0.0	0.4	Gujarathi	0	0.0	0.0	0
Hungarian	0	0.0	0.0	Armenian	0	0.0	0.0	Hungarian	0	0.0	0.0	0
Laotian	0	0.0	0.0	German	0	0.0	0.0	Japanese	0	0.0	0.0	-1
Miao, Hmong	0	0.0	0.0	Greek	0	0.0	0.0	Laotian	0	0.0	0.0	0
Mon-Khmer, Cambodian	0	0.0	0.0	Hungarian	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	0
Navajo	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	0
Other Asian	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	Navajo	0	0.0	0.0	0
Other languages & not reported	0	0.0	0.0	Navajo	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	0
Other Native North American	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	Other Native North American	0	0.0	0.0	0
Other Pacific Islands	0	0.0	0.0	Other Native North American	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	0
Other Slavic	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	Other Slavic	0	0.0	0.0	0
Other West Germanic	0	0.0	0.0	Other Slavic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Persian	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Persian	0	0.0	0.0	0
Polish	0	0.0	0.0	Persian	0	0.0	0.0	Polish	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Tagalog	0	0.0	0.0	Tagalog	0	0.0	0.0	Tagalog	0	0.0	0.0	0
Thai	0	0.0	0.0	Thai	0	0.0	0.0	Thai	0	0.0	0.0	0
Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	0
Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	0
TOTAL	**209**	**8.3**	**100**	**TOTAL**	**225**	**8.8**	**100**	**TOTAL**	**222**	**8.5**	**100**	**13**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Table 2, Continued.

Estimated Average Monthly CAPI Language Workloads per Regional Office
-- Linguistically Isolated (LI)

Boston**

2006 Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	2007 Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	2008 Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	50	2.7	54.9	Spanish & Creole	50	2.7	56.8	Spanish & Creole	54	2.9	57.4	4
Portuguese and Creole	11	0.6	12.1	Portuguese and Creole	11	0.6	12.5	Portuguese and Creole	10	0.5	10.6	-1
Chinese	3	0.2	3.3	Chinese	3	0.2	3.4	African languages	3	0.2	3.2	2
French Creole	3	0.2	3.3	Vietnamese	3	0.2	3.4	Chinese	3	0.2	3.2	0
French incl. Patois, Cajun	3	0.2	3.3	African languages	2	0.1	2.3	French Creole	3	0.2	3.2	0
Polish	3	0.2	3.3	French Creole	2	0.1	2.3	Polish	3	0.2	3.2	0
Russian	3	0.2	3.3	French incl. Patois, Cajun	2	0.1	2.3	Arabic	2	0.1	2.1	1
Vietnamese	3	0.2	3.3	Italian	2	0.1	2.3	French incl. Patois, Cajun	2	0.1	2.1	-1
Italian	2	0.1	2.2	Korean	2	0.1	2.3	Italian	2	0.1	2.1	0
African languages	1	0.1	1.1	Polish	2	0.1	2.3	Vietnamese	2	0.1	2.1	-1
Arabic	1	0.1	1.1	Arabic	1	0.1	1.1	Greek	1	0.1	1.1	1
German	1	0.1	1.1	Japanese	1	0.1	1.1	Hindi	1	0.1	1.1	1
Korean	1	0.1	1.1	Laotian	1	0.1	1.1	Korean	1	0.1	1.1	0
Mon-Khmer, Cambodian	1	0.1	1.1	Mon-Khmer, Cambodian	1	0.1	1.1	Mon-Khmer, Cambodian	1	0.1	1.1	0
Other Asian	1	0.1	1.1	Other Indic	1	0.1	1.1	Other Asian	1	0.1	1.1	0
Other Indic	1	0.1	1.1	Other IndoEuropean	1	0.1	1.1	Other Indic	1	0.1	1.1	0
Other IndoEuropean	1	0.1	1.1	Other Slavic	1	0.1	1.1	Other IndoEuropean	1	0.1	1.1	0
Other Slavic	1	0.1	1.1	Russian	1	0.1	1.1	Other Slavic	1	0.1	1.1	0
Serbo-Croatian	1	0.1	1.1	Tagalog	1	0.1	1.1	Russian	1	0.1	1.1	-2
Armenian	0	0.0	0.0	Armenian	0	0.0	0.0	Tagalog	1	0.1	1.1	1
Greek	0	0.0	0.0	German	0	0.0	0.0	Armenian	0	0.0	0.0	0
Gujarathi	0	0.0	0.0	Greek	0	0.0	0.0	German	0	0.0	0.0	-1
Hebrew	0	0.0	0.0	Gujarathi	0	0.0	0.0	Gujarathi	0	0.0	0.0	0
Hindi	0	0.0	0.0	Hebrew	0	0.0	0.0	Hebrew	0	0.0	0.0	0
Hungarian	0	0.0	0.0	Hindi	0	0.0	0.0	Hungarian	0	0.0	0.0	0
Japanese	0	0.0	0.0	Hungarian	0	0.0	0.0	Japanese	0	0.0	0.0	0
Laotian	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	Laotian	0	0.0	0.0	0
Miao, Hmong	0	0.0	0.0	Navajo	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	0
Navajo	0	0.0	0.0	Other Asian	0	0.0	0.0	Navajo	0	0.0	0.0	0
Other languages & not reported	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	0
Other Native North American	0	0.0	0.0	Other Native North American	0	0.0	0.0	Other Native North American	0	0.0	0.0	0
Other Pacific Islands	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	0
Other West Germanic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Persian	0	0.0	0.0	Persian	0	0.0	0.0	Persian	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Tagalog	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	-1
Thai	0	0.0	0.0	Thai	0	0.0	0.0	Thai	0	0.0	0.0	0
Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	0
Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	0
TOTAL	**91**	**4.9**	**100**	**TOTAL**	**88**	**4.8**	**100**	**TOTAL**	**94**	**5.0**	**100**	**3**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

* * The Boston regional office's linguistically isolated PHLEWs exclude data from the Pureto Rico Community Survey.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Estimated Average Monthly CAPI Language Workloads per Regional Office
-- Linguistically Isolated (LI)

Charlotte

2006 Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	2007 Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	2008 Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	70	3.0	84.3	Spanish & Creole	75	3.2	85.2	Spanish & Creole	77	3.3	83.7	7
African languages	2	0.1	2.4	Chinese	2	0.1	2.3	African languages	2	0.1	2.2	0
Chinese	2	0.1	2.4	Korean	2	0.1	2.3	Chinese	2	0.1	2.2	0
Korean	2	0.1	2.4	Vietnamese	2	0.1	2.3	Korean	2	0.1	2.2	0
Vietnamese	2	0.1	2.4	African languages	1	0.0	1.1	Vietnamese	2	0.1	2.2	0
Arabic	1	0.0	1.2	Arabic	1	0.0	1.1	Arabic	1	0.0	1.1	0
French incl. Patois, Cajun	1	0.0	1.2	French incl. Patois, Cajun	1	0.0	1.1	French incl. Patois, Cajun	1	0.0	1.1	0
Japanese	1	0.0	1.2	Japanese	1	0.0	1.1	Japanese	1	0.0	1.1	0
Other Asian	1	0.0	1.2	Other Asian	1	0.0	1.1	Laotian	1	0.0	1.1	1
Russian	1	0.0	1.2	Portuguese and Creole	1	0.0	1.1	Other Asian	1	0.0	1.1	0
Armenian	0	0.0	0.0	Urdu	1	0.0	1.1	Other Indic	1	0.0	1.1	1
French Creole	0	0.0	0.0	Armenian	0	0.0	0.0	Russian	1	0.0	1.1	0
German	0	0.0	0.0	French Creole	0	0.0	0.0	Armenian	0	0.0	0.0	0
Greek	0	0.0	0.0	German	0	0.0	0.0	French Creole	0	0.0	0.0	0
Gujarathi	0	0.0	0.0	Greek	0	0.0	0.0	German	0	0.0	0.0	0
Hebrew	0	0.0	0.0	Gujarathi	0	0.0	0.0	Greek	0	0.0	0.0	0
Hindi	0	0.0	0.0	Hebrew	0	0.0	0.0	Gujarathi	0	0.0	0.0	0
Hungarian	0	0.0	0.0	Hindi	0	0.0	0.0	Hebrew	0	0.0	0.0	0
Italian	0	0.0	0.0	Hungarian	0	0.0	0.0	Hindi	0	0.0	0.0	0
Laotian	0	0.0	0.0	Italian	0	0.0	0.0	Hungarian	0	0.0	0.0	0
Miao, Hmong	0	0.0	0.0	Laotian	0	0.0	0.0	Italian	0	0.0	0.0	0
Mon-Khmer, Cambodian	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	0
Navajo	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	0
Other Indic	0	0.0	0.0	Navajo	0	0.0	0.0	Navajo	0	0.0	0.0	0
Other IndoEuropean	0	0.0	0.0	Other Indic	0	0.0	0.0	Other IndoEuropean	0	0.0	0.0	0
Other languages & not reported	0	0.0	0.0	Other IndoEuropean	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	0
Other Native North American	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	Other Native North American	0	0.0	0.0	0
Other Pacific Islands	0	0.0	0.0	Other Native North American	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	0
Other Slavic	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	Other Slavic	0	0.0	0.0	0
Other West Germanic	0	0.0	0.0	Other Slavic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Persian	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Persian	0	0.0	0.0	0
Polish	0	0.0	0.0	Persian	0	0.0	0.0	Polish	0	0.0	0.0	0
Portuguese and Creole	0	0.0	0.0	Polish	0	0.0	0.0	Portuguese and Creole	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Russian	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Serbo-Croatian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	0
Tagalog	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	Tagalog	0	0.0	0.0	0
Thai	0	0.0	0.0	Tagalog	0	0.0	0.0	Thai	0	0.0	0.0	0
Urdu	0	0.0	0.0	Thai	0	0.0	0.0	Urdu	0	0.0	0.0	0
Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	0
TOTAL	**83**	**3.6**	**100**	**TOTAL**	**88**	**3.7**	**100**	**TOTAL**	**92**	**3.9**	**100**	**9**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Estimated Average Monthly CAPI Language Workloads per Regional Office
-- Linguistically Isolated (LI)

Chicago

2006 Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	*2007* Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	*2008* Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	84	4.8	72.4	Spanish & Creole	80	4.4	70.8	Spanish & Creole	83	4.5	70.3	-1
Polish	12	0.7	10.3	Polish	12	0.7	10.6	Polish	11	0.6	9.3	-1
Chinese	3	0.2	2.6	Chinese	3	0.2	2.7	Chinese	3	0.2	2.5	0
Other Slavic	2	0.1	1.7	Korean	2	0.1	1.8	Russian	3	0.2	2.5	1
Russian	2	0.1	1.7	Other IndoEuropean	2	0.1	1.8	Arabic	2	0.1	1.7	1
African languages	1	0.1	0.9	Other Slavic	2	0.1	1.8	Korean	2	0.1	1.7	1
Arabic	1	0.1	0.9	Russian	2	0.1	1.8	Other IndoEuropean	2	0.1	1.7	1
German	1	0.1	0.9	African languages	1	0.1	0.9	Other Slavic	2	0.1	1.7	0
Greek	1	0.1	0.9	Arabic	1	0.1	0.9	African languages	1	0.1	0.8	0
Italian	1	0.1	0.9	French incl. Patois, Cajun	1	0.1	0.9	French incl. Patois, Cajun	1	0.1	0.8	1
Korean	1	0.1	0.9	Greek	1	0.1	0.9	Gujarathi	1	0.1	0.8	1
Other Asian	1	0.1	0.9	Hindi	1	0.1	0.9	Hindi	1	0.1	0.8	1
Other Indic	1	0.1	0.9	Italian	1	0.1	0.9	Italian	1	0.1	0.8	0
Other IndoEuropean	1	0.1	0.9	Other Asian	1	0.1	0.9	Other Asian	1	0.1	0.8	0
Serbo-Croatian	1	0.1	0.9	Serbo-Croatian	1	0.1	0.9	Serbo-Croatian	1	0.1	0.8	0
Tagalog	1	0.1	0.9	Tagalog	1	0.1	0.9	Tagalog	1	0.1	0.8	0
Urdu	1	0.1	0.9	Vietnamese	1	0.1	0.9	Urdu	1	0.1	0.8	0
Vietnamese	1	0.1	0.9	Armenian	0	0.0	0.0	Vietnamese	1	0.1	0.8	0
Armenian	0	0.0	0.0	French Creole	0	0.0	0.0	Armenian	0	0.0	0.0	0
French Creole	0	0.0	0.0	German	0	0.0	0.0	French Creole	0	0.0	0.0	0
French incl. Patois, Cajun	0	0.0	0.0	Gujarathi	0	0.0	0.0	German	0	0.0	0.0	-1
Gujarathi	0	0.0	0.0	Hebrew	0	0.0	0.0	Greek	0	0.0	0.0	-1
Hebrew	0	0.0	0.0	Hungarian	0	0.0	0.0	Hebrew	0	0.0	0.0	0
Hindi	0	0.0	0.0	Japanese	0	0.0	0.0	Hungarian	0	0.0	0.0	0
Hungarian	0	0.0	0.0	Laotian	0	0.0	0.0	Japanese	0	0.0	0.0	0
Japanese	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	Laotian	0	0.0	0.0	0
Laotian	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	0
Miao, Hmong	0	0.0	0.0	Navajo	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	0
Mon-Khmer, Cambodian	0	0.0	0.0	Other Indic	0	0.0	0.0	Navajo	0	0.0	0.0	0
Navajo	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	Other Indic	0	0.0	0.0	-1
Other languages & not reported	0	0.0	0.0	Other Native North American	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	0
Other Native North American	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	Other Native North American	0	0.0	0.0	0
Other Pacific Islands	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	0
Other West Germanic	0	0.0	0.0	Persian	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Persian	0	0.0	0.0	Portuguese and Creole	0	0.0	0.0	Persian	0	0.0	0.0	0
Portuguese and Creole	0	0.0	0.0	Scandinavian	0	0.0	0.0	Portuguese and Creole	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Thai	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Thai	0	0.0	0.0	Urdu	0	0.0	0.0	Thai	0	0.0	0.0	0
Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	0
TOTAL	**116**	**6.6**	**100**	**TOTAL**	**113**	**6.2**	**100**	**TOTAL**	**118**	**6.5**	**100**	**2**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Estimated Average Monthly CAPI Language Workloads per Regional Office
-- Linguistically Isolated (LI)

Dallas

2006 Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	2007 Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	2008 Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	239	8.3	93.0	Spanish & Creole	254	8.6	91.7	Spanish & Creole	265	8.8	92.3	26
Vietnamese	6	0.2	2.3	Vietnamese	6	0.2	2.2	Vietnamese	7	0.2	2.4	1
Chinese	3	0.1	1.2	Chinese	4	0.1	1.4	Chinese	3	0.1	1.0	0
African languages	2	0.1	0.8	African languages	2	0.1	0.7	African languages	2	0.1	0.7	0
Arabic	1	0.0	0.4	Korean	2	0.1	0.7	Korean	2	0.1	0.7	1
French incl. Patois, Cajun	1	0.0	0.4	Arabic	1	0.0	0.4	Arabic	1	0.0	0.3	0
German	1	0.0	0.4	French incl. Patois, Cajun	1	0.0	0.4	French incl. Patois, Cajun	1	0.0	0.3	0
Korean	1	0.0	0.4	Hindi	1	0.0	0.4	German	1	0.0	0.3	0
Laotian	1	0.0	0.4	Japanese	1	0.0	0.4	Hindi	1	0.0	0.3	1
Other Asian	1	0.0	0.4	Other Asian	1	0.0	0.4	Other Asian	1	0.0	0.3	0
Other Native North American	1	0.0	0.4	Other Indic	1	0.0	0.4	Other Indic	1	0.0	0.3	1
Armenian	0	0.0	0.0	Portuguese and Creole	1	0.0	0.4	Persian	1	0.0	0.3	1
French Creole	0	0.0	0.0	Russian	1	0.0	0.4	Tagalog	1	0.0	0.3	1
Greek	0	0.0	0.0	Urdu	1	0.0	0.4	Armenian	0	0.0	0.0	0
Gujarathi	0	0.0	0.0	Armenian	0	0.0	0.0	French Creole	0	0.0	0.0	0
Hebrew	0	0.0	0.0	French Creole	0	0.0	0.0	Greek	0	0.0	0.0	0
Hindi	0	0.0	0.0	German	0	0.0	0.0	Gujarathi	0	0.0	0.0	0
Hungarian	0	0.0	0.0	Greek	0	0.0	0.0	Hebrew	0	0.0	0.0	0
Italian	0	0.0	0.0	Gujarathi	0	0.0	0.0	Hungarian	0	0.0	0.0	0
Japanese	0	0.0	0.0	Hebrew	0	0.0	0.0	Italian	0	0.0	0.0	0
Miao, Hmong	0	0.0	0.0	Hungarian	0	0.0	0.0	Japanese	0	0.0	0.0	0
Mon-Khmer, Cambodian	0	0.0	0.0	Italian	0	0.0	0.0	Laotian	0	0.0	0.0	-1
Navajo	0	0.0	0.0	Laotian	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	0
Other Indic	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	0
Other IndoEuropean	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	Navajo	0	0.0	0.0	0
Other languages & not reported	0	0.0	0.0	Navajo	0	0.0	0.0	Other IndoEuropean	0	0.0	0.0	0
Other Pacific Islands	0	0.0	0.0	Other IndoEuropean	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	0
Other Slavic	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	Other Native North American	0	0.0	0.0	-1
Other West Germanic	0	0.0	0.0	Other Native North American	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	0
Persian	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	Other Slavic	0	0.0	0.0	0
Polish	0	0.0	0.0	Other Slavic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Portuguese and Creole	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Polish	0	0.0	0.0	0
Russian	0	0.0	0.0	Persian	0	0.0	0.0	Portuguese and Creole	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Polish	0	0.0	0.0	Russian	0	0.0	0.0	0
Serbo-Croatian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Tagalog	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	0
Thai	0	0.0	0.0	Tagalog	0	0.0	0.0	Thai	0	0.0	0.0	0
Urdu	0	0.0	0.0	Thai	0	0.0	0.0	Urdu	0	0.0	0.0	0
Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	0
TOTAL	**257**	**8.9**	**100**	**TOTAL**	**277**	**9.4**	**100**	**TOTAL**	**287**	**9.6**	**100**	**30**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Table 2, Continued.

**Estimated Average Monthly CAPI Language Workloads per Regional Office
-- Linguistically Isolated (LI)**

Denver

2006 Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	2007 Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	2008 Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	133	6.3	85.3	Spanish & Creole	129	6.0	79.6	Spanish & Creole	126	5.8	76.4	-7
Navajo	7	0.3	4.5	Navajo	22	1.0	13.6	Navajo	23	1.1	13.9	16
Chinese	3	0.1	1.9	Chinese	2	0.1	1.2	African languages	2	0.1	1.2	1
Vietnamese	2	0.1	1.3	Korean	2	0.1	1.2	Chinese	2	0.1	1.2	-1
African languages	1	0.0	0.6	African languages	1	0.0	0.6	Korean	2	0.1	1.2	1
Arabic	1	0.0	0.6	Arabic	1	0.0	0.6	Arabic	1	0.0	0.6	0
French incl. Patois, Cajun	1	0.0	0.6	Other Native North American	1	0.0	0.6	French incl. Patois, Cajun	1	0.0	0.6	0
German	1	0.0	0.6	Russian	1	0.0	0.6	German	1	0.0	0.6	0
Japanese	1	0.0	0.6	Serbo-Croatian	1	0.0	0.6	Japanese	1	0.0	0.6	0
Korean	1	0.0	0.6	Tagalog	1	0.0	0.6	Other Asian	1	0.0	0.6	0
Other Asian	1	0.0	0.6	Vietnamese	1	0.0	0.6	Other Native North American	1	0.0	0.6	0
Other Native North American	1	0.0	0.6	Armenian	0	0.0	0.0	Russian	1	0.0	0.6	0
Russian	1	0.0	0.6	French Creole	0	0.0	0.0	Serbo-Croatian	1	0.0	0.6	0
Serbo-Croatian	1	0.0	0.6	French incl. Patois, Cajun	0	0.0	0.0	Tagalog	1	0.0	0.6	0
Tagalog	1	0.0	0.6	German	0	0.0	0.0	Vietnamese	1	0.0	0.6	-1
Armenian	0	0.0	0.0	Greek	0	0.0	0.0	Armenian	0	0.0	0.0	0
French Creole	0	0.0	0.0	Gujarathi	0	0.0	0.0	French Creole	0	0.0	0.0	0
Greek	0	0.0	0.0	Hebrew	0	0.0	0.0	Greek	0	0.0	0.0	0
Gujarathi	0	0.0	0.0	Hindi	0	0.0	0.0	Gujarathi	0	0.0	0.0	0
Hebrew	0	0.0	0.0	Hungarian	0	0.0	0.0	Hebrew	0	0.0	0.0	0
Hindi	0	0.0	0.0	Italian	0	0.0	0.0	Hindi	0	0.0	0.0	0
Hungarian	0	0.0	0.0	Japanese	0	0.0	0.0	Hungarian	0	0.0	0.0	0
Italian	0	0.0	0.0	Laotian	0	0.0	0.0	Italian	0	0.0	0.0	0
Laotian	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	Laotian	0	0.0	0.0	0
Miao, Hmong	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	0
Mon-Khmer, Cambodian	0	0.0	0.0	Other Asian	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	0
Other Indic	0	0.0	0.0	Other Indic	0	0.0	0.0	Other Indic	0	0.0	0.0	0
Other IndoEuropean	0	0.0	0.0	Other IndoEuropean	0	0.0	0.0	Other IndoEuropean	0	0.0	0.0	0
Other languages & not reported	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	0
Other Pacific Islands	0	0.3	0.0	Other Pacific Islands	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	0
Other Slavic	0	0.3	0.0	Other Slavic	0	0.0	0.0	Other Slavic	0	0.0	0.0	0
Other West Germanic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Persian	0	0.0	0.0	Persian	0	0.0	0.0	Persian	0	0.0	0.0	0
Polish	0	0.0	0.0	Polish	0	0.0	0.0	Polish	0	0.0	0.0	0
Portuguese and Creole	0	0.0	0.0	Portuguese and Creole	0	0.0	0.0	Portuguese and Creole	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Thai	0	0.0	0.0	Thai	0	0.0	0.0	Thai	0	0.0	0.0	0
Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	0
Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	0
TOTAL	**156**	**7.4**	**100**	**TOTAL**	**162**	**7.5**	**100**	**TOTAL**	**165**	**7.6**	**100**	**9**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Table 2, Continued.

Estimated Average Monthly CAPI Language Workloads per Regional Office
-- Linguistically Isolated (LI)

Detroit

2006 Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	2007 Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	2008 Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	16	0.9	50.0	Spanish & Creole	18	1.0	52.9	Spanish & Creole	16	0.9	50.0	0
Arabic	4	0.2	12.5	Arabic	3	0.2	8.8	Arabic	3	0.2	9.4	-1
African languages	2	0.1	6.3	Chinese	2	0.1	5.9	African languages	2	0.1	6.3	0
Chinese	2	0.1	6.3	African languages	1	0.1	2.9	Chinese	1	0.1	3.1	-1
French incl. Patois, Cajun	1	0.1	3.1	French incl. Patois, Cajun	1	0.1	2.9	French incl. Patois, Cajun	1	0.1	3.1	0
German	1	0.1	3.1	Italian	1	0.1	2.9	German	1	0.1	3.1	0
Japanese	1	0.1	3.1	Japanese	1	0.1	2.9	Japanese	1	0.1	3.1	0
Other Indic	1	0.1	3.1	Korean	1	0.1	2.9	Korean	1	0.1	3.1	1
Other IndoEuropean	1	0.1	3.1	Other Indic	1	0.1	2.9	Other Asian	1	0.1	3.1	1
Other Slavic	1	0.1	3.1	Other IndoEuropean	1	0.1	2.9	Other Indic	1	0.1	3.1	0
Serbo-Croatian	1	0.1	3.1	Other languages & not reported	1	0.1	2.9	Other IndoEuropean	1	0.1	3.1	0
Vietnamese	1	0.1	3.1	Russian	1	0.1	2.9	Polish	1	0.1	3.1	1
Armenian	0	0.0	0.0	Serbo-Croatian	1	0.1	2.9	Russian	1	0.1	3.1	1
French Creole	0	0.0	0.0	Vietnamese	1	0.1	2.9	Vietnamese	1	0.1	3.1	0
Greek	0	0.0	0.0	Armenian	0	0.0	0.0	Armenian	0	0.0	0.0	0
Gujarathi	0	0.0	0.0	French Creole	0	0.0	0.0	French Creole	0	0.0	0.0	0
Hebrew	0	0.0	0.0	German	0	0.0	0.0	Greek	0	0.0	0.0	0
Hindi	0	0.0	0.0	Greek	0	0.0	0.0	Gujarathi	0	0.0	0.0	0
Hungarian	0	0.0	0.0	Gujarathi	0	0.0	0.0	Hebrew	0	0.0	0.0	0
Italian	0	0.0	0.0	Hebrew	0	0.0	0.0	Hindi	0	0.0	0.0	0
Korean	0	0.0	0.0	Hindi	0	0.0	0.0	Hungarian	0	0.0	0.0	0
Laotian	0	0.0	0.0	Hungarian	0	0.0	0.0	Italian	0	0.0	0.0	0
Miao, Hmong	0	0.0	0.0	Laotian	0	0.0	0.0	Laotian	0	0.0	0.0	0
Mon-Khmer, Cambodian	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	0
Navajo	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	0
Other Asian	0	0.0	0.0	Navajo	0	0.0	0.0	Navajo	0	0.0	0.0	0
Other languages & not reported	0	0.0	0.0	Other Asian	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	0
Other Native North American	0	0.0	0.0	Other Native North American	0	0.0	0.0	Other Native North American	0	0.0	0.0	0
Other Pacific Islands	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	0
Other West Germanic	0	0.0	0.0	Other Slavic	0	0.0	0.0	Other Slavic	0	0.0	0.0	-1
Persian	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Polish	0	0.0	0.0	Persian	0	0.0	0.0	Persian	0	0.0	0.0	0
Portuguese and Creole	0	0.0	0.0	Polish	0	0.0	0.0	Portuguese and Creole	0	0.0	0.0	0
Russian	0	0.0	0.0	Portuguese and Creole	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	-1
Tagalog	0	0.0	0.0	Tagalog	0	0.0	0.0	Tagalog	0	0.0	0.0	0
Thai	0	0.0	0.0	Thai	0	0.0	0.0	Thai	0	0.0	0.0	0
Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	0
Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	0
TOTAL	**32**	**1.8**	**100**	**TOTAL**	**34**	**1.9**	**100**	**TOTAL**	**32**	**1.8**	**100**	**0**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Estimated Average Monthly CAPI Language Workloads per Regional Office -- Linguistically Isolated (LI)

Kansas City

Household Language* (2006)	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	Household Language* (2007)	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	Household Language* (2008)	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	37	1.6	72.5	Spanish & Creole	42	1.8	75.0	Spanish & Creole	40	1.8	71.4	3
African languages	4	0.2	7.8	African languages	4	0.2	7.1	African languages	5	0.2	8.9	1
Arabic	1	0.0	2.0	Vietnamese	3	0.1	5.4	Chinese	2	0.1	3.6	1
Chinese	1	0.0	2.0	Chinese	1	0.0	1.8	Vietnamese	2	0.1	3.6	1
German	1	0.0	2.0	Korean	1	0.0	1.8	Korean	1	0.0	1.8	0
Korean	1	0.0	2.0	Laotian	1	0.0	1.8	Laotian	1	0.0	1.8	0
Laotian	1	0.0	2.0	Miao, Hmong	1	0.0	1.8	Miao, Hmong	1	0.0	1.8	0
Miao, Hmong	1	0.0	2.0	Other Asian	1	0.0	1.8	Other Asian	1	0.0	1.8	1
Other Indic	1	0.0	2.0	Russian	1	0.0	1.8	Other Indic	1	0.0	1.8	0
Other Native North American	1	0.0	2.0	Serbo-Croatian	1	0.0	1.8	Russian	1	0.0	1.8	1
Serbo-Croatian	1	0.0	2.0	Arabic	0	0.0	0.0	Serbo-Croatian	1	0.0	1.8	0
Vietnamese	1	0.0	2.0	Armenian	0	0.0	0.0	Arabic	0	0.0	0.0	-1
Armenian	0	0.0	0.0	French Creole	0	0.0	0.0	Armenian	0	0.0	0.0	0
French Creole	0	0.0	0.0	French incl. Patois, Cajun	0	0.0	0.0	French Creole	0	0.0	0.0	0
French incl. Patois, Cajun	0	0.0	0.0	German	0	0.0	0.0	French incl. Patois, Cajun	0	0.0	0.0	0
Greek	0	0.0	0.0	Greek	0	0.0	0.0	German	0	0.0	0.0	-1
Gujarathi	0	0.0	0.0	Gujarathi	0	0.0	0.0	Greek	0	0.0	0.0	0
Hebrew	0	0.0	0.0	Hebrew	0	0.0	0.0	Gujarathi	0	0.0	0.0	0
Hindi	0	0.0	0.0	Hindi	0	0.0	0.0	Hebrew	0	0.0	0.0	0
Hungarian	0	0.0	0.0	Hungarian	0	0.0	0.0	Hindi	0	0.0	0.0	0
Italian	0	0.0	0.0	Italian	0	0.0	0.0	Hungarian	0	0.0	0.0	0
Japanese	0	0.0	0.0	Japanese	0	0.0	0.0	Italian	0	0.0	0.0	0
Mon-Khmer, Cambodian	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	Japanese	0	0.0	0.0	0
Navajo	0	0.0	0.0	Navajo	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	0
Other Asian	0	0.0	0.0	Other Indic	0	0.0	0.0	Navajo	0	0.0	0.0	0
Other IndoEuropean	0	0.0	0.0	Other IndoEuropean	0	0.0	0.0	Other IndoEuropean	0	0.0	0.0	0
Other languages & not reported	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	0
Other Pacific Islands	0	0.0	0.0	Other Native North American	0	0.0	0.0	Other Native North American	0	0.0	0.0	-1
Other Slavic	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	0
Other West Germanic	0	0.0	0.0	Other Slavic	0	0.0	0.0	Other Slavic	0	0.0	0.0	0
Persian	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Polish	0	0.0	0.0	Persian	0	0.0	0.0	Persian	0	0.0	0.0	0
Portuguese and Creole	0	0.0	0.0	Polish	0	0.0	0.0	Polish	0	0.0	0.0	0
Russian	0	0.0	0.0	Portuguese and Creole	0	0.0	0.0	Portuguese and Creole	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Tagalog	0	0.0	0.0	Tagalog	0	0.0	0.0	Tagalog	0	0.0	0.0	0
Thai	0	0.0	0.0	Thai	0	0.0	0.0	Thai	0	0.0	0.0	0
Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	0
Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	0
TOTAL	**51**	**2.2**	**100**	**TOTAL**	**56**	**2.4**	**100**	**TOTAL**	**56**	**2.5**	**100**	**5**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Los Angeles

2006 Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	**2007** Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	**2008** Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	293	13.7	78.6	Spanish & Creole	283	13.0	77.1	Spanish & Creole	287	13.5	75.9	-6
Korean	19	0.9	5.1	Korean	18	0.8	4.9	Korean	23	1.1	6.1	4
Chinese	12	0.6	3.2	Chinese	11	0.5	3.0	Chinese	13	0.6	3.4	1
Armenian	9	0.4	2.4	Vietnamese	10	0.5	2.7	Armenian	10	0.5	2.6	1
Vietnamese	8	0.4	2.1	Armenian	9	0.4	2.5	Vietnamese	8	0.4	2.1	0
Tagalog	6	0.3	1.6	Japanese	5	0.2	1.4	Persian	5	0.2	1.3	1
Japanese	5	0.2	1.3	Tagalog	5	0.2	1.4	Tagalog	5	0.2	1.3	-1
Persian	4	0.2	1.1	Persian	4	0.2	1.1	Japanese	4	0.2	1.1	-1
Other Pacific Islands	3	0.1	0.8	Arabic	3	0.1	0.8	Other Pacific Islands	3	0.1	0.8	0
Russian	3	0.1	0.8	Other Pacific Islands	3	0.1	0.8	Russian	3	0.1	0.8	0
Arabic	2	0.1	0.5	Russian	3	0.1	0.8	Arabic	2	0.1	0.5	0
African languages	1	0.0	0.3	African languages	1	0.0	0.3	Mon-Khmer, Cambodian	2	0.1	0.5	1
French incl. Patois, Cajun	1	0.0	0.3	French incl. Patois, Cajun	1	0.0	0.3	Other Indic	2	0.1	0.5	1
Italian	1	0.0	0.3	Hebrew	1	0.0	0.3	African languages	1	0.0	0.3	0
Laotian	1	0.0	0.3	Hindi	1	0.0	0.3	Hindi	1	0.0	0.3	1
Mon-Khmer, Cambodian	1	0.0	0.3	Italian	1	0.0	0.3	Italian	1	0.0	0.3	0
Other Asian	1	0.0	0.3	Laotian	1	0.0	0.3	Laotian	1	0.0	0.3	0
Other Indic	1	0.0	0.3	Miao, Hmong	1	0.0	0.3	Miao, Hmong	1	0.0	0.3	1
Portuguese and Creole	1	0.0	0.3	Mon-Khmer, Cambodian	1	0.0	0.3	Other Asian	1	0.0	0.3	0
Thai	1	0.0	0.3	Other Asian	1	0.0	0.3	Other IndoEuropean	1	0.0	0.3	1
French Creole	0	0.0	0.0	Other Indic	1	0.0	0.3	Other languages & not reported	1	0.0	0.3	1
German	0	0.0	0.0	Other IndoEuropean	1	0.0	0.3	Other Slavic	1	0.0	0.3	1
Greek	0	0.0	0.0	Portuguese and Creole	1	0.0	0.3	Portuguese and Creole	1	0.0	0.3	0
Gujarathi	0	0.0	0.0	Thai	1	0.0	0.3	Thai	1	0.0	0.3	0
Hebrew	0	0.0	0.0	French Creole	0	0.0	0.0	French Creole	0	0.0	0.0	0
Hindi	0	0.0	0.0	German	0	0.0	0.0	French incl. Patois, Cajun	0	0.0	0.0	-1
Hungarian	0	0.0	0.0	Greek	0	0.0	0.0	German	0	0.0	0.0	0
Miao, Hmong	0	0.0	0.0	Gujarathi	0	0.0	0.0	Greek	0	0.0	0.0	0
Navajo	0	0.0	0.0	Hungarian	0	0.0	0.0	Gujarathi	0	0.0	0.0	0
Other IndoEuropean	0	0.0	0.0	Navajo	0	0.0	0.0	Hebrew	0	0.0	0.0	0
Other languages & not reported	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	Hungarian	0	0.0	0.0	0
Other Native North American	0	0.0	0.0	Other Native North American	0	0.0	0.0	Navajo	0	0.0	0.0	0
Other Slavic	0	0.0	0.0	Other Slavic	0	0.0	0.0	Other Native North American	0	0.0	0.0	0
Other West Germanic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Polish	0	0.0	0.0	Polish	0	0.0	0.0	Polish	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Serbo-Croatian	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	0
Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	0
Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	0
TOTAL	**373**	**17.4**	**100**	**TOTAL**	**367**	**16.9**	**100**	**TOTAL**	**378**	**17.7**	**100**	**5**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Table 2, Continued.

Estimated Average Monthly CAPI Language Workloads per Regional Office
-- Linguistically Isolated (LI)

New York

2006 Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	2007 Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	2008 Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	167	10.1	60.1	Spanish & Creole	161	9.9	58.1	Spanish & Creole	168	10.4	58.7	1
Chinese	22	1.3	7.9	Chinese	27	1.7	9.7	Chinese	29	1.8	10.1	7
Russian	12	0.7	4.3	Russian	14	0.9	5.1	Russian	15	0.9	5.2	3
Korean	8	0.5	2.9	Polish	9	0.6	3.2	Polish	9	0.6	3.1	1
Polish	8	0.5	2.9	Korean	8	0.5	2.9	Italian	8	0.5	2.8	1
Italian	7	0.4	2.5	Italian	7	0.4	2.5	Korean	7	0.4	2.4	-1
Portuguese and Creole	7	0.4	2.5	Portuguese and Creole	7	0.4	2.5	French Creole	6	0.4	2.1	1
French Creole	5	0.3	1.8	French Creole	6	0.4	2.2	Portuguese and Creole	6	0.4	2.1	-1
French incl. Patois, Cajun	5	0.3	1.8	Other Indic	6	0.4	2.2	Other Indic	5	0.3	1.7	0
Other Indic	5	0.3	1.8	African languages	4	0.2	1.4	Arabic	4	0.2	1.4	0
Arabic	4	0.2	1.4	Arabic	3	0.2	1.1	Yiddish	4	0.2	1.4	2
African languages	3	0.2	1.1	French incl. Patois, Cajun	3	0.2	1.1	African languages	3	0.2	1.0	0
Other IndoEuropean	3	0.2	1.1	Greek	2	0.1	0.7	French incl. Patois, Cajun	3	0.2	1.0	-2
Greek	2	0.1	0.7	Hindi	2	0.1	0.7	Other Asian	3	0.2	1.0	1
Hebrew	2	0.1	0.7	Japanese	2	0.1	0.7	Greek	2	0.1	0.7	0
Hindi	2	0.1	0.7	Other Asian	2	0.1	0.7	Hindi	2	0.1	0.7	0
Other Asian	2	0.1	0.7	Other IndoEuropean	2	0.1	0.7	Other IndoEuropean	2	0.1	0.7	-1
Urdu	2	0.1	0.7	Urdu	2	0.1	0.7	Urdu	2	0.1	0.7	0
Yiddish	2	0.1	0.7	Yiddish	2	0.1	0.7	German	1	0.1	0.3	0
German	1	0.1	0.4	Gujarathi	1	0.1	0.4	Gujarathi	1	0.1	0.3	0
Gujarathi	1	0.1	0.4	Hebrew	1	0.1	0.4	Hebrew	1	0.1	0.3	-1
Hungarian	1	0.1	0.4	Hungarian	1	0.1	0.4	Japanese	1	0.1	0.3	0
Japanese	1	0.1	0.4	Other Slavic	1	0.1	0.4	Other Slavic	1	0.1	0.3	0
Other Pacific Islands	1	0.1	0.4	Persian	1	0.1	0.4	Persian	1	0.1	0.3	0
Other Slavic	1	0.1	0.4	Serbo-Croatian	1	0.1	0.4	Serbo-Croatian	1	0.1	0.3	0
Persian	1	0.1	0.4	Tagalog	1	0.1	0.4	Tagalog	1	0.1	0.3	0
Serbo-Croatian	1	0.1	0.4	Vietnamese	1	0.1	0.4	Armenian	0	0.0	0.0	0
Tagalog	1	0.1	0.4	Armenian	0	0.0	0.0	Hungarian	0	0.0	0.0	-1
Vietnamese	1	0.1	0.4	German	0	0.0	0.0	Laotian	0	0.0	0.0	0
Armenian	0	0.0	0.0	Laotian	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	0
Laotian	0	0.0	0.0	Miao, Hmong	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	0
Miao, Hmong	0	0.0	0.0	Mon-Khmer, Cambodian	0	0.0	0.0	Navajo	0	0.0	0.0	0
Mon-Khmer, Cambodian	0	0.0	0.0	Navajo	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	0
Navajo	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	Other Native North American	0	0.0	0.0	0
Other languages & not reported	0	0.0	0.0	Other Native North American	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	-1
Other Native North American	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Other West Germanic	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Thai	0	0.0	0.0	0
Thai	0	0.0	0.0	Thai	0	0.0	0.0	Vietnamese	0	0.0	0.0	-1
TOTAL	**278**	**16.9**	**100**	**TOTAL**	**277**	**17.0**	**100**	**TOTAL**	**286**	**17.7**	**100**	**8**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Table 2, Continued.

Estimated Average Monthly CAPI Language Workloads per Regional Office
-- Linguistically Isolated (LI)

Philadelphia

2006

Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload
Spanish & Creole	40	2.2	66.7
Chinese	4	0.2	6.7
Korean	2	0.1	3.3
Russian	2	0.1	3.3
African languages	1	0.1	1.7
Arabic	1	0.1	1.7
French incl. Patois, Cajun	1	0.1	1.7
Greek	1	0.1	1.7
Italian	1	0.1	1.7
Other Asian	1	0.1	1.7
Other Indic	1	0.1	1.7
Other IndoEuropean	1	0.1	1.7
Other Slavic	1	0.1	1.7
Polish	1	0.1	1.7
Portuguese and Creole	1	0.1	1.7
Vietnamese	1	0.1	1.7
Armenian	0	0.0	0.0
French Creole	0	0.0	0.0
German	0	0.0	0.0
Gujarathi	0	0.0	0.0
Hebrew	0	0.0	0.0
Hindi	0	0.0	0.0
Hungarian	0	0.0	0.0
Japanese	0	0.0	0.0
Laotian	0	0.0	0.0
Miao, Hmong	0	0.0	0.0
Mon-Khmer, Cambodian	0	0.0	0.0
Navajo	0	0.0	0.0
Other languages & not reported	0	0.0	0.0
Other Native North American	0	0.0	0.0
Other Pacific Islands	0	0.0	0.0
Other West Germanic	0	0.0	0.0
Persian	0	0.0	0.0
Scandinavian	0	0.0	0.0
Serbo-Croatian	0	0.0	0.0
Tagalog	0	0.0	0.0
Thai	0	0.0	0.0
Urdu	0	0.0	0.0
Yiddish	0	0.0	0.0
TOTAL	**60**	**3.3**	**100**

2007

Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload
Spanish & Creole	41	2.3	60.3
Chinese	4	0.2	5.9
Vietnamese	3	0.2	4.4
African languages	2	0.1	2.9
Korean	2	0.1	2.9
Portuguese and Creole	2	0.1	2.9
Arabic	1	0.1	1.5
French Creole	1	0.1	1.5
French incl. Patois, Cajun	1	0.1	1.5
Greek	1	0.1	1.5
Hindi	1	0.1	1.5
Italian	1	0.1	1.5
Mon-Khmer, Cambodian	1	0.1	1.5
Other Asian	1	0.1	1.5
Other Indic	1	0.1	1.5
Other IndoEuropean	1	0.1	1.5
Other Slavic	1	0.1	1.5
Other West Germanic	1	0.1	1.5
Polish	1	0.1	1.5
Russian	1	0.1	1.5
Armenian	0	0.0	0.0
German	0	0.0	0.0
Gujarathi	0	0.0	0.0
Hebrew	0	0.0	0.0
Hungarian	0	0.0	0.0
Japanese	0	0.0	0.0
Laotian	0	0.0	0.0
Miao, Hmong	0	0.0	0.0
Navajo	0	0.0	0.0
Other languages & not reported	0	0.0	0.0
Other Native North American	0	0.0	0.0
Other Pacific Islands	0	0.0	0.0
Persian	0	0.0	0.0
Scandinavian	0	0.0	0.0
Serbo-Croatian	0	0.0	0.0
Tagalog	0	0.0	0.0
Thai	0	0.0	0.0
Urdu	0	0.0	0.0
Yiddish	0	0.0	0.0
TOTAL	**68**	**3.8**	**100**

2008

Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	38	2.2	65.5	-2
Chinese	4	0.2	6.9	0
Korean	2	0.1	3.4	0
Other Indic	2	0.1	3.4	1
Vietnamese	2	0.1	3.4	1
African languages	1	0.1	1.7	0
Arabic	1	0.1	1.7	0
French Creole	1	0.1	1.7	1
French incl. Patois, Cajun	1	0.1	1.7	0
Other Asian	1	0.1	1.7	0
Other Slavic	1	0.1	1.7	0
Other West Germanic	1	0.1	1.7	1
Polish	1	0.1	1.7	0
Portuguese and Creole	1	0.1	1.7	0
Russian	1	0.1	1.7	-1
Armenian	0	0.0	0.0	0
German	0	0.0	0.0	0
Greek	0	0.0	0.0	-1
Gujarathi	0	0.0	0.0	0
Hebrew	0	0.0	0.0	0
Hindi	0	0.0	0.0	0
Hungarian	0	0.0	0.0	0
Italian	0	0.0	0.0	-1
Japanese	0	0.0	0.0	0
Laotian	0	0.0	0.0	0
Miao, Hmong	0	0.0	0.0	0
Mon-Khmer, Cambodian	0	0.0	0.0	0
Navajo	0	0.0	0.0	0
Other IndoEuropean	0	0.0	0.0	-1
Other languages & not reported	0	0.0	0.0	0
Other Native North American	0	0.0	0.0	0
Other Pacific Islands	0	0.0	0.0	0
Persian	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	0
Serbo-Croatian	0	0.0	0.0	0
Tagalog	0	0.0	0.0	0
Thai	0	0.0	0.0	0
Urdu	0	0.0	0.0	0
Yiddish	0	0.0	0.0	0
TOTAL	**58**	**3.4**	**100**	**-2**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Table 2, Continued.

Estimated Average Monthly CAPI Language Workloads per Regional Office -- Linguistically Isolated (LI)

Seattle

Household Language* (2006)	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	Household Language* (2007)	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	Household Language* (2008)	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	101	5.4	62.0	Spanish & Creole	102	5.3	62.6	Spanish & Creole	100	5.4	63.3	-1
Chinese	16	0.8	9.8	Chinese	14	0.7	8.6	Chinese	15	0.8	9.5	-1
Vietnamese	8	0.4	4.9	Vietnamese	9	0.5	5.5	Vietnamese	8	0.4	5.1	0
Other Native North American	6	0.3	3.7	Other Native North American	6	0.3	3.7	Other Native North American	6	0.3	3.8	0
Korean	5	0.3	3.1	Russian	6	0.3	3.7	Korean	4	0.2	2.5	-1
Russian	4	0.2	2.5	Korean	5	0.3	3.1	Russian	4	0.2	2.5	0
Tagalog	3	0.2	1.8	Tagalog	3	0.2	1.8	Tagalog	3	0.2	1.9	0
African languages	2	0.1	1.2	African languages	2	0.1	1.2	African languages	2	0.1	1.3	0
Japanese	2	0.1	1.2	Other Slavic	2	0.1	1.2	Japanese	2	0.1	1.3	0
Other Slavic	2	0.1	1.2	Arabic	1	0.1	0.6	Other Asian	2	0.1	1.3	1
Arabic	1	0.1	0.6	French incl. Patois, Cajun	1	0.1	0.6	Other Indic	2	0.1	1.3	1
French incl. Patois, Cajun	1	0.1	0.6	Japanese	1	0.1	0.6	Other Slavic	2	0.1	1.3	0
Hindi	1	0.1	0.6	Laotian	1	0.1	0.6	Arabic	1	0.1	0.6	0
Italian	1	0.1	0.6	Miao, Hmong	1	0.1	0.6	Hindi	1	0.1	0.6	0
Laotian	1	0.1	0.6	Mon-Khmer, Cambodian	1	0.1	0.6	Laotian	1	0.1	0.6	0
Miao, Hmong	1	0.1	0.6	Other Asian	1	0.1	0.6	Miao, Hmong	1	0.1	0.6	0
Mon-Khmer, Cambodian	1	0.1	0.6	Other Indic	1	0.1	0.6	Mon-Khmer, Cambodian	1	0.1	0.6	0
Other Asian	1	0.1	0.6	Other IndoEuropean	1	0.1	0.6	Other Pacific Islands	1	0.1	0.6	0
Other Indic	1	0.1	0.6	Other languages & not reported	1	0.1	0.6	Persian	1	0.1	0.6	0
Other IndoEuropean	1	0.1	0.6	Persian	1	0.1	0.6	Portuguese and Creole	1	0.1	0.6	0
Other Pacific Islands	1	0.1	0.6	Polish	1	0.1	0.6	Armenian	0	0.0	0.0	0
Persian	1	0.1	0.6	Portuguese and Creole	1	0.1	0.6	French Creole	0	0.0	0.0	0
Portuguese and Creole	1	0.1	0.6	Thai	1	0.1	0.6	French incl. Patois, Cajun	0	0.0	0.0	-1
Thai	1	0.1	0.6	Armenian	0	0.0	0.0	German	0	0.0	0.0	0
Armenian	0	0.0	0.0	French Creole	0	0.0	0.0	Greek	0	0.0	0.0	0
French Creole	0	0.0	0.0	German	0	0.0	0.0	Gujarathi	0	0.0	0.0	0
German	0	0.0	0.0	Greek	0	0.0	0.0	Hebrew	0	0.0	0.0	0
Greek	0	0.0	0.0	Gujarathi	0	0.0	0.0	Hungarian	0	0.0	0.0	0
Gujarathi	0	0.0	0.0	Hebrew	0	0.0	0.0	Italian	0	0.0	0.0	-1
Hebrew	0	0.0	0.0	Hindi	0	0.0	0.0	Navajo	0	0.0	0.0	0
Hungarian	0	0.0	0.0	Hungarian	0	0.0	0.0	Other IndoEuropean	0	0.0	0.0	-1
Navajo	0	0.0	0.0	Italian	0	0.0	0.0	Other languages & not reported	0	0.0	0.0	0
Other languages & not reported	0	0.0	0.0	Navajo	0	0.0	0.0	Other West Germanic	0	0.0	0.0	0
Other West Germanic	0	0.0	0.0	Other Pacific Islands	0	0.0	0.0	Polish	0	0.0	0.0	0
Polish	0	0.0	0.0	Other West Germanic	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	0
Serbo-Croatian	0	0.0	0.0	Serbo-Croatian	0	0.0	0.0	Thai	0	0.0	0.0	-1
Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	Urdu	0	0.0	0.0	0
Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	Yiddish	0	0.0	0.0	0
TOTAL	**163**	**8.6**	**100**	**TOTAL**	**163**	**8.5**	**100**	**TOTAL**	**158**	**8.5**	**100**	**-5**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

Table 2, Continued.

Estimated Average Monthly CAPI Language Workloads per Regional Office
-- Linguistically Isolated (LI)

TOTAL**

2006 Household Language*	2006 Average Monthly LI Language Workloads	Percent of 2006 Average Monthly Language Workload	Percent of 2006 Average Monthly LI Language Workload	2007 Household Language*	2007 Average Monthly LI Language Workloads	Percent of 2007 Average Monthly Language Workload	Percent of 2007 Average Monthly LI Language Workload	2008 Household Language*	2008 Average Monthly LI Language Workloads	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly LI Language Workload	2008 Average Monthly LI Lang Wkld - 2006 Average Monthly LI Lang Wkld
Spanish & Creole	1,401	5.6	75.0	Spanish & Creole	1,415	5.6	73.8	Spanish & Creole	1,435	5.7	73.7	34
Chinese	72	0.3	3.9	Chinese	75	0.3	3.9	Chinese	79	0.3	4.1	7
Korean	43	0.2	2.3	Korean	47	0.2	2.5	Korean	49	0.2	2.5	6
Vietnamese	37	0.1	2.0	Vietnamese	43	0.2	2.2	Vietnamese	38	0.2	2.0	1
Russian	29	0.1	1.6	Russian	33	0.1	1.7	Russian	33	0.1	1.7	4
Portuguese and Creole	25	0.1	1.3	Portuguese and Creole	29	0.1	1.5	French Creole	27	0.1	1.4	3
French Creole	24	0.1	1.3	Polish	26	0.1	1.4	African languages	25	0.1	1.3	4
Polish	24	0.1	1.3	French Creole	25	0.1	1.3	Polish	25	0.1	1.3	1
African languages	21	0.1	1.1	African languages	22	0.1	1.1	Navajo	23	0.1	1.2	16
Arabic	19	0.1	1.0	Navajo	22	0.1	1.1	Portuguese and Creole	22	0.1	1.1	-3
French incl. Patois, Cajun	17	0.1	0.9	Arabic	17	0.1	0.9	Arabic	19	0.1	1.0	0
Italian	14	0.1	0.7	French incl. Patois, Cajun	14	0.1	0.7	Other Indic	17	0.1	0.9	4
Other Indic	13	0.1	0.7	Italian	14	0.1	0.7	Other Asian	15	0.1	0.8	5
Japanese	12	0.0	0.6	Japanese	13	0.1	0.7	Italian	13	0.1	0.7	-1
Tagalog	12	0.0	0.6	Other Indic	13	0.1	0.7	Tagalog	13	0.1	0.7	1
Other Asian	10	0.0	0.5	Tagalog	12	0.0	0.6	French incl. Patois, Cajun	12	0.0	0.6	-5
Armenian	9	0.0	0.5	Other Asian	10	0.0	0.5	Armenian	10	0.0	0.5	1
Other IndoEuropean	9	0.0	0.5	Other IndoEuropean	10	0.0	0.5	Japanese	10	0.0	0.5	-2
Other Native North American	9	0.0	0.5	Armenian	9	0.0	0.5	Hindi	8	0.0	0.4	4
German	8	0.0	0.4	Hindi	7	0.0	0.4	Other IndoEuropean	8	0.0	0.4	-1
Other Slavic	8	0.0	0.4	Other Native North American	7	0.0	0.4	Other Slavic	8	0.0	0.4	0
Navajo	7	0.0	0.4	Other Slavic	7	0.0	0.4	Persian	8	0.0	0.4	2
Serbo-Croatian	7	0.0	0.4	Persian	6	0.0	0.3	Other Native North American	7	0.0	0.4	-2
Persian	6	0.0	0.3	Serbo-Croatian	6	0.0	0.3	Serbo-Croatian	5	0.0	0.3	-2
Other Pacific Islands	5	0.0	0.3	Laotian	5	0.0	0.3	German	4	0.0	0.2	-4
Greek	4	0.0	0.2	Greek	4	0.0	0.2	Greek	4	0.0	0.2	0
Hindi	4	0.0	0.2	Mon-Khmer, Cambodian	4	0.0	0.2	Laotian	4	0.0	0.2	0
Laotian	4	0.0	0.2	Urdu	4	0.0	0.2	Mon-Khmer, Cambodian	4	0.0	0.2	1
Mon-Khmer, Cambodian	3	0.0	0.2	Hebrew	3	0.0	0.2	Other Pacific Islands	4	0.0	0.2	-1
Urdu	3	0.0	0.2	Miao, Hmong	3	0.0	0.2	Yiddish	4	0.0	0.2	2
Hebrew	2	0.0	0.1	Other Pacific Islands	3	0.0	0.2	Miao, Hmong	3	0.0	0.2	1
Miao, Hmong	2	0.0	0.1	Gujarathi	2	0.0	0.1	Urdu	3	0.0	0.2	0
Thai	2	0.0	0.1	Other languages & not reported	2	0.0	0.1	Gujarathi	2	0.0	0.1	1
Yiddish	2	0.0	0.1	Thai	2	0.0	0.1	Hebrew	2	0.0	0.1	0
Gujarathi	1	0.0	0.1	Yiddish	2	0.0	0.1	Other languages & not reported	1	0.0	0.1	1
Hungarian	1	0.0	0.1	Hungarian	1	0.0	0.1	Other West Germanic	1	0.0	0.1	1
Other languages & not reported	0	0.0	0.0	Other West Germanic	1	0.0	0.1	Thai	1	0.0	0.1	-1
Other West Germanic	0	0.0	0.0	German	0	0.0	0.0	Hungarian	0	0.0	0.0	-1
Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	Scandinavian	0	0.0	0.0	0
TOTAL	**1,869**	**7.5**	**100.0**		**1,918**	**7.6**	**100.0**		**1,946**	**7.8**	**100.0**	**77**

* Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

* * The sum of the regional offices' linguistically isolated language workloads exclude data from the Puerto Rico Community Survey.

NOTE: These workloads estimate the average monthly number of sample cases in CAPI that have an critical language need. This is not equivalent to the actual CAPI workload, which includes ineligible cases, group quarters, noninterviews, temporarily occupied or vacant housing units, and some late mail returns, that are not accounted for in the workloads. Additionally, average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

<table>
<tr><td colspan="8">

| | Table 3. | | Language Assistance Resources and Estimated Average Monthly CAPI Language Workloads per Regional Office |

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Table 3.	**Language Assistance Resources and Estimated Average Monthly CAPI Language Workloads per Regional Office**

	Household Language[1]	2008 Average Monthly Language Workload Range[2]	Number of FRs/SFRs with Language Skill[3]		Household Language[1]	2008 Average Monthly Language Workload Range[2]	Number of FRs/SFRs with Language Skill[3]
Atlanta	Spanish & Creole	181 - 457	10	**Boston[4]**	Spanish & Creole	54 - 170	7
	French Creole	17 - 43	1		Portuguese and Creole	10 - 27	1
	Vietnamese	4 - 8	1		African languages	3 - 7	
	Portuguese and Creole	3 - 10			Chinese	3 - 10	1
	Chinese	2 - 5			French Creole	3 - 10	
	Korean	2 - 7	1		Polish	3 - 8	1
	Russian	2 - 5			Arabic	2 - 6	
	African languages	1 - 9			French incl. Patois, Cajun	2 - 28	1
	Arabic	1 - 5			Italian	2 - 10	
	French incl. Patois, Cajun	1 - 12	1		Vietnamese	2 - 5	
	Greek	1 - 3			Greek	1 - 3	
	Hebrew	1 - 2			Hindi	1 - 4	
	Hindi	1 - 4	1		Korean	1 - 2	
	Italian	1 - 3	1		Mon-Khmer, Cambodian	1 - 3	
	Other Asian	1 - 4			Other Asian	1 - 4	
	Other Indic	1 - 3			Other Indic	1 - 4	
	Other IndoEuropean	1 - 4			Other IndoEuropean	1 - 6	
	Serbo-Croatian	1 - 2			Other Slavic	1 - 3	
	Armenian	0 - 0			Russian	1 - 5	
	German	0 - 6			Tagalog	1 - 3	
	Gujarathi	0 - 2			Armenian	0 - 1	
	Hungarian	0 - 0			German	0 - 9	1
	Japanese	0 - 2			Gujarathi	0 - 1	
	Laotian	0 - 1			Hebrew	0 - 1	
	Miao, Hmong	0 - 0			Hungarian	0 - 1	
	Mon-Khmer, Cambodian	0 - 1			Japanese	0 - 2	
	Navajo	0 - 0			Laotian	0 - 1	
	Other languages & not reported	0 - 1			Miao, Hmong	0 - 0	
	Other Native North American lang	0 - 1			Navajo	0 - 0	
	Other Pacific Islands	0 - 1			Other languages & not reported	0 - 0	1
	Other Slavic	0 - 2			Other Native North American lang	0 - 3	
	Other West Germanic	0 - 1			Other Pacific Islands	0 - 1	
	Persian	0 - 1			Other West Germanic	0 - 1	
	Polish	0 - 2			Persian	0 - 1	
	Scandinavian	0 - 0			Scandinavian	0 - 1	
	Tagalog	0 - 4			Serbo-Croatian	0 - 2	
	Thai	0 - 1			Thai	0 - 1	
	Urdu	0 - 1	1		Urdu	0 - 1	
	Yiddish	0 - 1			Yiddish	0 - 1	
	TOTAL	**222 - 614**	**17**		**TOTAL**	**94 - 346**	**13**

Charlotte — Household Language[1]	2008 Average Monthly Language Workload Range[2]		Number of FRs/SFRs with Language Skill[3]
Spanish & Creole	77	- 167	10
African languages	2	- 7	
Chinese	2	- 5	1
Korean	2	- 5	
Vietnamese	2	- 5	
Arabic	1	- 6	
French incl. Patois, Cajun	1	- 7	
Japanese	1	- 2	
Laotian	1	- 2	
Other Asian	1	- 4	
Other Indic	1	- 3	
Russian	1	- 2	
Armenian	0	- 0	
French Creole	0	- 1	
German	0	- 5	
Greek	0	- 1	
Gujarathi	0	- 1	
Hebrew	0	- 0	
Hindi	0	- 3	
Hungarian	0	- 0	
Italian	0	- 1	
Miao, Hmong	0	- 0	1
Mon-Khmer, Cambodian	0	- 1	
Navajo	0	- 0	
Other IndoEuropean	0	- 1	
Other languages & not reported	0	- 0	
Other Native North American lang	0	- 0	
Other Pacific Islands	0	- 0	
Other Slavic	0	- 1	
Other West Germanic	0	- 0	
Persian	0	- 3	
Polish	0	- 1	
Portuguese and Creole	0	- 2	1
Scandinavian	0	- 0	
Serbo-Croatian	0	- 1	
Tagalog	0	- 3	
Thai	0	- 1	
Urdu	0	- 2	
Yiddish	0	- 0	
TOTAL	**92**	**- 243**	**13**

Chicago — Household Language[1]	2008 Average Monthly Language Workload Range[2]		Number of FRs/SFRs with Language Skill[3]
Spanish & Creole	83	- 237	7
Polish	11	- 23	1
German	0	- 8	
Chinese	3	- 6	
Arabic	2	- 5	
French incl. Patois, Cajun	1	- 5	1
Hindi	1	- 5	
Korean	2	- 5	
Other IndoEuropean	2	- 5	
Russian	3	- 5	1
Serbo-Croatian	1	- 5	
Tagalog	1	- 5	
African languages	1	- 4	
Italian	1	- 4	
Other Asian	1	- 4	
Other Slavic	2	- 4	
Other West Germanic	0	- 4	
Greek	0	- 3	
Miao, Hmong	0	- 3	
Other Indic	0	- 3	
Gujarathi	1	- 2	
Other Native North American lang	0	- 2	
Urdu	1	- 2	
Vietnamese	1	- 2	
French Creole	0	- 1	
Hebrew	0	- 1	
Japanese	0	- 1	
Laotian	0	- 1	
Other languages & not reported	0	- 1	1
Persian	0	- 1	
Portuguese and Creole	0	- 1	
Thai	0	- 1	
Armenian	0	- 0	
Hungarian	0	- 0	
Mon-Khmer, Cambodian	0	- 0	
Navajo	0	- 0	
Other Pacific Islands	0	- 0	
Scandinavian	0	- 0	
Yiddish	0	- 0	
TOTAL	**118**	**- 359**	**11**

[1] Household language is defined using a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS. The "Other languages & not reported" category includes American sign language, which is the language skill reported by the Boston, Charlotte, Chicago, and Los Angeles regional offices for this category.

[2] The PHLEW range's lower bound is the 2008 linguistically isolated PHLEW and the upper bound is the 2008 PHLEW for each corresponding household language.

[3] Field representative (FR) and senior field representative (SFR) data were collected on and are representative of one moment in time in June 2009. Blank entries represent zeros to enhance readability.

[4] Boston's language workloads and number of FRs/SFRs with language skills excludes data and human resources used in the Puetro Rico Community Survey.

**Language Assistance Resources and Estimated Average Monthly
CAPI Language Workloads per Regional Office**

Dallas

Household Language[1]	2008 Average Monthly Language Workload Range[2]			Number of FRs/SFRs with Language Skill[3]
Spanish & Creole	265	-	849	49
Vietnamese	7	-	17	1
Chinese	3	-	8	1
African languages	2	-	9	
Korean	2	-	5	
Arabic	1	-	5	
French incl. Patois, Cajun	1	-	25	2
German	1	-	8	4
Hindi	1	-	6	
Other Asian	1	-	5	
Other Indic	1	-	4	
Persian	1	-	2	
Tagalog	1	-	4	
Armenian	0	-	0	
French Creole	0	-	2	
Greek	0	-	0	
Gujarathi	0	-	2	
Hebrew	0	-	1	
Hungarian	0	-	0	
Italian	0	-	2	
Japanese	0	-	1	
Laotian	0	-	1	
Miao, Hmong	0	-	0	
Mon-Khmer, Cambodian	0	-	1	
Navajo	0	-	0	
Other IndoEuropean	0	-	1	
Other languages & not reported	0	-	0	
Other Native North American lang	0	-	2	
Other Pacific Islands	0	-	1	
Other Slavic	0	-	2	
Other West Germanic	0	-	1	
Polish	0	-	1	
Portuguese and Creole	0	-	1	
Russian	0	-	2	
Scandinavian	0	-	0	
Serbo-Croatian	0	-	1	
Thai	0	-	1	
Urdu	0	-	5	
Yiddish	0	-	0	
TOTAL	**287**	**-**	**975**	**57**

Denver

Household Language[1]	2008 Average Monthly Language Workload Range[2]			Number of FRs/SFRs with Language Skill[3]
Spanish & Creole	126	-	425	30
Navajo	23	-	97	7
African languages	2	-	5	
Chinese	2	-	5	1
Korean	2	-	4	
Arabic	1	-	4	
French incl. Patois, Cajun	1	-	7	
German	1	-	13	1
Japanese	1	-	3	
Other Asian	1	-	3	
Other Native North American lang	1	-	39	1
Russian	1	-	4	
Serbo-Croatian	1	-	1	
Tagalog	1	-	8	
Vietnamese	1	-	3	
Armenian	0	-	1	
French Creole	0	-	0	1
Greek	0	-	1	1
Gujarathi	0	-	0	
Hebrew	0	-	1	
Hindi	0	-	2	
Hungarian	0	-	1	1
Italian	0	-	3	
Laotian	0	-	1	
Miao, Hmong	0	-	0	
Mon-Khmer, Cambodian	0	-	1	
Other Indic	0	-	2	
Other IndoEuropean	0	-	3	
Other languages & not reported	0	-	0	
Other Pacific Islands	0	-	3	
Other Slavic	0	-	2	
Other West Germanic	0	-	1	
Persian	0	-	2	
Polish	0	-	2	
Portuguese and Creole	0	-	1	
Scandinavian	0	-	1	
Thai	0	-	1	
Urdu	0	-	0	
Yiddish	0	-	0	
TOTAL	**165**	**-**	**650**	**43**

Detroit

Household Language[1]	2008 Average Monthly Language Workload Range[2]	Number of FRs/SFRs with Language Skill[3]
Spanish & Creole	16 - 58	6
Arabic	3 - 12	1
African languages	2 - 5	
Chinese	1 - 4	
French incl. Patois, Cajun	1 - 5	3
German	1 - 7	2
Japanese	1 - 2	
Korean	1 - 2	
Other Indic	1 - 3	2
Other IndoEuropean	1 - 3	
Other languages & not reported	1 - 3	
Polish	1 - 3	
Russian	1 - 2	1
Vietnamese	1 - 2	1
Armenian	0 - 0	
French Creole	0 - 1	
Greek	0 - 2	
Gujarathi	0 - 1	1
Hebrew	0 - 0	
Hindi	0 - 1	2
Hungarian	0 - 1	
Italian	0 - 3	1
Laotian	0 - 0	
Miao, Hmong	0 - 1	
Mon-Khmer, Cambodian	0 - 1	
Navajo	0 - 0	
Other languages & not reported	0 - 2	
Other Native North American lang	0 - 1	
Other Pacific Islands	0 - 1	
Other Slavic	0 - 2	1
Other West Germanic	0 - 2	
Persian	0 - 1	
Portuguese and Creole	0 - 1	1
Scandinavian	0 - 1	
Serbo-Croatian	0 - 2	2
Tagalog	0 - 2	1
Thai	0 - 1	
Urdu	0 - 1	1
Yiddish	0 - 0	
TOTAL	**32 - 139**	**26**

Kansas City

Household Language[1]	2008 Average Monthly Language Workload Range[2]	Number of FRs/SFRs with Language Skill[3]
Spanish & Creole	40 - 120	6
African languages	5 - 10	
Chinese	2 - 3	
Vietnamese	2 - 6	
Korean	1 - 2	
Laotian	1 - 2	
Miao, Hmong	1 - 5	
Other Asian	1 - 3	
Other Indic	1 - 3	
Russian	1 - 2	
Serbo-Croatian	1 - 2	
Arabic	0 - 3	
Armenian	0 - 0	
French Creole	0 - 0	
French incl. Patois, Cajun	0 - 4	
German	0 - 8	
Greek	0 - 1	
Gujarathi	0 - 1	
Hebrew	0 - 0	
Hindi	0 - 1	
Hungarian	0 - 0	
Italian	0 - 1	
Japanese	0 - 1	
Mon-Khmer, Cambodian	0 - 1	
Navajo	0 - 0	
Other IndoEuropean	0 - 1	
Other languages & not reported	0 - 1	
Other Native North American lang	0 - 8	
Other Pacific Islands	0 - 1	
Other Slavic	0 - 1	
Other West Germanic	0 - 2	
Persian	0 - 1	
Polish	0 - 1	
Portuguese and Creole	0 - 1	
Scandinavian	0 - 1	
Tagalog	0 - 1	
Thai	0 - 1	
Urdu	0 - 0	
Yiddish	0 - 0	
TOTAL	**56 - 198**	**6**

[1] Household language is defined using a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS. The "Other languages & not reported" category includes American sign language, which is the language skill reported by the Boston, Charlotte, Chicago, and Los Angeles regional offices for this category.

[2] The PHLEW range's lower bound is the 2008 linguistically isolated PHLEW and the upper bound is the 2008 PHLEW for each corresponding household language.

[3] Field representative (FR) and senior field representative (SFR) data were collected on and are representative of one moment in time in June 2009. Blank entries represent zeros to enhance readability.

Language Assistance Resources and Estimated Average Monthly CAPI Language Workloads per Regional Office

Los Angeles

Household Language[1]	2008 Average Monthly Language Workload Range[2]	Number of FRs/SFRs with Language Skill[3]
Spanish & Creole	287 - 890	51
Korean	23 - 38	3
Chinese	13 - 34	10
Armenian	10 - 22	3
Vietnamese	8 - 24	4
Persian	5 - 14	1
Tagalog	5 - 41	1
Japanese	4 - 16	2
Other Pacific Islands	3 - 21	2
Russian	3 - 9	2
Arabic	2 - 10	1
Mon-Khmer, Cambodian	2 - 5	
Other Indic	2 - 6	
African languages	1 - 6	2
Hindi	1 - 5	
Italian	1 - 3	2
Laotian	1 - 2	
Miao, Hmong	1 - 2	
Other Asian	1 - 3	2
Other IndoEuropean	1 - 4	
Other languages & not reported	1 - 2	2
Other Slavic	1 - 2	
Portuguese and Creole	1 - 5	1
Thai	1 - 3	
French Creole	0 - 1	1
French incl. Patois, Cajun	0 - 9	5
German	0 - 6	1
Greek	0 - 2	
Gujarathi	0 - 2	
Hebrew	0 - 4	
Hungarian	0 - 1	
Navajo	0 - 0	
Other Native North American lang	0 - 1	
Other West Germanic	0 - 2	
Polish	0 - 2	
Scandinavian	0 - 1	
Serbo-Croatian	0 - 1	
Urdu	0 - 2	
Yiddish	0 - 0	
TOTAL	**378 - 1,201**	**96**

New York

Household Language[1]	2008 Average Monthly Language Workload Range[2]	Number of FRs/SFRs with Language Skill[3]
Spanish & Creole	168 - 463	15
Chinese	29 - 52	4
Russian	15 - 28	3
Polish	9 - 20	1
Italian	8 - 25	1
Korean	7 - 14	
French Creole	6 - 26	1
Portuguese and Creole	6 - 13	1
Other Indic	5 - 16	5
Arabic	4 - 12	
Yiddish	4 - 13	
African languages	3 - 14	2
French incl. Patois, Cajun	3 - 19	2
Other Asian	3 - 9	
Greek	2 - 8	
Hindi	2 - 10	3
Other IndoEuropean	2 - 8	
Urdu	2 - 7	3
German	1 - 5	
Gujarathi	1 - 4	
Hebrew	1 - 7	1
Japanese	1 - 3	
Other Slavic	1 - 3	1
Persian	1 - 2	
Serbo-Croatian	1 - 4	
Tagalog	1 - 8	
Armenian	0 - 1	
Hungarian	0 - 1	
Laotian	0 - 0	
Miao, Hmong	0 - 0	
Mon-Khmer, Cambodian	0 - 0	
Navajo	0 - 0	
Other languages & not reported	0 - 1	
Other Native North American lang	0 - 0	
Other Pacific Islands	0 - 0	
Other West Germanic	0 - 1	
Scandinavian	0 - 1	
Thai	0 - 1	
Vietnamese	0 - 1	1
TOTAL	**286 - 800**	**44**

	Household Language[1]	2008 Average Monthly Language Workload Range[2]			Number of FRs/SFRs with Language Skill[3]
Philadelphia	Spanish & Creole	38	-	131	7
	Chinese	4	-	7	
	Korean	2	-	5	
	Other Indic	2	-	5	
	Vietnamese	2	-	4	
	African languages	1	-	10	
	Arabic	1	-	4	
	French Creole	1	-	4	
	French incl. Patois, Cajun	1	-	9	3
	Other Asian	1	-	4	
	Other Slavic	1	-	3	
	Other West Germanic	1	-	6	
	Polish	1	-	3	
	Portuguese and Creole	1	-	4	1
	Russian	1	-	4	1
	Armenian	0	-	0	
	German	0	-	7	1
	Greek	0	-	2	
	Gujarathi	0	-	2	
	Hebrew	0	-	2	
	Hindi	0	-	4	
	Hungarian	0	-	0	
	Italian	0	-	6	1
	Japanese	0	-	1	
	Laotian	0	-	0	
	Miao, Hmong	0	-	0	
	Mon-Khmer, Cambodian	0	-	1	
	Navajo	0	-	0	
	Other IndoEuropean	0	-	2	
	Other languages & not reported	0	-	0	
	Other Native North American lang	0	-	0	
	Other Pacific Islands	0	-	1	
	Persian	0	-	1	
	Scandinavian	0	-	1	
	Serbo-Croatian	0	-	1	
	Tagalog	0	-	3	
	Thai	0	-	0	
	Urdu	0	-	2	
	Yiddish	0	-	0	
	TOTAL	**58**	**-**	**239**	**14**

	Household Language[1]	2008 Average Monthly Language Workload Range[2]			Number of FRs/SFRs with Language Skill[3]
Seattle	Spanish & Creole	100	-	293	11
	Chinese	15	-	34	6
	Vietnamese	8	-	19	1
	Other Native North American lang	6	-	39	
	Korean	4	-	11	
	Russian	4	-	11	
	Tagalog	3	-	30	1
	African languages	2	-	8	
	Japanese	2	-	5	
	Other Asian	2	-	8	
	Other Indic	2	-	8	1
	Other Slavic	2	-	4	
	Arabic	1	-	5	
	Hindi	1	-	8	
	Laotian	1	-	2	
	Miao, Hmong	1	-	4	
	Mon-Khmer, Cambodian	1	-	5	
	Other Pacific Islands	1	-	8	
	Persian	1	-	7	
	Portuguese and Creole	1	-	4	1
	Armenian	0	-	0	
	French Creole	0	-	0	
	French incl. Patois, Cajun	0	-	7	2
	German	0	-	9	
	Greek	0	-	1	
	Gujarathi	0	-	1	
	Hebrew	0	-	1	
	Hungarian	0	-	1	
	Italian	0	-	3	1
	Navajo	0	-	0	
	Other IndoEuropean	0	-	3	
	Other languages & not reported	0	-	2	1
	Other West Germanic	0	-	1	1
	Polish	0	-	1	
	Scandinavian	0	-	2	
	Serbo-Croatian	0	-	1	
	Thai	0	-	2	
	Urdu	0	-	2	
	Yiddish	0	-	0	
	TOTAL	**158**	**-**	**550**	**26**

[1] Household language is defined using a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS. The "Other languages & not reported" category includes American sign language, which is the language skill reported by the Boston, Charlotte, Chicago, and Los Angeles regional offices for this category.

[2] The PHLEW range's lower bound is the 2008 linguistically isolated PHLEW and the upper bound is the 2008 PHLEW for each corresponding household language.

[3] Field representative (FR) and senior field representative (SFR) data were collected on and are representative of one moment in time in June 2009. Blank entries represent zeros to enhance readability.

**Language Assistance Resources and Estimated Average Monthly
CAPI Language Workloads per Regional Office**

TOTAL[4]

Household Language[1]	2008 Average Monthly Language Workload Range[2]			Number of FRs/SFRs with Language Skill[3]
Spanish & Creole	1,435	-	4,260	209
Chinese	79	-	173	24
Korean	49	-	100	4
Vietnamese	38	-	96	9
Russian	33	-	79	8
French Creole	27	-	89	4
African languages	25	-	94	4
Polish	25	-	67	3
Navajo	23	-	97	7
Portuguese and Creole	22	-	70	7
Arabic	19	-	77	2
Other Indic	17	-	59	6
Other Asian	15	-	54	4
Italian	13	-	64	7
Tagalog	13	-	112	3
French incl. Patois, Cajun	12	-	137	20
Armenian	10	-	25	3
Japanese	10	-	39	2
Hindi	8	-	53	6
Other IndoEuropean	8	-	41	
Other Slavic	8	-	29	2
Persian	8	-	36	1
Other Native North American lang	7	-	96	1
Serbo-Croatian	5	-	23	2
German	4	-	91	10
Greek	4	-	27	1
Laotian	4	-	13	
Mon-Khmer, Cambodian	4	-	20	
Other Pacific Islands	4	-	38	2
Yiddish	4	-	15	
Miao, Hmong	3	-	15	1
Urdu	3	-	25	5
Gujarathi	2	-	19	1
Hebrew	2	-	20	1
Other languages & not reported	1	-	10	5
Other West Germanic	1	-	22	1
Thai	1	-	14	
Hungarian	0	-	6	1
Scandinavian	0	-	9	
TOTAL	**1,946**	**-**	**6,314**	**367**

[1] Household language is defined using a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS. The "Other languages & not reported" category includes American sign language, which is the language skill reported by the Boston, Charlotte, Chicago, and Los Angeles regional offices for this category.

[2] The PHLEW range's lower bound is the 2008 linguistically isolated PHLEW and the upper bound is the 2008 PHLEW for each corresponding household language.

[3] Field representative (FR) and senior field representative (SFR) data were collected on and are representative of one moment in time in June 2009. Blank entries represent zeros to enhance readability.

[4] The total language workloads and the total number of FRs/SFRs with language skills excludes data and human resources used in the Puetro Rico Community Survey.

[*] The total language workloads and the total number of FRs/SFRs with language skills excludes data and human resources used in the Puetro Rico Community Survey.

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February 17, 2010

ACSO Research and Evaluation Memorandum Series

No. ACS-R&E –10-05

MEMORANDUM FOR Distribution List

From: Susan Schechter **{signed 2-17-10}**
                                  Chief, American Community Survey Office

Subject: Assessment of Language Needs and Language Assistance Resources
                                  in the 2006 – 2008 Computer Assisted Telephone Interviewing
                                  Operation

Contact Person: Samantha M. Fish
                                  American Community Survey Office

Attached are the final results of an assessment of the language needs and the language assistance resources in the 2006 – 2008 Computer Assisted Telephone Interviewing (CATI) operation. This is the first assessment of its kind to document ACS CATI language needs over a three-year span of full sample size, and is meant to provide the telephone center staff with information that will be valuable in making recruitment and hiring decisions.

For each year, two sets of monthly CATI-eligible language workloads were estimated. The first set estimates the monthly number of households eligible for CATI that may have a general language need or preference for a given language (language workloads), while the second set estimates the monthly number of households eligible for CATI that are likely to have a critical language need (linguistically isolated language workloads). These estimated workloads by language are compared with the number of call center interviewers that are available to conduct interviews in a particular language.

Although the linguistically isolated language workload is roughly less than ten percent of the household language workload, analyzing the needs of linguistically isolated households to make language assistance services available to them is critical for obtaining quality data in the ACS.

Major findings:

- We estimate that approximately 4,000 CATI cases each month require language support. In 2008, there were 18 languages that made up 95.4 percent of the total linguistically isolated workload. Another 21 languages made up the remaining 4.6 percent.

- Changes in monthly linguistically isolated language workloads were moderate over 2006 to 2008, except for the increase in the Spanish linguistically isolated workload.

- The Census Telephone Center interviewers support at least ten of the top fourteen linguistically isolated languages of 2008. Overall, the telephone center is satisfactorily equipped with the necessary language skills to accommodate a wide range of linguistically isolated languages.

Distribution List:

Daniel H. Weinberg (DIR)
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Assessment of Language Needs and Language Assistance Resources in the 2006 – 2008 Computer Assisted Telephone Interviewing Operation

FINAL REPORT

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EXECUTIVE SUMMARY

Objective

After the ACS moved to full sample size, the language needs of the cases assigned to the Computer Assisted Telephone Interviewing (CATI) operation and the language resources of the Census Telephone Centers were to be assessed for future hiring and recruitment decisions.

Methodology

This evaluation estimates the specific language needs of households interviewed in CATI and households that were eligible to be interviewed in CATI but were not interviewed due to a refusal, a language barrier, or for some other reasons. Data from January 2006 to December 2008 are analyzed in two ways: by household language (a need or preference) and by linguistic isolation (a critical need). Edited data from ACS completed CATI and CAPI interviews are used to estimate these language needs. Language resources are measured by assessing the language-speaking abilities of ACS telephone interviewers.

Research Questions and Results

1. What are the estimated CATI-eligible language workloads?

Each month about 13,000 of the 58,000 CATI-eligible cases involve a language other than English. The Spanish workload made up 15.4 percent of the total CATI-eligible language workload in 2008. Other languages' workloads contributed 0.6 percentage points or less each.

2. How have these workloads changed over time?

The total non-English language workload increased by about 1,000 cases each month from 2006 to 2008, a majority of which were Spanish. Other non-English workloads averaged a similar percent increase.

3. What are the estimated CATI-eligible linguistically isolated language workloads?

Approximately 4,000 of the CATI-eligible cases each month are considered linguistically isolated. About 73 percent of the total CATI-eligible linguistically isolated language workload was linguistically isolated in Spanish in 2008. Twelve languages other than Spanish had monthly linguistically isolated language workloads of 30 or more.

4. How have these workloads changed over time?

The linguistically isolated Spanish workload increased by about 7 percent between 2006 and 2008. The rate of change varied across language groups with some groups showing workload decreases and others showing rates of increase of over 10 percent.

5. How do the estimated CATI-eligible language workloads and estimated CATI-eligible linguistically isolated language workloads compare with CATI language assistance resources?

The top language needs are being addressed by staff in the Census Telephone Centers. In striving to expand ACS language assistance services in CATI for those who need it, gaps in resource coverage of the top linguistically isolated languages are noted.

1. BACKGROUND

1.1. What is the American Community Survey?

The American Community Survey (ACS) is a relatively new, national survey conducted by the U.S. Census Bureau that produces detailed demographic, socioeconomic, and housing characteristics. ACS data have been continuously collected since 2000, but in January 2005, the survey reached full-sample size. In this study, we will concentrate on data obtained from the housing unit population, of which the ACS samples roughly 3 million addresses from annually.

The annual ACS sample is partitioned into 12 monthly sample panels with each panel having a three-month interview period. One sample panel consists of three sequential data collection modes; mail, telephone, and personal visit; each taking a month for completion.[1] Each calendar month a new ACS sample panel is started so that in every month of the year all three data collection modes are running simultaneously (see Figure 1 below).

Figure 1. Sample Panel Structure.

Sample Panel	Calendar Month				
	Jan-06	Feb-06	Mar-06	Apr-06	May-06
Nov-05	Personal Visit				
Dec-05	Telephone	Personal Visit			
Jan-05	Mail	Telephone	Personal Visit		
Feb-05		Mail	Telephone	Personal Visit	
Mar-05			Mail	Telephone	Personal Visit

Every data collection mode includes some level of language assistance primarily to help householders with limited English skills complete the ACS. This paper focuses on the workloads and language assistance resources associated with the intermediate mode of data collection, which uses Computer Assisted Telephone Interviewing (CATI) methods and is coordinated out of three Census Telephone Centers. For more information on the data collection operations, consult the ACS Design and Methodology Report.[2]

1.2. Computer Assisted Telephone Interviewing

Sample cases that have a mailable address but did not respond by mail and have a landline telephone number are eligible for CATI. A mailable address is adequate for delivery by the United States Postal Service. Following the mail mode, telephone center staff complete as many phone interviews as possible before passing the remaining workload on for consideration in the Computer Assisted Personal Interviewing (CAPI) operation. It is ideal to obtain as many interviews by mail and by telephone not only because it is more economical, but also because many cases are subsampled out prior to beginning the CAPI mode.

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[1] Mail returns are accepted during all three data collection modes.
[2] U.S. Census Bureau. *Design and Methodology*. Washington, D.C.: U.S. Government Printing Office, 2009.

The total CATI workload is shared among the three call centers in Jeffersonville, IN; Hagerstown, MD; and Tucson, AZ. Sample cases are pooled into the WebCATI system, which is a computerized phone system that dispenses these cases to CATI interviewers as they become available. CATI interviewers call phone numbers distributed by the system and ask the respondent to complete an ACS interview. If the interviewer encounters a language barrier, the interviewer tries to determine the language spoken by the person, hangs up, and records that case as having a particular language need. The system then dispatches these cases to a CATI interviewer who speaks the required language.

1.3. Computer Assisted Personal Interviewing

At the end of one month of telephone interviewing, all CATI noninterviews are eligible for CAPI, but only a subsample of these noninterviews become part of the CAPI workload. Noninterviews after CATI are sample cases that were eligible for the mail and CATI modes, but from which no survey data was obtained. This includes refusals, language barriers, and cases with bad telephone numbers. Approximately 1 in 3 of these CATI noninterviews are sampled for personal interviewing.

In the CAPI mode, field representatives travel to sample addresses to conduct the ACS interviews in person. Other resources including community groups and additional field representatives that are skilled in multiple languages are available to the field representatives.

2. INTRODUCTION

Early in the decade the Census Bureau completed assessments of the staffing of the regional offices relative to their projected language workloads. The Race and Ethnic Advisory Committee and the 2010 Census Advisory Committee found these comparisons to be very useful and requested that the Census Bureau repeat these analyses once the ACS moved to full sample. They also requested that similar comparisons be conducted based on the telephone center staffing. Updated information on language workloads and staffing resources can provide the telephone centers with important information for recruitment and hiring.

This report is intended to document CATI language needs and resources and to provide an overview of how specific language needs are changing in the CATI operation. This information will be useful for the call centers as they make recruitment decisions and contribute to the discussion of how to improve the quality of ACS data from households that require language assistance.

3. RESEARCH QUESTIONS

This study focuses on the following questions regarding language needs and language resources in the CATI data collection mode:

- What are the estimated, CATI-eligible language workloads?

- How have these workloads changed over time?

- What are the estimated, CATI-eligible, linguistically isolated language workloads?

- How have these workloads changed over time?

- How do the estimated, CATI-eligible language workloads and the estimated, CATI-eligible, linguistically isolated CAPI language workloads compare with CATI language assistance resources?

4. METHODOLOGY

4.1. Defining the 2006 – 2008 CATI-Eligible Universe

Analysis for this study is based on data collected from the housing unit population in the United States from January 2006 through December 2008 in the CATI and CAPI operations. We aimed to estimate the number of sample cases, by their language need, that were eligible to be interviewed in CATI. The universe is the sum of all sample cases that were interviewed in CATI and the weighted sum of cases that traveled through the CATI mode but were interviewed in CAPI. Cases that passed through CATI but were later interviewed in CAPI were weighted to account for the cases not selected for personal interviewing after the telephone phase finished. The weighted number of CATI-eligible cases that were interviewed in CAPI excludes vacant and temporarily occupied housing units because population data, which are used to determine language need, are not collected from them.[3]

4.2. Defining Household Language

Survey data collected from the language spoken at home survey question were used to identify a "household language" for each interviewed household. The question regarding language spoken asks, "Does this person speak a language other than English at home?" If the respondent answers "yes", then one of the follow-up questions asked is, "What is this language?" This is not to be confused with the CATI/CAPI instrument's prompt at the end of a survey that asks the interviewer to indicate the language that the interview was conducted in. The language spoken at home question that was used to calculate household language is within the survey itself.

Since the language-spoken question is open ended, many different responses are given. Instead of using all 400 identified language responses, we recoded language spoken so that all responses fall into a 40-category grouping. Using the recoded language spoken categories, a household language category was assigned to each CATI-eligible interview. For our analysis,

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[3] Temporarily occupied housing units are units that, when they are interviewed in CAPI, have no people living there who qualify, per ACS residence rules, to be included at that unit. Unlike a vacant unit, someone is there, but does not live there for more than 2 months out of the year.

household language was defined as the first non-English language spoken by either the reference person, husband/wife, father/mother, brother/sister, son/daughter, grandchild, in-law, other relative, unmarried partner, housemate/roommate, roomer/boarder, foster child, other nonrelative in that order (only considering household members age 5 and older). If no household members report speaking a language other than English at home, then that housing unit is labeled as having a household language of English. Note that this is a generous definition of household language and would identify a household as having a household language if only one of the members (even a roomer/boarder) reported speaking a language other than English at home.

4.3. Defining Linguistic Isolation

If a respondent answers the language spoken question by saying that they speak a language other than English at home, a follow-up question about English proficiency is asked: "How well does this person speak English?" with four response options: "very well", "well", "not well", and "not at all". A linguistically isolated household is defined as a household where no household member age 14 or over speaks only English or speaks another language and speaks English "very well". It is a household in which all adults have some limitation in communicating in English. This definition of linguistic isolation is the same as the one used in Census 2000.

The ACS question on English-speaking ability captures the respondents' own assessment of their English-speaking ability. The Census Bureau uses the distinction of those who report speaking English less than "very well" as having some difficulty with the English language, based on a 1982 study on the English Language Proficiency Survey (ELPS), which found that those who spoke English less than "very well" had some difficulty with the tests administered in the ELPS. However, no study has been conducted to measure the performance of the ACS question on English-speaking ability since the 1982 ELPS (Kominski, 1989).

4.4. Estimating Language Needs

Estimating language needs was a two-part process. First, edited ACS data production files were used to calculate the household language and linguistic isolation status for each sample case in the universe. Edited files contain some values that have been imputed to account for survey item nonresponse. The imputations are based on the most probable response given the housing unit's reported demographic, socioeconomic, and geographic characteristics. In our study, the use of edited data means that imputed responses to the language spoken at home and English proficiency questions were used. Due to the low item nonresponse rates for these questions, using edited ACS production files does not impose a considerable limitation on this study.[4]

Second, the CATI-eligible CAPI interviews were weighted using only their CAPI subsampling factors to estimate the language characteristics of all the CATI nonrespondents

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[4] Item allocation rates have increased over 2006 – 2008, but they are still low. In 2008, the items "speaks another   language at home", "language spoken", and "English ability" had respective item allocation rates of 3.1, 5.3, and 3.9 percent.

including those that were subsampled out of CAPI. Estimating the CATI nonrespondents this way allows us to infer their unknown linguistic characteristics. Adding together the actual number of CATI interviews and the weighted sum of CATI-eligible CAPI interviews, we produced an estimate of the number of sample households in the universe that were or could have been interviewed in CATI.

For example, say that in March 2006 there were 2,000 completed telephone interviews and in April 2006 there were 1,000 completed personal interviews. If we determine that 800 of the completed personal interviews were CATI-eligible, we apply the CAPI subsampling weights to estimate that about 2,400 (800×3) cases were once in CATI.[5] The CATI-eligible language workload is defined as the sum of the cases interviewed in CATI and the weighted sum of the cases that passed through CATI but were interviewed in CAPI, so in this case the CATI-eligible language workload would be 4,400 (2,400 + 2,000) cases.

The sum of these cases for each year yields an annual CATI-eligible language workload. Since data collection workloads are typically reported monthly and not annually, we divided the estimated annual workloads by twelve to produce monthly CATI-eligible language workloads. These workloads are intentionally weighted using only the CAPI subsampling factors so that, given our current sample design, the number of CATI-eligible cases can be estimated. Since the data are not weighted to represent the U.S. population, our language workloads do not reflect national language characteristics and should not be used to do so.

4.5. Assessing Language Assistance Resources

Language resources refer to the number of telephone interviewers with specific language skill sets. The National Processing Center supplied data, collected by the WebCATI system, on the language skill sets of the Census Telephone Centers' interviewers in early June 2009 to serve as a snapshot of the current language resource status in CATI. Language assistance resource data should be interpreted keeping in mind that the reported numbers represent the status of interviewer language skill sets as of one point in time. The data should be used only as an indicator of the estimated language assistance resource distribution. These numbers are unofficial and do not accurately represent language resources in 2009 or even in June 2009 since staffing is in constant flux.

5. LIMITATIONS

Recall that the universe for this study is defined as the sum of all sample cases that were interviewed in CATI and the weighted sum of cases that passed through CATI but were interviewed in CAPI. One limitation comes from that fact that weighted sum of cases that passed through CATI but were interviewed in CAPI do not account for the CATI-eligible

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[5] For this example we use 3 as a subsampling weight. For the analysis we used the actual weights, which varied across geography.

cases that resulted in a noninterview in CAPI. However, since the CAPI noninterview rates for 2006 to 2008 were 5.06 percent and less, we do not consider this to be a major limitation.[6]

Second, the CATI-eligible language workloads are a high estimate of actual number of cases that could have responded in CATI because sometimes cases that are eligible for CATI will never respond or cannot respond in CATI. Such instances include cases where household members screen their calls and do not pick-up, or in cases where household members are not home when the interviewer calls. These cases could be considered unreachable and if there was a way to differentiate them from the true CATI-eligible cases, we might exclude them from the universe. Since we have no way of identifying these "unreachable" cases, they remain accounted for in the CATI-eligible language workload estimates. For our purposes, this is not a major limitation.

6. RESULTS

6.1. What are the estimated CATI-eligible language workloads?

The CATI-eligible language workloads estimate the number of households that were interviewed or could have been interviewed in CATI, categorized by their potential language need. Included in this measure are households that need language assistance because no household member speaks English well or at all, households that might simply prefer to respond in a non-English language although they are capable of completing an interview in English, and households with a single household member who speaks a language other than English. For these reasons, the language workload is a generous estimate of the number of cases likely to use language assistance.

The total CATI-eligible language workload is the estimated sum of all languages' CATI-eligible workloads, which is similar to, but not an estimate of, the operational CATI workload. The operational CATI workload is the monthly aggregate of the cases delivered to CATI after the mail mode, despite their outcome.

Table 1 displays the average monthly Engish only, Spanish, and other language workloads in 2008 and their proportions relative to the total language workload.

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[6] Cepietz, Erica. "American Community Survey and Puerto Rico Community Survey: 2008 Housing Unit Response Rates and Margins of Error by Mode." Memo to Susan Schechter, Chief, American Community Survey Office, U.S. Census Bureau. 14 Sept 2009.

Table 1. CATI Average Monthly Language Workloads in 2008

Household Language	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language Workload
English only	44,746	76.9
Spanish & Creole	8,969	15.4
All Other Languages	4,439	7.7
Total	58,154	100.0

In 2008, the English only language workload represented 76.9 percent of the total language workload. Nationally, this amounted to about 45,000 cases out of 58,000 CATI sample cases each month that require only English-speaking interviewers. The Spanish language workload was 15.4 percent of the total language workload and accounted for nearly 9,000 cases per month. The combined non-English, non-Spanish monthly language workloads totaled 4,439, with estimated language workloads ranging from 363 to 18 cases per month. For detailed language workloads information see Attachment 1.

Attachment 1 of this report displays the average monthly language workloads for 2006, 2007, and 2008 along with the proportion of each language workload relative to the total language workload. Additionally, the change in workloads over 2006 to 2008 is given in absolute terms in the last column of the table. Household languages are shaded from light to dark corresponding with whether the average monthly language workload is 100 or more cases per month, 50 to 99 cases per month, or less than 50 cases per month.

Table 2 summarizes the top non-English, non-Spanish language workloads. These languages had estimated monthly language workloads of 200 or more. Keep in mind that these language workloads generously estimate the number of cases that might need language assistance.

Table 2. Top Non-English, Non-Spanish Language Workloads in 2008

Household Language	2008 Average Monthly Language Workload
French incl. Patois & Cajun	363
Chinese	356
German	248
Tagalog	246
Vietnamese	233
Russian	222
Korean	220

The top non-English, non-Spanish language workloads are very close together, ranging from 363 cases per month for the French workload to 220 cases per month for the Korean workload. Other top non-English, non-Spanish language workloads are Chinese, German, Tagalog, Vietnamese, and Russian.

By expanding the view to all language workloads, one will get a sense of the language need distribution by looking down the percent of average monthly workload column. In 2008, each of the non-English, non-Spanish language workloads ranged from 0.6 percent to less than 0.1 percent of the total number of CATI-eligible sample cases.

6.2. How have these workloads changed over time?

Table 3 shows the change in English, Spanish, and other language workloads from 2006 to 2008 in terms of absolute change and percentage change. The 2008 estimated total CATI-eligible language workload was about 4,000 cases larger than the 2006 total CATI-eligible language workload.

Table 3. Change in Language Workloads (2006 – 2008)

Household Language	2008 Avg Monthly Language Workload - 2006 Avg Monthly Language Workload	Percentage Change in 2006 to 2008 Average Monthly Language Workload (%)
English only	2,945	7.0
Spanish & Creole	779	9.5
All Other Languages	325	7.9
Total	4,049	7.5

By looking at Table 3, one can see that the English only language workload showed the smallest percentage change in workload over 2006 to 2008. The English only language workload increased by 7.0 percent over 2006 to 2008 while the Spanish and other language workloads increased by 9.5 and 7.9 percent, respectively. The faster growth of the non-English workloads may be due to an increase in the foreign-born population over 2006 to 2008. ACS data show that the foreign-born population grew by 1.21 percent, or 451,190 people, over 2006 to 2008. During this time, an average of 84.4 percent of the foreign-born population reported that they speak a language other than English at home.[7]

Individually speaking, nearly all of the other language workloads increased from 2006 to 2008. Table 4 lists language workloads that changed by 20 cases per month or more. For a detailed list of the language workloads changes, consult Attachment 1.

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[7] Derived from data in the 2006, 2007, and 2008 ACS detailed tables 'C16005. Nativity by Language Spoken at Home by Ability to Speak English for the Population 5 Years and over'.

Table 4. Changes in Other Language Workloads (2006 – 2008)

Household Language	2008 Avg Monthly Language Workload - 2006 Avg Monthly Language Workload
Tagalog	38
Vietnamese	31
French Creole	27
African Languages	22
Hindi	21
Other Indic	20

6.3. What are the estimated, CATI-eligible, linguistically isolated language workloads?

Linguistically isolated language workloads indicate the number of households that are probably not able to respond to, or understand, an interviewer that only speaks English. Although the linguistically isolated language workload is, nationally, less than ten percent of the total language workload, analyzing the language needs of these households and making language assistance services available according to top language priorities is critical for obtaining quality data in the ACS. It is assumed that most linguistically isolated households require language assistance in order to accurately answer ACS survey questions.

Table 5 displays the average monthly linguistically isolated language workloads in the 2008 CATI operation along with two columns of percentages. One column designates the percentage of each linguistically isolated language workload relative to the total language workload and another gives the percentage of each linguistically isolated language workload relative to the total linguistically isolate language workload.

In 2008, the CATI-eligible, linguistically isolated language workload made up 7.0 percent of the total estimated CATI-eligible language workload. Nationally, this amounted to about 4,000 linguistically isolated cases per month, which seems very small compared to the total language workload of over 58,000 cases per month (see Table 1). As one may have suspected, the Spanish linguistically isolated language workload was, by far, the largest linguistically isolated language workload; in 2008, it represented 73.5 percent of the total linguistically isolated workload and 5.1 percent of the total language workload.

The remainder of the CATI-eligible, linguistically isolated workload in 2008 consisted of many linguistically isolated language workloads each with a small number of cases per month. Of these workloads, those with more than 40 cases per month are included in Table 5.

Table 5. CATI Average Monthly, Linguistically Isolated Language Workloads in 2008

Household Language	2008 Average Monthly Linguistically Isolated Language Workload	Percent of 2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Linguistically Isolated Language Workload
Spanish & Creole	2,989	5.1	73.5
Chinese	169	0.3	4.2
Russian	103	0.2	2.5
Korean	69	0.2	2.4
Vietnamese	86	0.1	2.1
Polish	53	0.1	1.3
French Creole	52	0.1	1.3
African Languages	45	0.1	1.1
All Other Languages	502	0.8	11.6
Total	4,068	7.0	100.0

Note that in 2008 the largest CATI linguistically isolated language workloads differ from the largest language workloads. For example, the French, German, and Tagalog language workloads fell down the rankings on the linguistically isolated language workload list compared to their rankings on the language workload list (see Table 2). This observation is not unique to the year 2008, but rather it is true for 2006, 2007, and 2008. This is explained by the fact that language workloads in Table 2 include households that speak English in addition to a given language. To meet the needs of linguistically isolated households and lessen the linguistically isolated workload in CAPI, it is important that the ACS give priority to the language needs of the linguistically isolated language workloads.

For details on all CATI-eligible, linguistically isolated languages workloads see Attachment 2. The attachment displays the average monthly linguistically isolated language workloads for 2006, 2007, and 2008 along with two columns of percentages. One column designates the percentage of each linguistically isolated language workload relative to the total language workload and another gives the percentage of each linguistically isolated language workload relative to the total linguistically isolated language workload. The very last column in the table exhibits the change in the average monthly linguistically isolated language workloads over 2006 to 2008. Household languages are shaded from light to dark corresponding with whether the average monthly workloads is 30 or more cases per month, 10 to 29 cases per month, or less than 10 cases per month.

6.4. How have these workloads changed over time?

The CATI-eligible linguistically isolated language workload increased at about the same rate as the total language workload. However, in terms of actual number of cases, the increase in the total linguistically isolated language workload was much smaller than that of the total language workload due to the fact that the total linguistically isolated language workload is a small percentage of the total language workload.

Table 6 shows the linguistically isolated language workloads with changes of more than 5 cases per month from 2006 to 2008.

Table 6. Changes in Linguistically Isolated Language Workloads (2006 – 2008)

Household Language	2008 Avg Monthly LI Language Workload - 2006 Avg Monthly LI Language Workload
Spanish & Creole	191
Chinese	25
Korean	11
Other Indic	9
Armenian	8
African Languages	6
French Creole	6
Portuguese and Creole	-9
All Other Languages	28
Total	275

The total monthly CATI-eligible linguistically isolated language workload increased by 275 cases from 2006 to 2008. Of that increase, 191 cases (69.5 percent) are attributable to the linguistically isolated Spanish language workload increase. All other linguistically isolated language workloads increased by 25 or fewer cases, some of which are listed in Table 6. Changes for all language workloads can be found in Attachment 2.

As was the case with the CATI-eligible language workloads, the CATI-eligible linguistically isolated language workloads did not necessarily increase each year. In 2008, the CATI-eligible linguistically isolated language workload decreased from an unusually high total in 2007. This might be due to the fluctuation in the linguistically isolated foreign-born population over 2006 to 2008. ACS detailed tables show that from 2006 to 2007 the linguistically isolated foreign-born population increased by 1.44 percent or 281,761 people, and then from 2007 to 2008 it decreased by 0.74 percent or 146,253 people.[8]

6.5. How do the estimated CATI-eligible language workloads and linguistically isolated language workloads compare with CATI language assistance resources?

Table 7 (on the next page) shows for each household language, the 2008 average monthly language workload range compared with the number of CATI interviewers with that language skill. The language workload range serves as a fair estimate for the number of households that could respond to CATI in a given language where the lower bound indicates the number

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[8] The 2008, 2007, and 2006 ACS detailed tables 'C16005. Nativity by Language Spoken at Home by Ability to Speak English for the Population 5 Years and over' show there were 19,644,730; 19,790,973; and 19,509,212 linguistically isolated foreign born in 2008, 2007, and 2006, respectively.

of cases that are likely to need language assistance and the upper bound indicates the number of cases that either need or may prefer language assistance. Therefore, the range given in the table has its lower bound equal to the 2008 linguistically isolated CATI language workload and its upper bound equal to 2008 CATI language workload. Household languages are sorted in descending order by the CATI-eligible linguistically isolated language workload and are shaded from light to dark corresponding with whether their average monthly workload is 20 or more cases per month, 10 to 29 cases per month, or less than 10 cases per month.

By looking at the last column in the table, one can see that the interviewers' language skill sets span many languages. The top five linguistically isolated languages and 14 other household languages are supported in CATI by 184 interviewers who speak languages other than English. In striving to expand language assistance services to meet the needs of the public, gaps in resource coverage of the top linguistically isolated languages are, however, noted. Table 7 shows that Polish, French Creole, Other Indic languages, Armenian, Other Asian languages, and Other Slavic languages are top linguistically isolated languages that were unsupported. These are some of the same languages that showed substantial increases in their linguistically isolated workloads from 2006 to 2008.

It has been brought to attention, however, that since the assessment of language speaking abilities of the interviewers in mid-June 2009, the Census Telephone Center has since hired some interviewers that speak a few of the languages mentioned above. If resources were updated to reflect this, there would not be gaps near the top of the language resource column in Table 7.

7. CONCLUSIONS

 The CATI operation is doing many things well with respect to supporting non-English speaking households in the ACS. Additional efforts are required to improve the number of interviews obtained from linguistically isolated households in all languages. This suggests the need to continue recruitment for bilingual staff. Also, keep in mind that although the number of linguistically isolated language cases is small compared to the total language workload, collecting data from these households is critical to provide high quality data.

ACSO should assist the telephone centers by supplying these data on a regular basis to help managers identify emerging needs. As the language assistance service in the CATI operation expands, a future report like this one might mention how these factors affect non-English language workloads and linguistically isolated language workloads.

Table 7. CATI Language Workload Range and Interviewer Skill Sets

Household Language	2008 Average Monthly CATI Language Workload Range		Number of Interviewers with Language Skill [1]
Spanish & Creole	2989	- 8,969	104
Chinese	169	- 356	18
Russian	103	- 222	6
Korean	96	- 220	8
Vietnamese	86	- 233	9
Polish	53	- 151	
French Creole	52	- 186	
African languages	45	- 196	4
Arabic	37	- 170	4
Portuguese and Creole	37	- 146	3
Other Indic	33	- 135	
French incl. Patois, Cajun	32	- 363	5
Italian	31	- 184	2
Armenian	27	- 60	
Other Asian	23	- 112	
Japanese	22	- 85	2
Tagalog	22	- 246	6
Other Slavic	20	- 68	
Persian	19	- 81	1
Other IndoEuropean	18	- 93	1
Serbo-Croatian	17	- 63	
Hindi	16	- 118	1
German	14	- 248	6
Other Pacific Islands	11	- 72	
Greek	10	- 79	
Laotian	10	- 38	1
Mon-Khmer, Cambodian	10	- 39	
Urdu	10	- 62	
Yiddish	10	- 44	
Miao, Hmong	9	- 32	
Gujarathi	8	- 47	
Hebrew	7	- 51	
Thai	7	- 29	1
Other languages & not reported	5	- 28	
Other West Germanic	3	- 44	
Hungarian	2	- 18	
Navajo	2	- 19	
Other Native North American langs	2	- 69	2
Scandinavian	1	- 32	
TOTAL	**4,068**	**- 13,408**	**184**

[1] Interviewer data were collected on and representative of one moment in time in June 2009. Blank entries represent zeros to enhance readability.

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2006 Household Language[1]	2006 Average Monthly Language Workload	Percent of 2006 Average Monthly Language Workload[2]	**2007** Household Language[1]	2007 Average Monthly Language Workload	Percent of 2007 Average Monthly Language Workload[2]	**2008** Household Language[1]	2008 Average Monthly Language Workload	Percent of 2008 Average Monthly Language Workload[2]	2008 Avg Monthly Language Workload - 2006 Avg Monthly Language Workload
English only	41,801	77.3	English only	48,219	77.5	English only	44,746	76.9	2,945
Spanish & Creole	8,190	15.1	Spanish & Creole	9,375	15.1	Spanish & Creole	8,969	15.4	779
French incl. Patois, Cajun	373	0.7	French incl. Patois, Cajun	405	0.7	French incl. Patois, Cajun	363	0.6	-10
Chinese	339	0.6	Chinese	389	0.6	Chinese	356	0.6	17
German	250	0.5	German	256	0.4	German	248	0.4	-2
Russian	212	0.4	Tagalog	253	0.4	Tagalog	246	0.4	38
Tagalog	208	0.4	Russian	235	0.4	Vietnamese	233	0.4	31
Korean	205	0.4	Korean	232	0.4	Russian	222	0.4	10
Vietnamese	202	0.4	Vietnamese	231	0.4	Korean	220	0.4	15
Italian	186	0.3	Italian	204	0.3	African languages	196	0.3	22
African languages	174	0.3	African languages	195	0.3	French Creole	186	0.3	27
French Creole	159	0.3	French Creole	195	0.3	Italian	184	0.3	-2
Arabic	156	0.3	Arabic	190	0.3	Arabic	170	0.3	14
Portuguese and Creole	151	0.3	Portuguese and Creole	174	0.3	Polish	151	0.3	3
Polish	148	0.3	Polish	168	0.3	Portuguese and Creole	146	0.3	-5
Other Indic	115	0.2	Other Indic	130	0.2	Other Indic	135	0.2	20
Hindi	97	0.2	Hindi	114	0.2	Hindi	118	0.2	21
Other Asian	96	0.2	Other Asian	110	0.2	Other Asian	112	0.2	16
Japanese	84	0.2	Other IndoEuropean	93	0.1	Other IndoEuropean	93	0.2	13
Other IndoEuropean	80	0.1	Japanese	91	0.1	Japanese	85	0.1	1
Other Pacific Islands	79	0.1	Other Pacific Islands	84	0.1	Persian	81	0.1	14
Other Native North American langs	75	0.1	Other Native North American langs	83	0.1	Greek	79	0.1	9
Greek	70	0.1	Persian	79	0.1	Other Pacific Islands	72	0.1	-7
Persian	67	0.1	Greek	74	0.1	Other Native North American langs	69	0.1	-6
Other Slavic	66	0.1	Other Slavic	71	0.1	Other Slavic	68	0.1	2
Serbo-Croatian	58	0.1	Serbo-Croatian	70	0.1	Serbo-Croatian	63	0.1	5
Urdu	54	0.1	Urdu	69	0.1	Urdu	62	0.1	8
Hebrew	50	0.1	Hebrew	54	0.1	Armenian	60	0.1	11
Armenian	49	0.1	Armenian	53	0.1	Hebrew	51	0.1	1
Gujarathi	38	0.1	Gujarathi	44	0.1	Gujarathi	47	0.1	9
Other West Germanic	37	0.1	Other West Germanic	40	0.1	Other West Germanic	44	0.1	7
Laotian	34	0.1	Mon-Khmer, Cambodian	39	0.1	Yiddish	44	0.1	13
Mon-Khmer, Cambodian	34	0.1	Scandinavian	38	0.1	Mon-Khmer, Cambodian	39	0.1	5
Yiddish	31	0.1	Laotian	35	0.1	Laotian	38	0.1	4
Scandinavian	28	0.1	Yiddish	35	0.1	Miao, Hmong	32	0.1	7
Other languages & not reported	26	0.0	Thai	33	0.1	Scandinavian	32	0.1	4
Miao, Hmong	25	0.0	Other languages & not reported	30	0.0	Thai	29	0.0	5
Thai	24	0.0	Miao, Hmong	27	0.0	Other languages & not reported	28	0.0	2
Hungarian	17	0.0	Navajo	21	0.0	Navajo	19	0.0	2
Navajo	17	0.0	Hungarian	16	0.0	Hungarian	18	0.0	1
TOTAL	**54,105**	**100.0**	**TOTAL**	**62,254**	**100.0**	**TOTAL**	**58,154**	**100.0**	**4,049**

[1] Household language is defined as a 40-category sub-grouping of all languages spoken as reported in the 2006, 2007, and 2008 ACS.

[2] Average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

NOTE: Workloads represent the *estimated* average monthly number of sample cases, by their language need, that were eligible to be interviewed in CATI.

Attachment 2. CATI-eligible Average Monthly Language Workloads -- Linguistically Isolated

2006 Household Language[1]	2006 Average Monthly LI Language Workloads	Percent of 2006 Avg Monthly Language Workload[2]	Percent of 2006 Average Monthly LI Language Workload[2]	*2007* Household Language[1]	2007 Average Monthly LI Language Workloads	Percent of 2007 Avg Monthly Language Workload[2]	Percent of 2007 Average Monthly LI Language Workload[2]	*2008* Household Language[1]	2008 Average Monthly LI Language Workloads	Percent of 2008 Avg Monthly Language Workload[2]	Percent of 2008 Average Monthly LI Language Workload[2]	2008 Avg Monthly LI Lang Wkld - 2006 Avg Monthly LI Lang Wkld
Spanish & Creole	2,798	5.2	73.8	Spanish & Creole	3,168	5.1	73.3	Spanish & Creole	2,989	5.1	73.5	191
Chinese	144	0.3	3.8	Chinese	181	0.3	4.2	Chinese	169	0.3	4.2	25
Russian	99	0.2	2.6	Russian	112	0.2	2.6	Russian	103	0.2	2.5	4
Korean	85	0.2	2.2	Korean	104	0.2	2.4	Korean	96	0.2	2.4	11
Vietnamese	85	0.2	2.2	Vietnamese	97	0.2	2.2	Vietnamese	86	0.1	2.1	1
Polish	52	0.1	1.4	Polish	60	0.1	1.4	Polish	53	0.1	1.3	1
French Creole	46	0.1	1.2	Portuguese and Creole	55	0.1	1.3	French Creole	52	0.1	1.3	6
Portuguese and Creole	46	0.1	1.2	French Creole	50	0.1	1.2	African languages	45	0.1	1.1	6
African languages	39	0.1	1.0	African languages	45	0.1	1.0	Arabic	37	0.1	0.9	1
Arabic	36	0.1	0.9	Arabic	41	0.1	0.9	Portuguese and Creole	37	0.1	0.9	-9
French incl. Patois, Cajun	30	0.1	0.8	French incl. Patois, Cajun	40	0.1	0.9	Other Indic	33	0.1	0.8	9
Italian	30	0.1	0.8	Italian	35	0.1	0.8	French incl. Patois, Cajun	32	0.1	0.8	2
Other Indic	24	0.0	0.6	Other Indic	31	0.0	0.7	Italian	31	0.1	0.8	1
Tagalog	23	0.0	0.6	Tagalog	28	0.0	0.6	Armenian	27	0.0	0.7	8
Japanese	22	0.0	0.6	Other Asian	23	0.0	0.5	Other Asian	23	0.0	0.6	4
Other IndoEuropean	20	0.0	0.5	Japanese	22	0.0	0.5	Japanese	22	0.0	0.5	0
Other Slavic	20	0.0	0.5	Armenian	21	0.0	0.5	Tagalog	22	0.0	0.5	-1
Armenian	19	0.0	0.5	Other Slavic	21	0.0	0.5	Other Slavic	20	0.0	0.5	0
Other Asian	19	0.0	0.5	Other IndoEuropean	20	0.0	0.5	Persian	19	0.0	0.5	0
Persian	19	0.0	0.5	Persian	19	0.0	0.4	Other IndoEuropean	18	0.0	0.4	-2
German	17	0.0	0.4	Serbo-Croatian	18	0.0	0.4	Serbo-Croatian	17	0.0	0.4	1
Serbo-Croatian	16	0.0	0.4	Hindi	15	0.0	0.3	Hindi	16	0.0	0.4	5
Hindi	11	0.0	0.3	German	14	0.0	0.3	German	14	0.0	0.3	-3
Urdu	11	0.0	0.3	Laotian	12	0.0	0.3	Other Pacific Islands	11	0.0	0.3	1
Greek	10	0.0	0.3	Greek	11	0.0	0.3	Greek	10	0.0	0.2	0
Mon-Khmer, Cambodian	10	0.0	0.3	Urdu	11	0.0	0.3	Laotian	10	0.0	0.2	2
Other Pacific Islands	10	0.0	0.3	Mon-Khmer, Cambodian	10	0.0	0.2	Mon-Khmer, Cambodian	10	0.0	0.2	0
Laotian	8	0.0	0.2	Other Pacific Islands	10	0.0	0.2	Urdu	10	0.0	0.2	-1
Thai	7	0.0	0.2	Gujarathi	8	0.0	0.2	Yiddish	10	0.0	0.2	5
Gujarathi	6	0.0	0.2	Other languages & not reported	8	0.0	0.2	Miao, Hmong	9	0.0	0.2	5
Hebrew	6	0.0	0.2	Hebrew	6	0.0	0.1	Gujarathi	8	0.0	0.2	2
Yiddish	5	0.0	0.1	Yiddish	6	0.0	0.1	Hebrew	7	0.0	0.2	1
Hungarian	4	0.0	0.1	Miao, Hmong	5	0.0	0.1	Thai	7	0.0	0.2	0
Miao, Hmong	4	0.0	0.1	Thai	4	0.0	0.1	Other languages & not reported	5	0.0	0.1	1
Other languages & not reported	4	0.0	0.1	Hungarian	3	0.0	0.1	Other West Germanic	3	0.0	0.1	1
Other Native North American lang	4	0.0	0.1	Other Native North American lang	3	0.0	0.1	Hungarian	2	0.0	0.0	-2
Other West Germanic	2	0.0	0.1	Scandinavian	3	0.0	0.1	Navajo	2	0.0	0.0	1
Navajo	1	0.0	0.0	Other West Germanic	2	0.0	0.0	Other Native North American lang	2	0.0	0.0	-2
Scandinavian	1	0.0	0.0	Navajo	1	0.0	0.0	Scandinavian	1	0.0	0.0	0
TOTAL	**3,793**	**7.0**	**100.0**	**TOTAL**	**4,323**	**6.9**	**100.0**	**TOTAL**	**4,068**	**7.0**	**100.0**	**275**

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[2] Average monthly workloads that are less than 0.05% of the documented workload are indicated by 0.0% due to rounding.

NOTE: Workloads represent the *estimated* average monthly number of sample cases, by their language need, that were eligible to be interviewed in CATI.