



**ALEX PADILLA** | SECRETARY OF STATE | STATE OF CALIFORNIA  
ELECTIONS DIVISION

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June 19, 2017

County Clerk/Registrar of Voters (CC/ROV) Memorandum #17050

**TO:** All County Clerks/Registrars of Voters

**FROM:** /s/ Jon Ivy  
Voter Access Coordinator

**RE:** Language Accessibility Advisory Committee: June 29, 2017, Meeting

Attached is the notice and agenda for the next Language Accessibility Advisory Committee (LAAC) meeting to be held on Thursday, June 29, 2017, at 1:00 p.m. in the 2<sup>nd</sup> Floor Boardroom of the Secretary of State, 1500 11<sup>th</sup> Street, Sacramento, CA 95814.

County elections officials and members of the public are welcome to attend either in person or by calling in to the conference number listed on the agenda.

This notice and agenda will also be available on the LAAC website at:  
<http://www.sos.ca.gov/elections/laac>.

Please feel free to contact me directly with any questions at (916) 695-1581 or  
[Jonathan.Ivy@sos.ca.gov](mailto:Jonathan.Ivy@sos.ca.gov).

Thank you.



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June 19, 2017

**Public Meeting Notice and Agenda**

Language Accessibility  
Advisory Committee  
(LAAC)

<http://www.sos.ca.gov/elections/laac/>

Date and time: Thursday, June 29, 2017, 1:00 p.m.

Conference call number: (877) 443-3042

Screenshare/webstream: <http://uberconference.com/voters>

Location: Secretary of State  
2<sup>nd</sup> Floor Boardroom  
1500 11th Street  
Sacramento, CA 95814

Teleconference sites: Los Angeles County Clerk/Recorder  
12400 Imperial Highway, Suite 7001  
Norwalk, CA 90605

Riverside County Registrar of Voters  
2724 Gateway Dr., 1st Fl. Conf. Rm.  
Riverside, CA 92507

Government Center  
Conference Room S1-1000  
1441 Schilling Place – North Bldg.  
Salinas, CA 93901

## Agenda

1. Welcome, Call to Order, Roll Call, and Declaration of Quorum
2. 14201 Language Determinations  
Discussion on pending Secretary of State language determinations.
3. Punjabi Language Access  
Discussion on language access issues facing Punjabi community.
4. Assembly Bill 918 – California Voting for All Act  
Update and progress of pending legislation.
5. SB 450, Voter’s Choice Act, Update  
Discussion of current status of SB 450 implementation.
6. Local LAAC Guide  
Update and progress report from working group.
7. LAAC/CACEO Survey Results  
Brief presentation on results of LAAC/CACEO county survey.
8. Other Working Group Reports and Future Projects  
Discussion on progress of current working groups and future projects.
9. Public Comments and Future Agenda Items  
Public comment period and opportunity to suggest future agenda items.
10. Adjournment

## Important Notices to the Public:

- This meeting is open to the public and is accessible to the physically disabled.
- In accordance with Title II of the Americans with Disabilities Act of 1990, reasonable accommodations are available. Providing accommodation requests at least five (5) business days before the meeting will help to ensure availability of the requested accommodation.
- Any person who needs a disability-related accommodation or modification in order to participate in the meeting, or any person wanting to subscribe to future meeting notices and agendas, may make a request by contacting Jonathan Ivy at (916) 695-1581, by emailing LAAC@sos.ca.gov or jonathan.ivy@sos.ca.gov, or by sending a written request to the Language Accessibility Advisory Committee, 1500 11th Street, 5th Floor, Sacramento, CA 95814.
- Discussion and action may be taken on any item on the agenda. The time and order of agenda items are subject to change at the discretion of the committee and may be taken out of order.
- Persons interested in addressing the committee on any agenda item will be given an opportunity to speak. The committee may limit the time for each individual speaker.
- The committee may not discuss or take action on any matter raised that is not included on this agenda, except to decide whether to place the matter on the agenda of a future meeting. (Government Code sections 11125, 11125.7(a).)

## Agenda Attachments

1. Form letter from Asian Americans Advancing Justice – LA regarding support for AB 918
2. Draft toolkit for establishing a county language accessibility advisory committee
3. LAAC/CACEO county survey results

**[[ INSERT ORGANIZATION LOGO ]]**

June X, 2017

Honorable Henry Stern  
Chair, Senate Committee on Elections and Constitutional Amendments  
State Capitol, Room 2203  
Sacramento, CA 95814

**RE: SUPPORT for AB 918 (Bonta) – The California Voting for All Act**

Dear Senator Stern,

On behalf of <ORGANIZATION NAME>, we write in strong support of AB 918, the California Voting for All Act, which would make California the nationwide leader in providing language assistance to limited-English proficient (LEP) voters.

<Explain what your organization does and how AB 918 benefits the communities you serve.>

In California's 2014 general election, just 18 percent of eligible Asian Americans and 17 percent of eligible Latinos turned out to vote. Voters' language needs contribute to these low turnout rates. Of California's Asian Americans and Latinos, roughly one-third self-report that they are LEP. Without adequate language assistance, these diverse communities face barriers to voting.

The vast majority of Californians who need language assistance when voting receive it under Section 203 of the federal Voting Rights Act. However, California currently fails the hundreds of thousands of LEP residents who live in counties not covered by Section 203 and who instead receive language access protections under state law. Where minority language communities hit a size threshold, the state law requires the posting of translated "facsimile" ballots on polling place walls and encourages the recruitment of bilingual poll workers. These requirements are not sufficient to provide meaningful language assistance to LEP in-person voters, provide zero assistance for LEP vote-by-mail voters, and lack any reporting or oversight mechanisms.

AB 918 would improve the presentation of facsimile ballots to in-person voters by making facsimiles available in loose leaf (so voters could use them while voting privately instead of using them while standing at a wall), by requiring poll workers be properly trained on facsimiles, and by requiring translated signage in polling places that informs voters about the facsimiles present. AB 918 would also make facsimiles available to vote-by-mail voters for the first time. Additionally, AB 918 would require counties to file a public report after every statewide general election documenting their performance recruiting bilingual poll workers.

With anti-immigrant rhetoric dominating the national conversation, it is more important than ever for California to take a stand for limited-English immigrant voters and their role in our democracy. For these reasons, <ORGANIZATION NAME> is proud to support AB 918.

Sincerely,

<Signature>

**TOOLKIT FOR ESTABLISHING A COUNTY  
LANGUAGE ACCESSIBILITY ADVISORY COMMITTEE**

**May 2017**

**By the California Secretary of State's Language Accessibility Advisory Committee**

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## Background

California is home to nearly 2.5 million eligible limited-English proficient (LEP) voters.<sup>1</sup> For LEP voters who seek to participate and contribute meaningfully in the U.S.'s democratic process but are not yet familiar with voting procedures, navigating the state's election system may be daunting. In order to cast a well-informed vote and understand how to participate in California's electoral process, LEP voters need to be able to read election information and outreach materials, and receive instructions from poll workers in the language they speak.

At the same time, challenges arise reaching those voters. For example, beyond language barriers between your office and these communities, there may also be cultural and/or geographic barriers. Language Accessibility Advisory Committees (LAAC) are a way to help bridge those gaps by forging relationships with members of those communities, residents with language expertise, and others who may be uniquely situated to advise your office on how to effectively include LEP voters in the democratic process.

This toolkit offers guidelines and practices to help county elections offices establish a LAAC and create a meaningful and helpful role for it to serve the LEP voters of your community.

### County LAACs

In most cases, forming a LAAC is optional.

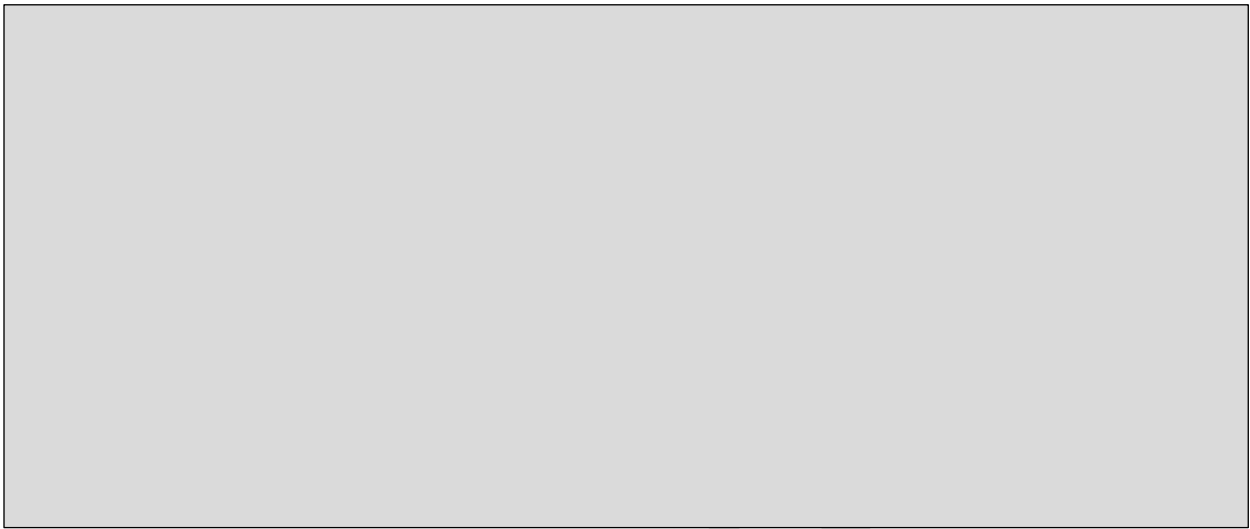
And even when they are required, there are no formal requirements for LAACs, in terms of membership, meetings, or their role.

However, based on the experience in counties that have already established local LAACs, they have been an effective resource for receiving input and providing assistance on translations, community outreach plans, and bilingual poll worker recruitment and placement, among providing other benefits. It is therefore a recommended best practice for language assistance to maintain a year-round LAAC in all counties.

There are currently two instances where a LAAC is mandated by state law.

*SB 450, California's Voter's Choice Act (VCA)*: Counties participating in the VCA model must establish a local LAAC before they can hold an election. The VCA requires county elections officials to establish a LAAC no later than October 1 of the year prior to the first election conducted, and hold its first meeting no later than April 1 of the year in which the first election is conducted. The LAAC must be comprised of representatives of language minority communities. If a county has fewer than 50,000 registered voters, it can establish a joint advisory committee for language minority communities and voters with disabilities. See *Appendix E* to read the statute.

*AB 2686 (Mullin, 2016)*: This bill created a pilot to allow counties, through the end of 2020, to conduct a legislative or congressional vacancy election as a mailed ballot election, subject to certain conditions. One of the conditions for holding such an election is that the county must establish either a community election advisory committee that consists of community members representing minority groups covered under the federal Voting Rights Act and voters with disabilities, or establishing a local LAAC and a local Voting Accessibility Advisory Committee. The committee must hold at least one meeting in the year prior to an all-mailed ballot election conducted under the pilot. See *Appendix E* to read the statute.



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## Recruiting LAAC Members

Finding qualified and dedicated LAAC members is a critical part of creating a successful LAAC. This section gives you some tips on what to look for in LAAC members, where to recruit interested community members, and some helpful tools for your candidate application process.

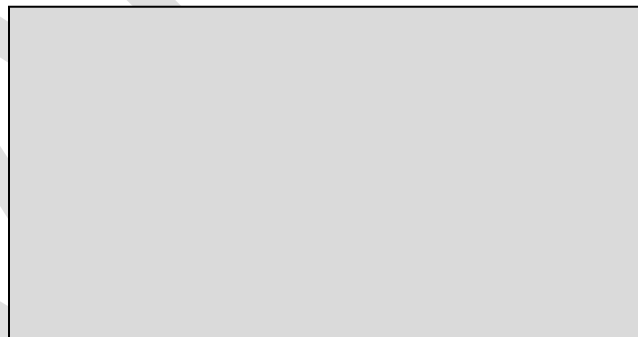
### Skills and Background

Members of a LAAC should have either a demonstrated knowledge of a particular covered language, language accessibility, or experience working with communities who speak a covered language. There are many other additional skills that could also be helpful for your LAAC:

- Members with a background in voter registration, voter outreach, or getting out the vote can bring an important perspective from their experience engaging directly with voters.
- Members with experience in communications, web design, media, or social media may have helpful input on strategies for communicating with LEP voters.
- Members with legal, advocacy, or policy backgrounds may be able to help the committee understand different election related laws and policies.
- Members with backgrounds in mapping, data analysis, or demography can help the committee think about important trends in the county's population.
- Members with leadership experience in their community, or experience in community activism, service, or outreach.

### Diversity

Limited English-proficient voters are not a monolith. They are a diverse group of voters that share a common language. Because of this, recruiting diverse LAAC committee members is crucial to ensuring LEP voters have every opportunity to engage in the electoral process. The following are some suggestions for achieving a diverse committee that reflects your county:



- *Languages*: Seek members to represent each of the languages covered in your county under Section 203 and Elections Code Section 14201(c). Covered languages are included in *Appendix A*.
- *Geography*: Be mindful of geographic diversity, and that various parts of your county are represented. For example, think about whether both coastal and inland, rural and urban areas are represented.
- *Age*: Languages evolve, and voters of different generations may use different dialects or vocabulary, or respond differently to messaging strategies. Having multiple generations represented can help advise you on these distinctions and can also bring diversity in perspectives for outreach to voters.
- *Economic diversity*: Members from different economic backgrounds may bring different perspectives, such as input on public transportation in cities, or commuting in suburbs.
- *Country of origin*: People can share a language but come from several countries with different dialects or vocabulary. They may also have distinct communities and needs. Try to recruit members from different countries, as well as native born speakers.

## How to Get Started

The first thing to consider before starting your LAAC is establishing what the mission or purpose of it will be. For some ideas, see *About the State LAAC* on page 2, and *Issues for the LAAC to Work On*, on page 10.

Once you have established the mission of the LAAC, the following are some suggested steps to take to form your LAAC. Your steps may vary depending on your resources, timeline, and needs.

The first thing you want to do is determine what staff member/s will be responsible for the LAAC (see *Staffing a LAAC* on page 5).

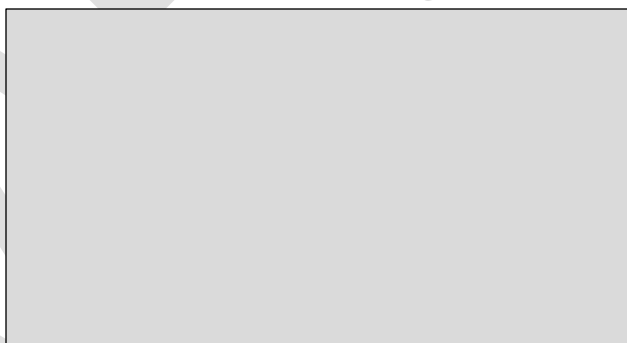
If you expect to have a lot of interest in joining the LAAC, consider establishing a formal application process that includes an application. If you want to use an application it should include background information such as the purpose of the LAAC, expected roles and responsibilities, time commitment, terms for serving (if applicable), and the background and skills needed to apply. A sample membership application is included in *Appendix B*.

Next, establish a page on your website where the application can live, and that can be linked to in email blasts and social media postings.

Finally, develop outreach materials, including flyers, an email that can be sent to contacts, and social media postings (see *Appendix C* for sample outreach materials).

## Where to Recruit Members

A good place to start your recruitment effort is by reaching out to your existing contacts. Think about organizations you have partnered with in the past that you know have done voter registration drives, or have invited your office to come do outreach or table at their events. Even if those organizations do not focus on LEP communities, they still might be able to suggest members of their organizations, have contacts at other organizations, or have suggestions for people to talk to. They may also be helpful in distributing your recruitment information and materials.



Some other resources to try include:

- Check with your county, and cities in your county, to see if they have departments or divisions that focus on language access.
- Organizations serving language minority communities should be encouraged to join as they know the linguistic features and needs of the communities they serve.
- Other organizations to share your recruitment information with should include community based organizations, colleges, language schools, churches, and other organizations that do community outreach.
- Reach out to the State LAAC as a resource to help with your recruitment.
- See *Appendix D* for ways to use non-profit lookup tools to find organizations in your area.

## Ongoing Recruitment

Even once your members are in place, maintain the application for the LAAC on your website, and consider continuing to accept applications. This helps generate continued enthusiasm from the community to join the LAAC, which is especially helpful if a member ends up leaving sooner than expected. You can also ask your LAAC members to keep their eyes out for good potential members. While hopefully you will retain members, and not need to fill spots or feel the need to make additions, it is good to be prepared.



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## Format of LAAC

There is no single or right way to organize a LAAC. This section is meant to answer some common questions and provide ideas and guidelines for a LAAC.

### How many members should a LAAC have?

The right number of members will vary depending on a county and its needs. The Secretary of State has issued guidelines recommending the following sizes for local Voter Accessibility Advisory Committees (VAAC),<sup>2</sup> and can be applied to LAACs:

<b>Number of Registered Voters</b>	<b>Recommended Number of Members</b>
Less than 50,000 registered voters	Minimum of three members
Between 50,000 and 500,000 registered voters	Minimum of five members
Between 500,000 and 1,000,000 registered voters	Minimum of seven members
More than 1,000,000 registered voters	Minimum of nine members

These recommendations are only minimums. The needs in your county may increase depending on factors such as:

- The number of languages covered under Section 203 and Elections Code Section 14201. You should strive to have at least one representative for each language covered.
- The size of your county. Large counties should consider having representatives that represent different areas, such as urban and rural, coastal and inland, northern and southern, etc.
- Consider whether other important segments in your community are represented, such as students, members who use public transportation, naturalized citizens, etc.

### Do we need a LAAC for each Section 203 language and Elections Code Section 14201 covered language?

If there is a great deal of interest for each language and your county has capacity to staff those meetings, it would be ideal to have LAACs for each covered language. If that is not possible, and you instead have a single LAAC, there are certainly areas of overlap for the representatives of different languages to discuss. In the absence of LAACs for each covered language, some alternatives include:

- Form two LAACs, one for Section 203 covered languages, and one for Section 14201 covered languages.
- Rely on working groups within the LAAC. If there are issues that the LAAC wants to explore further that are specific to a covered language, the LAAC can form a working group to work on that issue. The working group might meet separately, or simply discuss via email, then report back to the LAAC at-large.

- Ensure there is representation from communities representing each covered language on the committee by monitoring the application process and targeting outreach to unrepresented communities.
- Include discussion of covered languages on the agenda for meetings.
- If there are staff that work on specific languages, have them attend LAAC meetings, especially if those languages are on the agenda.

#### Should there be a member chairing the committee?

Not necessarily, however, having members of the LAAC lead the committee has several advantages. Chairs can help set an agenda, schedule meetings, and facilitate LAAC meetings. Having a Chair can also give the committee more ownership of its role as an advisory committee. Giving members leadership roles can also inspire greater attachment to the LAAC and greater retention. Some possible roles for LAAC members:



- *Chair or co-chairs:* co-chairs will be helpful to divide the duties of the chair and allow for an easy transition in case a co-chair needs to leave. Alternatively, a vice-chair can also share responsibilities with a chair and be in place in case a transition is necessary.
- *Secretary:* a secretary can help keep minutes and keep records of decisions. There may also be work to do in between meetings that the secretary can help track.

#### Should members commit for a minimum period of time?

It will take some time for many members to get up to speed on the various practices and laws associated with elections, and depending on when a new member joins, it could be more than a year before a general election. Because of this, it may make sense to ask new members to commit to at least one election cycle, or two years of service.

LAAC members should also be advised when they apply that in addition to attending meetings, they may need to commit some hours to prepare for meetings, and possibly contribute to smaller working groups. Members should also know that participation is imperative and what the attendance expectations are.

#### Should LAACs vote on recommendations or other decisions?

LAAC members should be advised that they are an advisory body, not a decision making body. While the election's office may welcome the LAACs input and recommendations, the LAAC does not have authority to make decisions that bind the elections office on policy or the use of resources. That said, there may be some circumstances where it makes sense to ask for votes from LAAC members, for example on a meeting schedule, agenda items, on recommendations and requests to the Registrar, creating working groups, and on selecting chairs of the committee. If the LAAC will be voting on taking certain actions, make sure they are consistent on voting on those types of actions as they arise and that each vote is recorded on the meeting notes.

### Can a county combine its LAAC and VAAC?

If a county is conducting an election pursuant to the Voter's Choice Act and has fewer than 50,000 registered voters, it can establish a joint advisory committee for language minority communities and voters with disabilities.<sup>3</sup> A combined committee is not ideal or recommended, as the communities have different policies, outreach, and agenda issues they may want to focus on. If your county is having trouble recruiting enough members for a standalone LAAC and VAAC, a combined committee can be a helpful starting point until there are enough members to breakout into individual committees.

### How Can Elections Offices Support a LAAC

To get the most out of the LAAC it is important to support the development of its members. Many members will not come to the LAAC with a background in election administration, voting rights, or voter outreach, but will have a wealth of valuable knowledge about their communities and the language needs in the county. To get the most out of your LAAC, consider some strategies for supporting members:

- Assign a staff member to work with the LAAC and take responsibility for providing them information they need and request, planning meetings, and recruiting members.
- Help build members' elections familiarity with ongoing briefings on the elections process so that they can apply their varied skills to voting and elections issues.
- Create a section of the website for LAAC related materials including membership, meeting schedules, agendas, and space for members to add materials and information they have developed.



## Meetings

To get the most out of a LAAC we recommend investing in your members by offering trainings to new members, and periodic ongoing trainings. Members will benefit from an overview on the fundamental issues they will be working on. For example, consider offering a training for your members on:

- *Election basics*: While members have probably registered and voted before, many likely do not have an appreciation for the work that happens behind the scenes to make an election possible. For example, members would benefit from understanding some of the basics, like the role of precincts, how polling sites are selected, poll worker recruitment and training, and vote-by-mail ballots and processing.
- *Demographics*: Members need some understanding of the number of voters who speak a covered language, and the areas of the county where those voters are concentrated. Additionally, providing members with information on voter registration rates, vote by mail usage, and turnout rates, and to the extent possible, members would benefit from seeing this data broken down by language.
- *Language access laws*: Members should receive some instruction on the laws that affect language access for voters, including Section 203 of the federal Voting Rights Act, and California Elections Codes Sections 14201 and 12303. See *Appendix E* for these statutes and others, and see *Appendix F* for other resources.

## Agenda

Once the first LAAC meeting is confirmed, a meeting agenda should be developed. For a first meeting, a good place to start is with the types of trainings suggested above, as well as offering members an opportunity to review the purpose and goals of the LAAC and brainstorm activities to move forward.

Subsequent agendas may include relevant items and topics suggested by the chair, other members, as well as items of interest to the elections office or members of the public.

## Meeting Format

Consider the following best practices in the planning of meetings:

- All meetings should be open to the public.
- Agendas should be posted at least a week prior to the meeting on the county election website to give the public the opportunity to attend and comment.
- Meetings should keep to items on the agenda.
- Minutes should be kept, and posted to the website.
- To increase community participation, consider evening meetings and/or various forms of participation such as having a call-in option.

- Make translation, interpretation, and other accommodations available upon reasonable notification, such as a week or 10 days in advance.
- At a minimum, quarterly LAAC meeting are recommended, and more frequent meetings are recommended in election years, or under special circumstances, like when a county is planning for adopting vote centers.

NOTE: While open meeting laws most likely do not apply, check with your county counsel if you have concerns or questions about applicability to your local LAAC.

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## Issues for a LAAC to Address

Members of a LAAC can be a resource for a number of issues. Consider engaging your LAAC on:

- *Feedback on outreach materials:* Ask LAAC members to review translated outreach materials for clarity and plain language.
- *Feedback on election materials:* LAAC members can provide input on the clarity of terminology used in materials like vote-by-mail envelopes, signage at polling sites, and other communications with voters related to registration and elections.
- *Feedback on online materials:* Ask LAAC members to review the county elections offices website. For example, members can give feedback on the ease of finding translated sections of the website, navigating translated portions of the website, and the quality of the translations.
- *Feedback on messaging strategies:* LAAC member can help develop effective registration and mobilization messaging strategies for engaging voters of multiple languages.
- *Outreach opportunities:* LAAC members may have valuable insight on new ways to outreach and connect with LEP voters. Some members may also be willing to assist with outreach by attending events or tabling with county staff.
- *Staffing polling sites:* LAAC members can provide insight into the need for voting assistance for LEP voters in particular areas.
- *Polling site locations:* As polling sites change from election to election, consult your LAAC on potential impacts on LEP voters.
- *Bilingual poll worker recruitment:* LAAC members may be uniquely situated to help recruit members of their communities to be poll workers. Members might also have insights into outreach methods that have not been tried yet.
- *Voter's Choice Act (SB 450):* If a county is participating in SB 450, there are additional new opportunities for the LAAC to provide input. Members can:
  - Give input on the placement of vote centers and drop boxes
  - Help plan the meeting with representatives of LEP voters as part of the development of the county's Election Administration Plan.
  - Help plan the public meeting for review of the draft implementation plan.
  - Provide feedback on the education and outreach plan.
  - Provide feedback on the plan for addressing disparities in participation.
  - Review outreach and election materials.
  - Help plan the voter education workshops.

## **Conclusion**

We hope the LAAC Toolkit is a helpful resource for you and your county. Please do not hesitate to contact the State LAAC with questions, concerns, or suggestions.

Consider the State LAAC a resource as you establish your LAAC. Please reach out to us, or attend a State LAAC meeting to request our help.

To contact the State LAAC, email Jonathan Ivy, Voter Access Coordinator at [laac@sos.ca.gov](mailto:laac@sos.ca.gov).

## **Citations**

1. U.S. Census Bureau, Public Use Data File, *available at [https://www.census.gov/rdo/data/voting\\_rights\\_determination\\_file.html](https://www.census.gov/rdo/data/voting_rights_determination_file.html)*
2. California Secretary of State's Guide to Creating a Local Voting Accessibility Advisory Committee, *available at <http://elections.cdn.sos.ca.gov/pdfs/guide-create-local-vaac.pdf>*
3. California Elections Code Section 4005 (a)(9)(C)

## **2017 State LAAC Members**

### *Language and Elections Accessibility Experts*

Deanna Kitamura  
Co-Chair  
Los Angeles, CA

Astrid Garcia Ochoa  
Co-Chair  
Hollywood, CA

Ofelia Medina  
Los Angeles, CA

Primo J. Castro  
La Habra Heights, CA

Maria de la Luz Garcia  
Long Beach, CA

Noemi Gallardo  
Sacramento, CA

Raúl Lúevano Macías  
Sacramento, CA

Zulma Michaca  
Sacramento, CA

Joshua Alegado  
Pasadena, CA

Joe Long  
San Diego, CA

Jose Verduzco  
Ivanhoe, CA

Melissa Sesma  
Salinas, CA

Cathy Zhang  
San Francisco, CA

Diala Khasawnih  
San Francisco, CA

Teddy Ky-Nam Miller  
Oakland, CA

### *County Elections Officials*

Jill LaVine  
Registrar of Voters  
Designee: Armando Salud  
Sacramento County

Rebecca Spencer  
Registrar of Voters  
Designee: Leticia Flores  
Riverside County

Claudio Valenzuela  
Registrar of Voters  
Designee: Greta Arevalo  
Monterey County

Dean C. Logan  
Registrar-Recorder/County Clerk  
Designee: Tim McNamara  
Los Angeles County

Joseph E. Canciamilla  
Clerk, Recorder and Registrar of Voters  
Designee: Eren Mendez  
Contra Costa County

**APPENDIX A – Section 203 and Election Code Section 14201 Coverage**

<b>County</b>	<b>2016 Section 203 Determinations</b>	<b>2014 Elections Code Section 14201 Determinations (number of covered precincts)</b>
Alameda	Chinese (including Taiwanese)	Japanese (5)
	Filipino	Khmer (4)
	Hispanic	Korean (41)
	Vietnamese	Hindi (247)
Amador	*	Spanish (52)
Butte	*	Spanish (277)
Calaveras	*	Spanish (71)
Colusa	Hispanic	*
Contra Costa	Chinese (including Taiwanese)	Tagalog (193)
	Hispanic	Japanese (12)
	*	Korean (10)
	*	Vietnamese (3)
	*	Hindi (35)
Del Norte	American Indian (All other American Indian Tribes)	Spanish (20)
El Dorado	*	Spanish (333)
	*	Tagalog (9)
Fresno	Hispanic	Chinese (4)
	*	Japanese (14)
	*	Khmer (7)
	*	Hindi (186)
Glenn	Hispanic	*
Humboldt	*	Spanish (122)
Imperial	Hispanic	*
Inyo	*	Spanish (59)
Kern	Hispanic	Tagalog (58)
	*	Hindi (41)
Kings	Hispanic	Tagalog (19)
Lake	*	Spanish (106)
Lassen	*	Spanish (54)
Los Angeles	Cambodian	*
	Chinese (including Taiwanese)	*
	Filipino	*
	Hispanic	*
	Korean	*
	Vietnamese	*
	Note: While no longer covered under Section 203, Los Angeles is voluntarily providing language assistance in Japanese, Thai, and Hindi.	*

**APPENDIX A – Section 203 and Election Code Section 14201 Coverage**

<b>County</b>	<b>2016 Section 203 Determinations</b>	<b>2014 Elections Code Section 14201 Determinations (number of covered precincts)</b>
Madera	Hispanic	*
Marin	*	Spanish (259)
	*	Chinese (4)
	*	Korean (17)
	*	Vietnamese (1)
Mariposa	*	Spanish (10)
Merced	Hispanic	Hindi (34)
Modoc	*	Spanish (22)
Mono	*	Spanish (13)
Monterey	Hispanic	Chinese (2)
	*	Tagalog (44)
	*	Korean (6)
	*	Vietnamese (2)
Napa	*	Chinese (1)
	*	Tagalog (13)
Orange	Chinese (including Taiwanese)	Tagalog (84)
	Hispanic	Japanese (34)
	Korean	Khmer (2)
	Vietnamese	Hindi (9)
Placer	*	Spanish (205)
	*	Tagalog (26)
Plumas	*	Spanish (58)
Riverside	Hispanic	Chinese (40)
	*	Tagalog (104)
	*	Korean (11)
	*	Vietnamese (2)
Sacramento	Chinese (including Taiwanese)	Tagalog (132)
	Hispanic	Japanese (43)
	*	Korean (14)
	*	Vietnamese (154)
	*	Hindi (48)
San Benito	Hispanic	*
San Bernardino	Hispanic	Chinese (66)
	*	Tagalog (36)
	*	Khmer (4)
	*	Korean (49)
	*	Vietnamese (15)

**APPENDIX A – Section 203 and Election Code Section 14201 Coverage**

<b>County</b>	<b>2016 Section 203 Determinations</b>	<b>2014 Elections Code Section 14201 Determinations (number of covered precincts)</b>
San Diego	American Indian (All other American Indian Tribes)	Japanese (8)
	Chinese (including Taiwanese)	Khmer (11)
	Filipino	Korean (22)
	Hispanic	Hindi (6)
	Vietnamese	*
San Francisco	Chinese (including Taiwanese)	Tagalog (135)
	Hispanic	Japanese (24)
	*	Korean (20)
	*	Vietnamese (37)
San Joaquin	Hispanic	Chinese (53)
	*	Tagalog (409)
	*	Khmer (92)
	*	Vietnamese (74)
	*	Hindi (58)
San Luis Obispo	*	Spanish (294)
	*	Tagalog (3)
San Mateo	Chinese (including Taiwanese)	Tagalog (162)
	Hispanic	Japanese (13)
	*	Hindi (2)
Santa Barbara	Hispanic	Tagalog (29)
Santa Clara	Chinese (including Taiwanese)	Japanese (54)
	Filipino	Khmer (1)
	Hispanic	Korean (68)
	Vietnamese	Hindi (197)
Santa Cruz	*	Spanish (359)
	*	Chinese (11)
	*	Tagalog (10)
Shasta	*	Spanish (80)
Sierra	*	Spanish (21)
Siskiyou	*	Spanish (33)
Solano	*	Spanish (472)
	*	Chinese (11)
	*	Tagalog (235)
Sonoma	*	Spanish (839)
Stanislaus	Hispanic	Khmer (7)
	*	Hindi (33)

**APPENDIX A – Section 203 and Election Code Section 14201 Coverage**

<b>County</b>	<b>2016 Section 203 Determinations</b>	<b>2014 Elections Code Section 14201 Determinations (number of covered precincts)</b>
Sutter	*	Spanish (321)
Tulare	Hispanic	Spanish (81)
Tuolumne	*	Spanish (75)
Ventura	Hispanic	Chinese (19)
	*	Tagalog (39)
	*	Hindi (5)
Yolo	*	Spanish (307)
	*	Chinese (116)
	*	Tagalog (4)
	*	Hindi (6)
Yuba	*	Spanish (114)



## APPENDIX B - Model LAAC Member Application

### County Language Accessibility Advisory Committee

#### **Position Description**

The Language Accessibility Advisory Committee (LAAC) is an advisory committee to the county elections office.

LAAC members serve at the discretion of the County Registrar. The mission of the LAAC is to advise and assist the County Registrar with implementation of federal and state laws relating to access to the electoral process by voters with limited-English proficiency, so that all persons who vote can understand the voting process. \_\_\_\_\_ County is required to provide language assistance in accordance with state and federal law for the following covered language: \_\_\_\_\_. The LAAC also provides recommendations identifying and prioritizing activities, programs, and policies to ensure every voter has equal access to the ballot.

LAAC members will be expected to attend monthly/bi-monthly/quarterly/regular meetings at the county elections office. This is a volunteer committee. There is no stipend or reimbursement for participating in the LAAC.

#### **Desired Qualifications**

The following qualifications are desired:

- 1) Demonstrated experience providing language assistance or working on improving language access.
- 2) Experience working or volunteering in ethnically diverse and language diverse communities.
- 3) Experience in translation services, either as a certified interpreter or professional translator in a language covered in the county.
- 4) Experience in voting rights, voter outreach, voter education, and/or voter engagement.
- 5) Experience in policy analysis, development and/or advocacy.
- 6) Demonstrated data analysis or GIS mapping skills.
- 7) Knowledge of the use of plain language methods.
- 8) Experience as poll worker, election administration, or election protection.
- 9) Ability to attend monthly/bi-monthly/quarterly/regular meetings.
- 10) Willingness to serve at least two years.

**APPENDIX B - Model LAAC Member Application**

**Application**

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Employer:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**For each of the following please limit responses to one paragraph.**

- 1. Please describe your relevant experience with language assistance:**
  
- 2. Please describe your relevant experience in language minority communities:**
  
- 3. If applicable, please state which languages you are fluent in and the level of fluency in each language (spoken, written):**
  
- 4. Please describe any experience with state and federal laws regarding voting or language access:**
  
- 5. Please describe any experience in voter outreach, education, or engagement:**
  
- 6. Explain your interest in being a LAAC member:**
  
- 7. Please list additional relevant experience not discussed elsewhere in the application:**
  
- 8. Please provide a list of three references with contact information:**
  
- 9. Please enclose your CV or resume.**

## APPENDIX C – Outreach Materials

Save for examples

## **APPENDIX D – Non-Profit Lookup**

One way to look for organizations that you may not be aware of is to look up the non-profits in your area. There may be many non-profits (also known as a 501(c)(3)) in your county that work closely with LEP voters. There are several ways to find these organizations. One way to identify these organizations is with a 501 (c)(3) lookup tool. An online tool (<http://501c3lookup.org/>) allows you to search for non-profits in any city. You can narrow your search by looking up an Activity Code, or National Taxonomy of Exempt Entities (NTEE) classification, that tell you something about the work the non-profit does. Some of those codes are listed below, but there are many others listed that you may find useful.

You can also use a search tool like [www.Guidestar.org/search](http://www.Guidestar.org/search), which allows you to search zip codes and cities for non-profits by searching for key words, like “language”, or “Spanish”. You can also type in one of the NTEE codes below as a search.

Once you identify organizations that may be a good fit, search for them on the internet. Some organizations you identify may be so small they do not have websites. In that case, try checking to see if they have a Facebook page.

### **Activity Codes:**

- 001 – Churches, synagogues, etc.
- 030 – School, college, trade school, etc.
- 124 – Study and research (non-scientific)
- 205 – Professional association
- 296 – Community Club
- 319 – Other social activities
- 349 – Other youth organization or activities
- 399 – Other housing activities
- 404 – Community promotion
- 408 – Community service organization
- 429 – Other inner city or community benefit activities
- 430 – Defense of human and civil rights
- 431 – Elimination of prejudice and discrimination
- 432 – Lessen neighborhood tensions
- 449 – Other civil rights activities
- 481 – Voter information on issues or candidates
- 482 – Voter education (mechanics of registering, voting etc.)
- 560 – Supplying money, goods or services to the poor
- 569 – Referral service (social agencies)
- 600 – Community Chest, United Way, etc.
- 907 – Veterans activities
- 923 – Indians (tribes, cultures, etc.)

## **APPENDIX D – Non-Profit Lookup**

### **NTEE Codes:**

#### **Arts, Culture and HumanitiesA01 Alliance/Advocacy Organizations**

- A03 Professional Societies & Associations
- A05 Research Institutes and/or Public Policy Analysis
- A23 Cultural/Ethnic Awareness
- A70 Humanities Organizations
- A99 Other Art, Culture, Humanities Organizations/Services

#### **Educational Institutions**

- B01 Alliance/Advocacy Organizations
- B03 Professional Societies & Association
- B05 Research Institutes and/or Public Policy Analysis
- B50 Graduate, Professional

#### **Human Services**

- P01 Alliance/Advocacy Organizations
- P03 Professional Societies & Associations
- P05 Research Institutes and/or Public Policy Analysis
- P21 American Red Cross
- P22 Urban League
- P24 Salvation Army
- P26 Volunteers of America
- P27 YMCA, YWCA, YWHA, YMHA
- P28 Neighborhood Center, Settlement House
- P84 Ethnic/Immigrant Services
- P99 Human Services—Multipurpose & Other

#### **Civil Rights, Social Action, Advocacy**

- R01 Alliance/Advocacy Organizations
- R03 Professional Societies & Associations
- R05 Research Institutes and/or Public Policy Analysis
- R22 Minority Rights
- R30 Intergroup/Race Relations
- R40 Voter Education/ Registration
- R60 Civil Liberties Advocacy
- R99 Civil Rights, Social Action, & Advocacy

#### **Community Improvement, Capacity Building**

- S01 Alliance/Advocacy Organizations
- S03 Professional Societies & Associations
- S05 Research Institutes and/or Public Policy Analysis
- S20 Community/Neighborhood Development, Improvement
- S21 Community Coalitions
- S22 Neighborhood/Block Association
- S30 Economic Development

## **APPENDIX D – Non-Profit Lookup**

- S31 Urban, Community Economic Development
- S32 Rural Development
- S41 Promotion of Business (Chambers of Commerce)
- S80 Community Service Clubs (Kiwanis, Lions, Jaycees, etc.)
- S81 Women's Service Clubs
- S82 Men's Service Clubs
- S99 Community Improvement, Capacity Building

### **Philanthropy, Voluntarism, and Grantmaking**

- T01 Alliance/Advocacy Organizations
- T03 Professional Societies & Associations
- T05 Research Institutes and/or Public Policy Analysis
- T31 Community Foundations
- T40 Voluntarism Promotion
- T50 Philanthropy/Charity/Voluntarism Promotion (General)
- T70 Fundraising Organizations that Cross Categories (includes Community Funds/Trusts and Federated Giving Programs), e.g., United Way
- T99 Other Philanthropy, Voluntarism, and Grantmaking Foundations

### **Social Science Research Institutes**

- V24 Political Science
- V25 Population Studies, Demographics (includes Geography)
- V26 Law, International Law, and Jurisprudence
- V33 Ethnic Studies

### **Public, Society Benefit**

- Alliance/Advocacy W01 Alliance/Advocacy Organizations
- W03 Professional Societies & Associations
- W05 Research Institutes and/or Public Policy Analysis
- W24 Citizen Participation
- W30 Military/Veterans' Organizations
- W70 Leadership Development
- W99 Public, Society Benefit—Multipurpose & Other

### **Religion, Spiritual Development**

- X01 Alliance/Advocacy Organizations
- X03 Professional Societies & Associations
- X05 Research Institutes and/or Public Policy Analysis
- X20 Christian
- X21 Protestant
- X22 Roman Catholic
- X30 Jewish
- X40 Islamic
- X50 Buddhist
- X70 Hindu
- X80 Religious Media
- X90 Interfaith Issues

## APPENDIX E – Relevant Statutes

### **California Elections Code § 12303 (recruitment of bilingual poll workers):**

- (a) No person who cannot read or write the English language is eligible to act as a member of any precinct board.
- (b) It is the intent of the Legislature that non-English-speaking citizens, like all other citizens, should be encouraged to vote. Therefore, appropriate efforts should be made to minimize obstacles to voting by citizens who lack sufficient skill in English to vote without assistance.
- (c) Where the elections official finds that citizens described in subdivision (b) approximate 3 percent or more of the voting-age residents of a precinct, or in the event that interested citizens or organizations provided information which the elections official believes indicates a need for voting assistance for qualified citizens described in subdivision (b), the elections official shall make reasonable efforts to recruit election officials who are fluent in a language used by citizens described in subdivision (b) and in English. This recruitment shall be conducted through the cooperation of interested citizens and organizations and through voluntarily donated public service notices in the media, including newspapers, radio, and television, particularly those media that serve the non-English-speaking citizens described in subdivision (b).
- (d) At least 14 days before an election, the elections official shall prepare and make available to the public a list of the precincts to which officials were appointed pursuant to this section, and the language or languages other than English in which they will provide assistance.

### **California Elections Code § 14201 (posting translated facsimile ballots):**

- (a)
  - (1) The precinct board shall post, in a conspicuous location in the polling place, at least one facsimile copy of the ballot with the ballot measures and ballot instructions printed in Spanish. Facsimile ballots shall also be printed in other languages and posted in the same manner if a significant and substantial need is found by the elections official.
  - (2) In those counties which are required under the provisions of the federal Voting Rights Act of 1965, as extended by Public Law 94-73, to furnish ballots in other than the English language, the posting of the facsimile ballot in that particular language shall not be required.
  - (3) This subdivision shall remain in effect until the Secretary of State makes the determinations and findings required by this section.
- (b) In counties where the Secretary of State has determined that it is appropriate, each precinct board shall post, in a conspicuous location in the polling place, at least one facsimile copy of the ballot with the ballot measures and ballot instructions printed in Spanish. If the Secretary of State determines that it is appropriate to post the election materials in Spanish in only certain precincts in the county, the material shall be posted in the polling places situated in those precincts. Facsimile ballots shall also be printed in other languages and posted in the same manner if a significant and substantial need is found by the Secretary of State.
- (c) In determining whether it is appropriate to post the election materials in Spanish or other languages, the Secretary of State shall determine the number of residents of voting age in each county and precinct who are members of a single language minority, and who lack

## APPENDIX E – Relevant Statutes

sufficient skills in English to vote without assistance. If the number of these residents equals 3 percent or more of the voting age residents of a particular county or precinct, or in the event that interested citizens or organizations provide the Secretary of State with information which gives the Secretary of State sufficient reason to believe a need for the furnishing of facsimile ballots, the Secretary of State shall find a need to post at least one facsimile copy of the ballot with the ballot measures and ballot instructions printed in Spanish or other applicable language in the affected polling places.

- (d) The Secretary of State shall make the determinations and findings set forth in subdivisions (b) and (c) by January 1 of each year in which the Governor is elected.
- (e) In those precincts where ballots printed in a language other than English are available for use by the voters at the polls, the posting of a facsimile ballot in that particular language shall not be required.
- (f) It is the intent of the Legislature that non-English-speaking citizens, like all other citizens, should be encouraged to vote. Therefore, appropriate efforts should be made on a statewide basis to minimize obstacles to voting by citizens who lack sufficient skill in English to vote without assistance.

### **Section 203 of the Federal Voting Rights Act - 52 U.S.C. § 10503 (federal coverage for language accessibility):**

#### (a) Congressional findings and declaration of policy

The Congress finds that, through the use of various practices and procedures, citizens of language minorities have been effectively excluded from participation in the electoral process. Among other factors, the denial of the right to vote of such minority group citizens is ordinarily directly related to the unequal educational opportunities afforded them resulting in high illiteracy and low voting participation. The Congress declares that, in order to enforce the guarantees of the fourteenth and fifteenth amendments to the United States Constitution, it is necessary to eliminate such discrimination by prohibiting these practices, and by prescribing other remedial devices.

#### (b) Bilingual voting materials requirement

##### (1) Generally

Before August 6, 2032, no covered State or political subdivision shall provide voting materials only in the English language.

##### (2) Covered States and political subdivisions

###### (A) Generally

A State or political subdivision is a covered State or political subdivision for the purposes of this subsection if the Director of the Census determines, based on the 2010 American Community Survey census data and subsequent American Community Survey data in 5-year increments, or comparable census data, that--



## APPENDIX E – Relevant Statutes

- (i) (I) more than 5 percent of the citizens of voting age of such State or political subdivision are members of a single language minority and are limited-English proficient;
  - (II) more than 10,000 of the citizens of voting age of such political subdivision are members of a single language minority and are limited-English proficient; or
  - (III) in the case of a political subdivision that contains all or any part of an Indian reservation, more than 5 percent of the American Indian or Alaska Native citizens of voting age within the Indian reservation are members of a single language minority and are limited-English proficient; and
- (ii) the illiteracy rate of the citizens in the language minority as a group is higher than the national illiteracy rate.

### (B) Exception

The prohibitions of this subsection do not apply in any political subdivision that has less than 5 percent voting age limited-English proficient citizens of each language minority which comprises over 5 percent of the statewide limited-English proficient population of voting age citizens, unless the political subdivision is a covered political subdivision independently from its State.

### (3) Definitions

As used in this section--

- (A) the term “voting materials” means registration or voting notices, forms, instructions, assistance, or other materials or information relating to the electoral process, including ballots;
- (B) the term “limited-English proficient” means unable to speak or understand English adequately enough to participate in the electoral process;
- (C) the term “Indian reservation” means any area that is an American Indian or Alaska Native area, as defined by the Census Bureau for the purposes of the 1990 decennial census;
- (D) the term “citizens” means citizens of the United States; and
- (E) the term “illiteracy” means the failure to complete the 5th primary grade.

### (4) Special rule

The determinations of the Director of the Census under this subsection shall be effective upon publication in the Federal Register and shall not be subject to review in any court.

### (c) Requirement of voting notices, forms, instructions, assistance, or other materials and ballots in minority language

Whenever any State or political subdivision subject to the prohibition of subsection (b) of this section provides any registration or voting notices, forms, instructions, assistance, or other materials or information relating to the electoral process, including ballots, it shall provide them in the language of the applicable minority group as well as in the English

## APPENDIX E – Relevant Statutes

language: *Provided*, That where the language of the applicable minority group is oral or unwritten or in the case of Alaskan natives and American Indians, if the predominant language is historically unwritten, the State or political subdivision is only required to furnish oral instructions, assistance, or other information relating to registration and voting.

(d) Action for declaratory judgment permitting English-only materials

Any State or political subdivision subject to the prohibition of subsection (b) of this section, which seeks to provide English-only registration or voting materials or information, including ballots, may file an action against the United States in the United States District Court for a declaratory judgment permitting such provision. The court shall grant the requested relief if it determines that the illiteracy rate of the applicable language minority group within the State or political subdivision is equal to or less than the national illiteracy rate.

(e) Definitions

For purposes of this section, the term “language minorities” or “language minority group” means persons who are American Indian, Asian American, Alaskan Natives, or of Spanish heritage.

### **California Elections Code § 12302 (legal permanent resident poll workers):**

- (a) Except as provided in subdivisions (b) and (c), a member of a precinct board shall be a voter of the state. The member may serve only in the precinct for which his or her appointment is received.
- (b) (1) In order to provide for a greater awareness of the elections process, the rights and responsibilities of voters, and the importance of participating in the electoral process, as well as to provide additional members of precinct boards, an elections official may appoint not more than five pupils per precinct to serve under the direct supervision of precinct board members designated by the elections official. A pupil may be appointed, notwithstanding his or her lack of eligibility to vote, subject to the approval of the governing board of the educational institution in which the pupil is enrolled, if the pupil possesses the following qualifications:
- (A) Is at least 16 years of age at the time of the election for which he or she is serving as a member of a precinct board.
  - (B) Is a United States citizen, will be a citizen at the time of the election for which he or she is serving as a member of a precinct board, or is lawfully admitted for permanent residence in the United States, as defined in Section 101(a)(20) of the federal Immigration and Nationality Act (8 U.S.C. Sec. 1101(a)(20)).
  - (C) Is a pupil in good standing attending a public or private secondary educational institution.
  - (D) Is a pupil who has a grade point average of at least 2.5 on a 4.0 scale.
- (2) A pupil appointed pursuant to this subdivision may not be used by a precinct board to tally votes.

**APPENDIX E – Relevant Statutes**

- (c) (1) In order to promote civic engagement among residents of the state and to provide additional members of precinct boards, an elections official may appoint not more than five nonvoters per precinct to serve as precinct board members. A nonvoter may be appointed, notwithstanding his or her lack of eligibility to vote, if the nonvoter possesses the following qualifications:
  - (A) Is lawfully admitted for permanent residence in the United States, as defined in Section 101(a)(20) of the federal Immigration and Nationality Act (8 U.S.C. Sec. 1101(a)(20)).
  - (B) Is otherwise eligible to register to vote pursuant to Section 2101 except for his or her lack of United States citizenship.
- (2) A nonvoter appointed to a precinct board pursuant to this subdivision shall not be permitted to do either of the following:
  - (A) Serve as, or perform any of the duties of, the inspector of a precinct board.
  - (B) Tally votes for the precinct board.

**California Elections Code § 4005 - Voter’s Choice Act - SB 450 (LAAC requirement in counties participating in vote center elections):**

- (a) Notwithstanding Section 4000 or any other law, on or after January 1, 2018, the Counties of Calaveras, Inyo, Madera, Napa, Nevada, Orange, Sacramento, San Luis Obispo, San Mateo, Santa Clara, Shasta, Sierra, Sutter, and Tuolumne, and, except as provided in Section 4007, on or after January 1, 2020, any county may conduct any election as an all-mailed ballot election if all of the following apply:

...

- (9) (A) The county elections official establishes a language accessibility advisory committee that is comprised of representatives of language minority communities. The committee shall be established no later than October 1 of the year before the first election conducted pursuant to this section. The committee shall hold its first meeting no later than April 1 of the year in which the first election is conducted pursuant to this section.

...

- (9) (C) A county with fewer than 50,000 registered voters may establish a joint advisory committee for language minority communities and voters with disabilities.

**California Elections Code § 4001.5 - AB 2686 (LAAC requirement in counties participating vote by mail pilot election):**

- (b) A special election or special consolidated election described in subdivision (a) may be conducted wholly as an all-mailed ballot election if all of the following apply:

## APPENDIX E – Relevant Statutes

...

- (9) (A) The county elections official establishes a community election advisory committee that consists of community members representing minority groups covered under the federal Voting Rights Act of 1965 (52 U.S.C. Sec. 10101 et seq.) and subdivision (c) of Section 14201 and voters with disabilities including, but not limited to, mobility, sensory, physical, and mental disabilities. In lieu of a community election advisory committee, the county elections official may establish both a local voting accessibility advisory committee pursuant to the guidelines promulgated by the Secretary of State and a local language accessibility advisory committee. For purposes of this section, a local language accessibility advisory committee shall consist of community members representing minority groups covered under the federal Voting Rights Act of 1965 (52 U.S.C. Sec. 10101 et seq.) and subdivision (c) of Section 14201.
- (B) The advisory committee or committees described in subparagraph (A) shall hold at least one meeting in the year prior to an all-mailed ballot election conducted pursuant to this section.

## **APPENDIX F – Resources**

**Secretary of State’s Language Accessibility Advisory Committee website:**

<http://www.sos.ca.gov/elections/laac/>

**Secretary of State Advisory to County Elections Officials on 2016 Section 203 Determinations:**

<http://elections.cdn.sos.ca.gov/ccrov/pdf/2016/december/16333ji.pdf>

**Secretary of State Advisory to County Elections Officials on 2014 Elections Code Section 14201 Determinations:**

<http://elections.cdn.sos.ca.gov/ccrov/pdf/2013/december/13132jlb.pdf>

**Federal Regulations Related to Section 203 of the Voting Rights Act:**

<https://www.justice.gov/sites/default/files/crt/legacy/2011/11/04/28CFRPart55.pdf>

**U.S. Department of Justice Section 203 Guidelines:**

<https://www.justice.gov/crt/minority-language-citizens>

**L.A. County Multilingual Access to Elections:**

[https://apps1.lavote.net/VOTER/PDFS/PUB/2013\\_Multilingual\\_Access\\_Elections.pdf](https://apps1.lavote.net/VOTER/PDFS/PUB/2013_Multilingual_Access_Elections.pdf)

**Asian Americans Advancing Justice:**

- **LPR Poll worker recruitment:**

<https://www.advancingjustice-la.org/sites/default/files/LPRPollworkersFactSheet.pdf>

- **Language Assistance During Elections:**

<https://advancingjustice-la.org/sites/default/files/LanguageAssistanceFactSheet.pdf>

**Future of California Elections – Language Access Information Resources:**

<http://futureofcaelections.org/vei/la-vi/>

**APIA Vote - Resources:**

<http://www.apiavote.org/resources>

# LAAC / CACEO Language Access Survey Results – April-May, 2017

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### Counties that responded to the survey (45/58)

- Alameda
- Amador
- Calaveras
- Colusa
- Del Norte
- El Dorado
- Glenn
- Humboldt
- Imperial
- Inyo
- Kings
- Lake
- Lassen
- Los Angeles
- Madera
- Marin
- Mariposa
- Merced
- Modoc
- Mono
- Napa
- Nevada
- Orange
- Placer
- Plumas
- Riverside
- Sacramento
- San Benito
- San Bernardino
- San Francisco
- San Joaquin
- San Mateo
- Santa Barbara
- Santa Clara
- Shasta
- Sierra
- Siskiyou
- Solano
- Sonoma
- Stanislaus
- Tehama
- Trinity
- Ventura
- Yolo
- Yuba

### Counties with active LAACs or advisory groups that deal with language access (9)

- Alameda
- Calaveras
- Los Angeles
- Napa
- Orange
- Riverside
- San Benito
- San Bernardino
- Ventura

### Counties with active VAACs or advisory groups that work on disability access (22)

- Alameda
- Calaveras
- Colusa
- El Dorado
- Humboldt
- Los Angeles
- Madera
- Marin
- Orange
- Placer
- Riverside
- Sacramento
- San Benito
- San Bernardino
- San Francisco
- San Mateo
- Santa Barbara
- Shasta
- Sonoma
- Stanislaus
- Tehama
- Ventura



## What languages does your county provide voter assistance or service in?

	Spanish	Chinese	Hindi	Japanese	Khmer	Korean	Tagalog	Thai	Vietnamese	Russian	Armenian	Hmong	Punjabi	Arabic
Alameda	Spanish	Chinese	Hindi	Japanese	Khmer	Korean	Tagalog		Vietnamese					
Amador	Spanish													
Calaveras	Spanish													
Colusa	Spanish	Chinese												
Del Norte														
El Dorado	Spanish						Tagalog							
Glenn	Spanish													
Humboldt	Spanish													
Imperial	Spanish													
Inyo	Spanish													
Kings	Spanish						Tagalog							
Lake	Spanish													
Lassen	Spanish													
Los Angeles	Spanish	Chinese	Hindi	Japanese	Khmer	Korean	Tagalog	Thai	Vietnamese	Russian	Armenian		Punjabi	Arabic
Madera	Spanish													
Marin	Spanish	Chinese				Korean			Vietnamese					
Mariposa														
Merced	Spanish		Hindi											
Modoc														
Mono	Spanish													
Napa	Spanish	Chinese					Tagalog							
Nevada														
Orange	Spanish	Chinese	Hindi	Japanese	Khmer	Korean	Tagalog		Vietnamese					
Placer														
Plumas	Spanish													
Riverside	Spanish	Chinese				Korean	Tagalog		Vietnamese					
Sacramento	Spanish	Chinese	Hindi	Japanese		Korean	Tagalog		Vietnamese	Russian		Hmong	Punjabi	
San Benito	Spanish													
San Bernardino	Spanish	Chinese			Khmer	Korean	Tagalog		Vietnamese					
San Francisco	Spanish	Chinese					Tagalog							
San Joaquin	Spanish	Chinese	Hindi		Khmer		Tagalog		Vietnamese					
San Mateo	Spanish	Chinese	Hindi	Japanese			Tagalog							
Santa Barbara	Spanish						Tagalog							
Santa Clara	Spanish	Chinese	Hindi	Japanese	Khmer	Korean	Tagalog		Vietnamese					
Shasta	Spanish													
Sierra														
Siskiyou	Spanish													
Solano														
Sonoma	Spanish													
Stanislaus	Spanish		Hindi		Khmer									
Tehama														
Trinity														
Ventura	Spanish	Chinese	Hindi				Tagalog							
Yolo	Spanish	Chinese	Hindi				Tagalog			Russian				
Yuba	Spanish													

## Local LAACs

### Do you have a separate advisory group for different languages?

Our one advisory group covers all language minorities in our county

We have multiple advisory groups, covering the following languages:

Alameda		Spanish Chinese Tagalog/Filipino Vietnamese
Calaveras	X	
Los Angeles	X	
Napa		At the moment we only have a Spanish Language advisory group pending determination of Tagalog and Chinese status
Orange	X	
Riverside	X	
San Benito	X	
San Bernardino		One for Spanish, one for all other languages.
Ventura	X	

### How often does your advisory group meet?

Quarterly Other

Alameda	X	
Calaveras	X	
Los Angeles		Every other month for VAAC; LAAC/ML Subcommittee has not met for 2 years
Napa		Before and after each election
Orange	X	
Riverside	X	
San Benito		Monthly (10-12 times per year) & Biweekly during election seasons
San Bernardino	X	
Ventura	X	

### How is the agenda set?

Alameda	Suggestions by committee members Registrar of Voters suggestions
Calaveras	The Elections Office drafts the agenda and asks the members if there are any items they would like placed on the agenda.
Los Angeles	Agenda is set by co-chairs (one member from our department and one from community group).
Napa	Created by Registrar of Voters based on input from prior meeting plus any new information such as SB 450, conditional voter registration etc.
Orange	Department head sets the agenda
Riverside	ROV generates the agenda
San Benito	The agenda is created to meet the six core values of the group: 1) Fair and Transparent Elections, 2) Voter Registration of All Eligible Voters, 3) Access to Accurate and Timely Information, 4) Access to Language Specific Materials , 5) Access to polling places for disabled or elderly persons, 6) Community Involvement. Group members are also encourage to submit agenda topics.
San Bernardino	Elections Office Staff
Ventura	The agenda is set by group consensus.

**How many members does your advisory group have?**

Alameda	Each group has a different number of members
Calaveras	At the current date we have 4 VAAC/LAAC members and 2 applications for members who need to be appointed to the board.
Los Angeles	11 members for VAAC and 5-7 members for ML Subcommittee
Napa	14
Orange	5-7
Riverside	5
San Benito	10 active members. 4-6 members that attend sporadically
San Bernardino	Varies - 2 to 10
Ventura	There are six members who attend the meetings on a regular basis.

**Do advisory group members apply to join?**

Alameda	Membership established through partnerships with community organizations, poll workers, voters and public
Calaveras	There are periodic appointments/selections of members. Everyone is welcome to the meetings, and there are no regular members. Membership is informal.
Los Angeles	There are periodic appointments/selections of members
Napa	There are periodic appointments/selections of members
Orange	There are periodic appointments/selections of members
Riverside	Membership is informal
San Benito	Everyone is welcomed. The Program Coordinator however does seek out members of the community that are involve or have experience with the groups six core values.
San Bernardino	Membership is informal
Ventura	Membership is informal

**Do members serve as individuals, as representatives of organizations, or both?**

Alameda	Both
Calaveras	Both
Los Angeles	Both
Napa	Members serve as individuals
Orange	Both
Riverside	Both
San Benito	Both
San Bernardino	Members serve as individuals
Ventura	Both

**How long are members asked to serve for?**

Alameda	There is no service time requirement for members.
Calaveras	We have not specified how long they will serve for that will be on the meeting agenda in September when all members can be present.
Los Angeles	No limit
Napa	No set term
Orange	2 years
Riverside	n/a
San Benito	No term limits.
San Bernardino	N/A
Ventura	All community members are informal members and are asked to contribute to the committee for as long as they can.

**What issues or tasks does the advisory group work on (for example, do they assist in reviewing translations, help plan community outreach, help recruit bilingual poll workers, etc.)?**

Alameda	The committees assist with the review of election materials, processes, best practices, outreach and education to the language communities.
Calaveras	We would like the advisory group to assist in all of the above mentioned tasks.
Los Angeles	ML subcommittee used to do all the examples listed above
Napa	Community outreach; drafting of ballot material; recruit bilingual vote center workers
Orange	Review training materials and observe Election Day operations
Riverside	Review translations help plan community outreach help recruit bilingual poll workers
San Benito	Advise the elections department on any significant problems currently encountered by the Spanish-speaking population; Monitor the various services made available to Spanish-speaking voters by the elections department and make recommendations on how the department can help ensure effective and efficient delivery of those services; Advise the elections department of any significant problems encountered by senior or disabled communities; Review the needs of voters in the County, and recommend comprehensive goals and objectives for effectively meeting those goals; Advise the Elections Department on how best to cooperate with businesses, organizations, and non-profits in order to maximize the availability of information to meet the specific electoral needs of the community, with the objective of increasing voter participation
San Bernardino	All of the above.
Ventura	The advisory groups plan community outreaches, suggests improvements to bilingual recruitment program and provides recommendations for ADA poll survey accessibility and equipment.

**Does your advisory group vote to approve or disapprove any items?**

	Yes	No	Details
Alameda		No	
Calaveras		No	
Los Angeles	Yes		
Napa		No	
Orange		No	
Riverside		No	
San Benito	Yes	No	Translation of election-related materials; dissemination of Spanish-language information; general training for poll workers and outreach opportunities.
San Bernardino		No	
Ventura		No	

### Does your advisory group have a chair?

	Yes	No	Role
Alameda	Yes		The Deputy Registrar of Voters serves as the chair of the overall committee. Each language group has a coordinator from the ROV. The coordinator works directly with their group to organize meetings, events and other activities.
Calaveras		No	At this time we do not have a chair our group just recently established so we may have a chair in the future. The responsibility of the chair would be to set the agenda, provide public notice of the meeting, determine a meeting location and set up a toll-free conference call in number. The chair may be one of the elections staff members.
Los Angeles	Yes		Set agenda, provide input to our department, represent advisory group and report its activities
Napa		No	
Orange		No	
Riverside	Yes		Create agenda, send invites, respond to inquiries, conduct meetings, forward recommendations to management
San Benito		No	
San Bernardino		No	
Ventura	Yes		The Chair sets meeting dates and is the primary solicitor for agenda items and networks on behalf of the LAAC and VAAC.

### What have you found as the most helpful contributions from your advisory group?

Alameda	The groups are truly partners with ROV. This partnership has provided invaluable insight and education to the ROV with better ways to support each individual language community.
Calaveras	We have not had the opportunity to utilize our LAAC portion of the advisory group yet.
Los Angeles	Election day issue feedback; improve services; advocate new and innovative ways to assist voters
Napa	Outreach to community groups and recruitment of bilingual poll workers (several members now serve as poll workers)
Orange	Feedback regarding community needs
Riverside	Bilingual poll worker recruitment
San Benito	Clarify expectations and objectives. Make contributing easier. Use tasks, give preparation or thinking time. Encourage responsibility. Ask the group to come up with solutions. Be open and use transparent dialogue.
San Bernardino	Education on needs of voters.
Ventura	Each member offers a unique and personal perspective on the election process and voter experience which provides necessary insight to the various communities in the county.

### What are some of the challenges of working with an advisory group?

Alameda	The challenges at times have been the differences between the members. Such as, translating materials to support all who require the assistance. There is clearly a difference in the translations required by generation. This is usually a point of discussion amongst our members.
Calaveras	We have not experienced any challenges in working with the advisory group, the challenge we are facing is finding people to serve in the Language capacity for our combined VAAC/LAAC.
Los Angeles	Turnover rate for community based-organization is high and we have to continue providing "training" to new representative to keep the momentum; some of the technical assistance issue, e.g. proofreading translation glossaries, is huge and the County does not have budget to compensate this effort.
Napa	They are a great asset
Orange	Coordinating efforts
Riverside	Active and consistent participation
San Benito	People get involve for different reasons. It is important to balance the groups expectations and objectives with members concerns or desires. When examining a problem, perspective from all types of people are needed, but also adds a level of difficulty.
San Bernardino	Getting members to attend regularly.
Ventura	Some members of the public view elections as only being relevant every two years or so; therefore, we often have difficulty in garnering interest and participation on a year-round basis.

### What are some of the successful tactics you've found for recruiting and retaining advisory group members?

Alameda	Recruiting is done through outreach events, website and networking amongst our partnerships. The retention of our membership has been successful by regular communication, holding appreciation events (luncheons) for our members and working together.
Calaveras	We were very successful in recruiting for our VAAC/LAAC, however the members are primarily focused on Voting Accessible portion of the committee.
Los Angeles	Word of mouth; and an engaging community co-chair is the key for recruiting members. In addition, it's easier to recruit members during big election year.
Orange	Reaching out individually, building on existing relationships, keeping them informed and engaged
Riverside	Advance notices for meetings
San Benito	Being radical - do the opposite, change the routine. Be imaginative and foster a convivial environment.
Ventura	Holding regular meetings and networking at community and state events has helped recruit and retain LAAC and VAAC members.

## What are some of the challenges you've found in recruiting and retaining advisory group members?

Alameda	We have been very fortunate in the recruitment and retention of our committee members. There have been very few issues.
Calaveras	Finding members who are able to contribute to the Language portion of the VAAC/LAAC.
Los Angeles	Setting up meeting - conference call is often needed so members do not need to drive to the location. Putting an appealing agenda so members can continue engaging during so-called "off election year". Meeting needs of the community representatives on feedback that's difficult to achieve, e.g. make sure every polling place have translated provisional envelope in all mandated languages (how many envelope will be packed into an election day supply box?)
Orange	Busy schedules, attendance
Riverside	Time constraints Lack of Interest
San Benito	Encouraging participation. It is difficult to reach out to populations who are generally overlooked, discriminated against, and excluded. This includes reaching out to minority populations and people who are economically disadvantaged.
San Bernardino	Maintaining interest of members in off years.
Ventura	Interest in Elections wanes in odd-years.

## Staffing

### Do you have staff members dedicated to language access or outreach?

#### Full Time

- Madera
- Orange
- Sacramento
- San Benito
- San Francisco
- San Mateo
- Santa Clara
- Ventura

#### Part Time

- Alameda
- El Dorado
- Lake
- Los Angeles
- Marin
- Napa
- Riverside
- San Bernardino
- San Joaquin
- Stanislaus

#### No dedicated staffing

- Amador
- Calaveras
- Colusa
- Del Norte
- Glenn
- Humboldt
- Imperial
- Inyo
- Kings
- Lassen
- Mariposa
- Merced
- Modoc
- Mono
- Nevada
- Placer
- Plumas
- Santa Barbara
- Shasta
- Sierra
- Siskiyou
- Solano
- Sonoma
- Tehama
- Trinity
- Yolo
- Yuba

**For the staff members dedicated part of their time to language access or outreach, what is the percentage of time?**

El Dorado	Approximately 25% of time.
Lake	As needed basis only
Los Angeles	Part-time seasonal staff were recruited to work full-time during election season.
Marin	5% of time recruiting bilingual poll workers for an election.
Napa	Election Services Manager is bilingual in Spanish and spends 40% of her time during election season on Spanish language issues Two other staff do outreach and are not bilingual
Riverside	40 percent
San Bernardino	3%
San Joaquin	10%

**If you have staff members dedicated to language access or outreach, are they themselves bilingual?**

	Yes	No	Language(s)
Alameda	Yes		All 8 supported languages.
El Dorado	Yes		
Lake	Yes		Spanish
Los Angeles	Yes		Chinese, Japanese, Hindi, Khmer, Korean, Spanish, Tagalog, Thai, and Vietnamese.
Madera	Yes		
Marin		No	Not bilingual, but has conversational Spanish
Napa		No	
Orange	Yes		Spanish, Vietnamese, Chinese, Korean
Riverside	Yes		Spanish During statewide elections we have staff that speak Tagalog, Vietnamese, Chinese, Korean
Sacramento	Yes		Spanish, also one other permanent staff member dedicated to outreach that is monolingual.
San Benito	Yes		Spanish.
San Bernardino		No	
San Francisco	Yes		Spanish
San Joaquin	Yes		Spanish
San Mateo	Yes		Spanish, Chinese
Santa Clara	Yes		Spanish, Chinese, Tagalog, Vietnamese, Hindi
Stanislaus	Yes		
Ventura	Yes		Spanish



## Does your office provide telephone assistance in languages other than English?

### *Yes, dedicated support*

Alameda	Spanish, Chinese, Tagalog, Vietnamese, Korean, Hindi, Khmer and Japanese
Glenn	Spanish, full-time
Los Angeles	Abovementioned 9 languages with part-time staff providing full-time services during election season.
Madera	Spanish Provided daily during normal business hours. Election Day from 7am to 11pm.
Orange	Spanish, Vietnamese, Chinese, Korean: full-time Tagalog, Japanese, Hindi, Khmer: temporary for election
Riverside	Tagalog, Chinese, Korean, Vietnamese temporary for statewide elections.
San Benito	Spanish. Permanent staff available to assist the public
San Mateo	Spanish and Chinese phone service, full-time
Santa Clara	Spanish (on staff year round), Chinese (on staff year round), Tagalog (on staff year round), Vietnamese (on staff year round), Hindi (on staff year round) Korean, Japanese, Khmer are provided seasonally and we have a contract with a telephone service for any other languages year round.
Sonoma	Spanish

### *Yes, we have some permanent support, and we also provide more support leading up to and during an election.*

Lake	Spanish; full-time permanent employee on an ongoing as needed basis.
Mono	Spanish, full-time as needed.
Napa	Election Services Manager is bilingual and calls are referred to her. We provide support in Spanish with bilingual temporary workers prior to election.
Sacramento	Spanish: Full-time permanent staff Vietnamese: Full-time permanent staff Chinese: Temporary staff for election  All other languages available using Language Line translation service.
San Bernardino	Spanish - year round Other languages - leading up to an election
San Francisco	Chinese, Spanish, Filipino. Support is available year-round with additional staff organized leading up to and on Election Day.
Solano	Spanish, Tagalog, Chinese - 30 days prior to an election.
Stanislaus	Spanish Hindi Khmer Support is available during office hours
Ventura	We have permanent staff who can provide full-time telephone support in Spanish, Tagalog and Chinese.

### *Yes, we provide temporary phone support leading up to and during an election.*

San Joaquin	Spanish part-time
Yolo	Spanish full-time

**Other**

Colusa	Yes, the County Clerk and one staff member are available to provide Spanish language assistance. Written Spanish materials provide a direct telephone number to call for Spanish language assistance, but anyone calling the main line or toll-free number needing assistance will be transferred to appropriate staff.	Telephone support is available in Spanish full-time.
Marin	We have a staff member that has basic skills in Spanish, and we use a language service via telephone to assist non-English speakers.	We have access to telephone language assistance whenever needed. Most of our use comes during election time. This service provides assistance in our four designated languages: Spanish, Chinese, Korean, and Vietnamese.
Mariposa	We have Spanish translators available	Spanish - temporary for the Election
Merced	We have 2 full time staff that are bilingual in Spanish.	We have 2 full time staff that are bilingual in Spanish.
Santa Barbara	Yes, we have dedicated staffing/contracting for this purpose and we have some permanent support, and we also provide more support leading up too and during an election.	Full-Time bilingual employees in Spanish/English Full-Time contracting with CTS Language Link for language translation in most languages and covering all state and federally mandated languages.
Tehama	We have a full time employee that can speak limited Spanish	Spanish is available; full-time

**No phone support in languages other than English**

- Amador
- Calaveras
- Del Norte
- El Dorado
- Humboldt
- Imperial
- Inyo
- Kings
- Lassen
- Modoc
- Nevada
- Placer
- Plumas
- Shasta
- Sierra
- Siskiyou
- Trinity
- Yuba

## Pollworkers

### Do bilingual poll workers receive extra pay?

#### *Yes, receive extra pay*

Alameda	
Calaveras	They receive an additional \$10.
Colusa	Bilingual poll workers receive \$10 extra pay.
Sacramento	\$10 flat rate for all poll workers stating their fluency in a language other than English (including American Sign Language), regardless of how many languages they are fluent in and where they are assigned to work on Election Day.
San Bernardino	10
Santa Barbara	\$10.00 additional to their stipend.
Santa Clara	\$10 for bilingual pay in any of our 8 languages in additional to English. Staff speak to them in their targeted language over the phone to make sure they are fluent.
Yolo	\$10 additional

#### *No, do not receive extra pay*

- Amador
- Del Norte
- El Dorado
- Glenn
- Humboldt
- Imperial
- Inyo
- Kings
- Lake
- Lassen
- Los Angeles
- Marin
- Mariposa
- Merced
- Modoc
- Mono
- Napa
- Nevada
- Orange
- Placer
- Plumas\*
- Riverside
- San Benito
- San Joaquin
- San Mateo
- Shasta
- Sierra\*
- Siskiyou
- Solano
- Sonoma
- Stanislaus
- Tehama
- Trinity
- Ventura
- Yuba

\*All mail-ballot elections, no pollworkers

### How are bilingual poll workers tested on their fluency?

Alameda	All bi-lingual poll workers are assessed for fluency in English and all other languages.
Amador	only through an interview
Lake	Conversational Spanish fluency
Merced	They are given a couple questions to translate and also require to answer questions in that foreign language.
Napa	Spanish language bilingual workers meet with Election Services Manager who is bilingual prior to assuming their positions.
Orange	In the process of bilingual poll worker recruitment, the prospective bilingual poll workers are being tested on their fluency in both English and the target languages by our full-time bilingual community program specialists in the Outreach Unit. The test is implemented on the phone.
Sacramento	Time permitting, at least five open-ended conversational questions to test fluency of Spanish and Chinese speaking poll workers.
San Benito	Bilingual poll workers are surveyed for fluency.
San Bernardino	Oral exam over the phone.
Santa Clara	Staff speak to them in their targeted language over the phone to make sure they are fluent.
Ventura	Each Spanish poll worker is certified by the Elections Divisions' county certified Spanish speaking staff member prior to being appointed as a poll worker.
Yolo	Answering questions with bilingual staff on the phone

## Do you have any successful tactics you have used to recruit bilingual poll workers?

### ***Alameda***

Partnerships with our LAC members Advertising campaigns through social media, google ads, Television campaigns and ads in language based periodicals Ads within the Voter Information Guide ACVOTE Website Email Blasts Job Opportunity Websites Posting on other county agency websites Student Programs with High Schools and Colleges Community Events throughout the county Adopt-A-Poll program County Poll Worker Program

### ***Calaveras***

Not in particular, we send out press releases with our needs, however we do not get a high response for bilingual poll workers.

### ***Colusa***

I have a contact that works for HeadStart and through her job knows many bilingual employees.

### ***El Dorado***

Outreach to organizations, colleges and general public. This is a constant work in progress.

### ***Lake***

Word of mouth; family friends, etc

### ***Lassen***

We do not have bilingual poll workers.

### ***Los Angeles***

Word of mouth; partnering with community groups and run recruitment PSA on ethnic TV or place ad on minority newspaper outlets; utilizing bilingual student pollworkers.

### ***Marin***

Poll worker sign-up card generates most success, and then working with community leaders

### ***Merced***

Word of mouth, website and sample ballot application.

### ***Napa***

Spanish language advisory committee is an important resource

### ***Orange***

Through the MyBallot program and student programs, we have recruited many bilingual high school students to serve as bilingual poll workers on Election Day. - Through speaking engagements on election process and by attending various community outreach events, we could successfully recruit many bilingual poll workers. - In recruiting Vietnamese, Korean and Chinese bilingual poll workers, free and/or paid ads on radios, newspapers and community bulletins have been used as successful venues for recruiting bilingual poll workers.

### ***Placer***

We do not make efforts specific to targeting bilingual poll workers.

### ***Riverside***

Press Releases County Pollworker Program Employee Referrals

### ***Sacramento***

Cold calls, emails, and visits to Community Based Organizations; use of State and County Poll Worker Program; High School Poll Worker Program and Mock Elections; Adopt-A-Poll Program; Community Outreach Events; Use of website, County newsletters, and Sample Ballot Booklet publications.

### ***San Benito***

Fostering community partnerships with local nonprofits, political parties, and civic and social organizations has helped meet bilingual poll worker needs.

### ***San Bernardino***

Yes, outreach to groups and from interest expressed on poll worker application.

### ***San Joaquin***

Encouraged Schools to participate in the Student Poll Worker Program

### ***San Mateo***

Partner with community based minority language organizations to recruit bilingual poll workers  
Advertise in Spanish and Chinese language media outlets to recruit poll workers

### ***Santa Barbara***

Using Student poll workers and County Employee poll worker program. We also advertise our need for individuals who are bilingual in English/Spanish as well as English/Tagalog.

### ***Santa Clara***

We advertise online, social media, television, radio, mass transit. We attend outreach events where we have a particular need in that language. We place paid translated ads in mass media.

### ***Stanislaus***

Worked with the High School coordinator for the Student Poll Worker Program. Called voters who marked bilingual on affidavit of registration. Speak to community groups and request bilingual poll workers Newspaper

### ***Ventura***

Community college and high school outreaches have been a great resource for recruiting bilingual poll workers.

### ***Yolo***

Did voter outreach at a community church and signed up a few poll workers there

### ***Yuba***

We receive a good response with our regular recruiting. Mail applications to all prior poll workers 4 months prior to an election, post in our local newspaper and shopper ad, and include a recruitment in our newsletter.

**Do you have any tactics you've tried that were not successful in recruiting bilingual poll workers?**

Alameda	Proposition 22 not very successful
Calaveras	Press releases, web notifications, mailers, etc. We did get one bilingual poll worker last election so it was not unsuccessful, however it could have been more successful.
Los Angeles	Robot call was not a good tool in recruiting bilingual pollworkers.
Marin	Newspaper advertising, attending events
Mono	We have extreme difficulty in finding bilingual poll workers. We've tried advertising and word of mouth but have very little luck, if any.
Nevada	Hold outreach/election education meetings in the Truckee area of Nevada County for the Latino population to work to get them involved in the Election process.
Orange	Some tactics work better in one language community than another. I.E. radio ads work very well in our Vietnamese community, while newspaper/web ads work well in our Chinese community.
Placer	We tried through service clubs from communities and groups that used other languages, They did not provide poll bilingual workers.
Riverside	Print Advertising
Sacramento	College student recruitment, including four local community colleges and Sacramento State University. Publications posted at the campuses, sharing information with professors who teach government or political science courses, and contacting language or ethnic clubs has led to very little responsiveness, if any.
San Benito	Print advertisement and to lesser extent website advertisement.
Santa Barbara	We attempted to use the Filipino Community Center in Santa Maria, but have had no referrals or success in recruitment from their facility.
Santa Clara	We have called using the voter file based on preferred language access and that is usually not very successful.
Siskiyou	I attempted to recruit bilingual poll workers through the Hmong Community representative that was provided to me by the Hmong community, however, that person did not respond back to me. Also I placed numerous ads in the local newspapers recruiting for bilingual poll workers, with no success.
Ventura	The Elections Division has run different PSA's recruiting bilingual poll workers and the PSA's are not as effective as college and high school outreach events.
Yolo	trying to find groups in the community that could help

## Have you tried recruitment of Legal Permanent Residents (LPRs) to serve as poll workers?

### Yes, we have tried to recruit LPRs:

- Alameda
- Amador
- Calaveras
- Imperial
- Kings
- Los Angeles
- Marin
- Orange
- Riverside
- Sacramento
- San Benito
- San Joaquin
- San Mateo
- Santa Barbara
- Santa Clara
- Shasta
- Solano
- Ventura
- Yolo
- Yuba

### No, we have not tried to recruit LPRs:

- Colusa
- Del Norte
- El Dorado
- Glenn
- Humboldt
- Inyo
- Lake
- Lassen
- Mariposa
- Merced
- Modoc
- Mono
- Napa
- San Bernardino
- Siskiyou
- Sonoma
- Stanislaus
- Tehama
- Trinity

### Successes or challenges recruiting LPRs:

Alameda	We were very excited to include LPRs with our recruitment effort. Unfortunately, the response has been minimal.
Amador	We only have one, the brother of a poll worker.
Los Angeles	Many LPRs are willing to be pollworkers and that made them feel like they are on their way to become a citizen. The challenge is promoting this option to the language community and make sure our regular pollworkers are receptive working with LPRs.
Orange	During the 2016 Presidential Election, a total of 114 LPRs was recruited and, among them, 92 were bilinguals.
Riverside	Many LPR's are not aware that they can work
Sacramento	Recruitment through word of mouth and high school students has been successful; political climate and county administrative support to openly recruit can be a challenge along with concerns from LPRs that working could lead to adverse action upon them or their family.
San Benito	LPR High School students have taken to work the polls. Most LPR volunteers have taken the initiative to sign-up by themselves.
San Joaquin	Encouraged students from Adult Schools to participate. Not very successful!
San Mateo	Make sure we do not appoint LPRs as inspectors or make them tally votes for the precinct board.
Santa Barbara	We have found it hard to target this demographic specifically, but have had success with hiring bilingual LPR poll workers from our Student poll worker program and County Employee poll worker program.
Santa Clara	This has been successful for us since we began recruiting LPRs to serve. High Schools are particularly helpful.
Ventura	Recruiting LPRs to serve as poll workers has not been as successful as the high school students. It has been difficult to identify LPRs which reduces the number of LPRs appointed as poll workers.
Yuba	Our application doesn't ask them to specify whether or not they are LPR's. We contact the applicant and ask additional questions if we are unable to verify registration.

**Are absences by bilingual poll workers at the same rate, a lower rate, or higher rate than absences of non-bilingual poll workers?**

El Dorado County: “Bilingual poll workers have been more likely to show up on Election Day.”

Alameda County: “There is no difference in the rate of absences. But, it is critical at times when a bi-lingual poll worker does not show up. To address the issue of the absence of a bi-lingual poll worker at a designed polling place, we implemented a video conferencing tool to be used when language assistance is needed. The poll worker using a county issued smart phone will call central and a bi-lingual poll team member can provide language assistance using video conferencing. This has been a very valuable tool for us in providing language assistance and trouble shooting any issues at the polls.”

Sacramento County: “Varies from election to election. June 2016 election drops were evenly distributed between bilingual and monolingual poll workers. November 2016 had slightly more bilingual poll workers drop than average, many of them citing fears of identifying themselves as bilingual based on media reports at the time.”

(All other counties responded “no notable difference” or “not sure.”)

**Are there any tactics you've used to encourage attendance on Election Day?**

Alameda	We have have not and would be interested in hearing of the tactics used by other counties.
Colusa	Attendance has not been a problem.
Inyo	We advertise in local newspapers, use social media and radio ads.
Lake	No work - no pay!
Amador	We have a very strong history of everyone being at the assigned polling place on Election Day.
Siskiyou	Yes, payment for working.
Los Angeles	We have bilingual staff making reminder phone calls to bilingual pollworkers on weekend before the election. It makes bilingual pollworkers more comfortable in serving on Election Day.
Marin	Clerks are not paid for training if they don't show up on Election Day (this is true for any clerk, not just bilingual clerks).
Orange	After recruiting bilingual poll workers and assigning them to poll worker training, polling place and training information is emailed/mailed to each bilingual poll worker with driving direction and some other important information. Several days before the Election, either an email is sent or a phone call is made to each bilingual poll worker to encourage the importance of his/her attendance on Election Day.
Riverside	Inconvenience stipend
San Benito	Failure to show-up on Election Day results in removal of the poll worker registry.
San Mateo	Stress the importance of showing up through training, for example, mentioning the impact on fellow poll workers Poll workers will not get paid for taking the training class if they do NOT show up on Election Day



Santa Barbara	During the recruitment process and in training we stress the importance and value of their work. We also have stressed the theme of team work and the remainder of the precinct board is depending on them to show up on Election Day. We also send reminders via mail and we have the majority of our polling places set up on the day prior to the election as a way for people to notify Elections if someone did not show up or was unreachable for the setup process.
Santa Clara	We do not pay the training stipend to anyone who does not work on Election Day.
Ventura	We emphasize giving back to their community while making a little extra money.
Yolo	pay differential
Yuba	We stress the importance of attendance during poll worker training.

**On Election Day, did you have enough bilingual poll workers who spoke the languages required for your county under Section 203 of the Voting Rights Act and Elections Code section 14201?**

**Yes:**

- Colusa
- Glenn
- Humboldt
- Inyo
- Lake
- Lassen
- Merced
- Mono
- San Bernardino
- Siskiyou
- Calaveras
- Stanislaus
- Trinity
- Napa
- Imperial
- Kings
- Orange
- Placer
- San Benito
- San Joaquin
- San Mateo
- Santa Clara
- Sonoma
- Yuba

**No, and we had trouble with these languages:**

Alameda	Chinese, Spanish and Tagalog
Amador	
Del Norte	
El Dorado	Spanish and Tagalog
Marin	One Chinese speaker cancelled close to Election Day and we couldn't find a replacement.
Riverside	Tagalog, Chinese, Vietnamese, Korean
Sacramento	In November 2016, 93% of required precincts had a Spanish speaking poll worker 79% of required precincts had a Chinese speaking poll worker 66% of required precincts had a Vietnamese speaking poll worker 84% of required precincts had a Filipino or Tagalog speaking poll worker 55% of required precincts had a Japanese speaking poll worker 79% of required precincts had a Hindi, Urdu, or Punjabi speaking poll worker Korean was the only language where we staffed 100%, as we only had 4 precincts to staff. Japanese and Vietnamese are the hardest languages to staff, while Tagalog is the hardest to staff in the required locations.
Santa Barbara	We were only able to recruit 2 bilingual Tagalog/English speakers for November, but we provided phone assistance in addition.
Ventura	There were sufficient Spanish speaking poll workers, which is the county's required language under Section 203 of the VRA. Unfortunately, poll workers bilingual in Tagalog, Chinese, or Hindi have been harder to recruit and these languages are under Elections Code section 14201.
Yolo	Tagalog

## How do you determine where to place bilingual poll workers?

### *Alameda*

We were under a Consent Decree with the DOJ and an algorithm is used to determine the targeted precincts.

### *Amador*

As much as possible their home precinct or the larger precincts.

### *Calaveras*

We ask them to work in our higher population areas that need bilingual workers, however it depends on where the poll worker is willing to work.

### *Colusa*

We place at least one bilingual poll worker in all of our polling places.

### *El Dorado*

Data received from Secretary of State.

### *Glenn*

We place at least one bilingual poll worker at each precinct. If it is a polling site with multiple precincts, we place multiple bilingual workers.

### *Imperial*

We place at least one bi-lingual pollworker at each poll site. English / Spanish, any other language is a plus.

### *Kings*

We try to put one in every poll place.

### *Lake*

Poll workers inform office staff of specific areas of the County that may need a Spanish speaking poll worker.

### *Los Angeles*

We have a targeting system to determine where to place bilingual pollworkers.

### *Marin*

Using the data provided by the Secretary of State.

### *Merced*

Each polling place has a bilingual in Spanish. We have a Hindi bilingual at polling place that have the 3% requirement.

### *Mono*

We have one incorporated city where the majority of our bilingual and/or Spanish-speaking voters reside. We have our bilingual staff member work that polling place, which is a central location for 5 precincts.

### *Napa*

Data from SOS for Tagalog and Chinese in one municipality. Everywhere for Spanish language.

### ***Nevada***

In the Truckee area where we are at about the 3% threshold.

### ***Orange***

The placement of bilingual poll workers – the numbers of bilingual poll workers and bilingual polling places - is determined by the Election Information Management System (EIMS) based on the criteria set internally to meet the requirements under Section 203 of the Voting Right Act as well as the bilingual precincts determined by the Secretary of State to be covered for each assisted language of the County under the Election Code section 14201.

### ***Placer***

We use the data from the University of California Berkeley Law Center for Research (UCBLCR) study shared by the SOS in 2013.

### ***Riverside***

DOJ Formulas

### ***Sacramento***

Prior to each Gubernatorial election, the Secretary of State sends us data using decennial census and American Community Survey information that has been applied to past election precinct information, with County GIS analysis to apply to current precincts, in order to meet Election Code 12303 requirement. Use of Election Day Comment Sheets from precinct boards and community based organizations help us to place certain dialects in appropriate locations as well as to staff Russian, Hmong, and ASL speaking poll workers.

### ***San Benito***

County standard practice is to have all polling locations staffed with a minimum of 50% bilingual poll workers. The County applies the formula established by the 2004 US Department of Justice Decree. Polling locations with 100-249 registered voters with Spanish surnames shall be staffed by at least one bilingual poll worker. 250-499 with two; and 500 or more with three bilingual poll workers.

### ***San Bernardino***

We place Spanish speakers in all precincts. Other languages are based on SOS mandates.

### ***San Joaquin***

We tried to place a Spanish speaking at every precinct. For other different languages, we used data from Census to see what's needed for each precinct. Not really successful method!

### ***San Mateo***

Based on

1. Section 203 of the Voting Rights Act
2. California Elections Code section 14201
3. Database provided by Statewide Database Project "

### ***Santa Barbara***

We attempt to have at least one Spanish/English speaking bilingual poll worker at each precinct, and if not at each precinct then at least one at each polling place. For the Tagalog/English bilingual poll workers we use the demographics data received from the SOS to determine which precincts require the additional language services.

### ***Santa Clara***

We use census data to place targeted Election Officers into precincts that meet either the 3% CA requirement or the 5% Federal requirement. In addition we track language preference of voters in our registration file and if the precinct is targeted using the language preference but neither the 3% or 5% requirements, we still target the precinct. We recruit 20% more than are needed so that we have a standby pool for cancellations.

### ***Sonoma***

Known demographics; history of prior need; we try to place one at each PP anyway, but will target high-spanish-speaking areas first to fill.

### ***Stanislaus***

Pursuant to Federal and State guide lines

### ***Ventura***

The DOJ requires the county to use a formula based surnames and country of origin to determine how many Spanish bilingual poll workers should be in each precinct.

SOS provides the precincts required to provide voting materials, etc for Tagalog, Chinese, and Hindi languages.

### ***Yolo***

where the need is

### ***Yuba***

One at each site if possible. If not, we target multiple precinct sites.

## What are poll workers in general trained to do on Election Day if someone needs language assistance and there is not a bilingual poll worker for that language?

### ***Alameda***

Contact The Inspector Hotline and language assistance is provided via video conferencing.

### ***Amador***

Do all they can to help & call the office, refer to the Spanish help in the Poll Worker Handbook .

### ***Calaveras***

Provide the voter with the translated election materials and contact the mail elections office for assistance.

### ***Colusa***

Poll workers are instructed to call the County Clerk or the other bilingual office staff if a voter needs language assistance and there is not a bilingual poll worker available. The voter will be provided the information needed to vote, by the County Clerk's Office via telephone, and the poll worker will be provided instruction on what to do for that voters situation. They are also provided telephone cards that they can provide the voter so that they can call our office directly if they have additional questions.

### ***Del Norte***

Poll workers are trained to Contact my office and we will find assistance for the voter.

### ***El Dorado***

Attempts to communicate through notes or a third party the voter may have brought in with them, usually their children who speak both languages.

### ***Glenn***

There has always been bilingual workers available.

### ***Humboldt***

offer facsimile ballot and/or state VIG in Spanish

### ***Imperial***

See if the voter brought someone bi-lingual to help, if communication fails call our office give voter the card with our address and phone number.

### ***Inyo***

We have materials in Spanish and several of our poll workers speak other languages. We have not had a situation in Inyo County where someone needed language assistance and it wasn't available.

### ***Kings***

They would have some there to answer.

### ***Lake***

Phone the Elections office and a permanent staff member will translate in Spanish.

### ***Lassen***

Call the Election office.

### ***Los Angeles***

First, they will ask other voters if they can assist LEP voters. If not, they will call our bilingual hotline and have bilingual staff assist on the phone (all our inspectors have county-issued cell phone on Election Day).

### ***Marin***

Give voter an information card with the language assistance telephone number, and poll worker reports the need to the Elections Department for bilingual poll worker at that location.

### ***Merced***

There is a notice posted instructing Poll Workers to call the Elections office for bilingual assistance in the event a bilingual poll worker is not available.

### ***Modoc***

We have the Spanish translation of the ballot available. Other than that no other training. However, they are all told to contact our office if a situation arises and they need help.

### ***Mono***

Honestly, we have never run into this. We have instructed our poll workers to use visual aid cards in attempting to help the voter, but we have not found any other languages beside Spanish to have been needed so far.

### ***Napa***

Call our office to speak with bilingual telephone staff. However, we have been fully staffed with bilingual workers at our 11 polling places and 6 vote by mail assistance centers for the 2016 election cycle

### ***Nevada***

Call our main Election number, so we can find a county translator.

### ***Orange***

Poll workers are trained to call the Help Desk on Election Day if someone needs language assistance and there is not a bilingual poll worker for that language. Help Desk and Public Phone Bank are usually staffed with bilingual customer service representatives to provide language assistance. Our full-time language specialists are also standing by on Election Day to resolve issues related to language assistance at polling places.

### ***Placer***

We have a couple of Spanish speakers in the office, we ask the poll workers to call us.

### ***Riverside***

Call ROV

### ***Sacramento***

In every poll worker training class, bilingual poll workers are told that any voter can bring up to two people to assist them in casting their ballot, that the AutoMARK has audio in Spanish, Mandarin, and Cantonese, and to have the voters call our office for any assistance. We provide posters and slips of paper at every polling place for voters to call when assistance is needed.

### ***San Benito***

All poll workers are provided with thorough training on language awareness, sensitivity and context-sensitive language. In addition, to an Election Officer Manual that contains a complete election Spanish glossary and other bilingual customer service literature.

In the event that a bilingual poll worker is not available, the precinct inspector may ask for a bilingual field inspector, rover, or call the elections office to receive over the phone translation.

### ***San Bernardino***

Call the Elections Office.

### ***San Joaquin***

Call the Help Desk

### ***San Mateo***

In such a situation, poll workers will call their Field Tech. The Field tech will contact the elections office to locate staff to provide language assistance via phone to voters.

### ***Santa Barbara***

Poll workers are given the phone number to call for language translation services over the phone. If they are unable to call at that moment we educate them on different ways to communicate non-verbally with gestures and other cues, as well as speaking slowly.

### ***Santa Clara***

Call our Election Officer hotline.

### ***Sonoma***

Call our office; utilize a translator of voters choice (that accompanies voter under legal assistance options).

### ***Tehama***

We train them to call into our office and speak to our full time employee that does speak limited Spanish

### ***Ventura***

If a voter needs assistance and a bilingual poll worker is not available, the poll workers provide the voter the Elections Division telephone number so staff can assist the voter.

### ***Yolo***

call our office so that we can find someone through the court system

### ***Yuba***

They are provided a list of commonly used election related phrases in Spanish.

## Translations and Materials

Does your county provide translated election materials, outreach materials, or website content in languages other than English?

### Yes

- Alameda
- Amador
- Colusa
- Glenn
- Humboldt
- Imperial
- Inyo
- Kings
- Lake
- Los Angeles
- Marin
- Mariposa
- Merced
- Modoc
- Mono
- Napa
- Nevada
- Orange
- Placer
- Plumas
- Riverside
- Sacramento
- San Benito
- San Bernardino
- San Joaquin
- San Mateo
- Santa Barbara
- Santa Clara
- Sierra
- Siskiyou
- Sonoma
- Stanislaus
- Tehama
- Ventura
- Yolo
- Yuba

### No

- Calaveras
- Del Norte
- El Dorado
- Lassen
- Shasta
- Solano
- Trinity



## How do you translate election materials?

	<b>We use staff to translate election materials.</b>	<b>We hire professional translators to translate election materials.</b>	<b>We have staff review translations.</b>	<b>We have community groups/individuals review translations.</b>	<b>Other (please specify)</b>
Alameda	X	X	X	X	
Amador	X	X		X	
Calaveras		X	X		
Colusa		X	X		We request our materials be translated in Mexican Spanish.
Del Norte					
El Dorado		X			
Glenn	X	X	X		
Humboldt		X			
Imperial	X	X	X	X	
Inyo		X			
Kings	X	X	X		
Lake		X			
Lassen					
Los Angeles		X	X	X	
Madera					
Marin		X			The translators are certified as defined in Elections Code section 14111.
Mariposa					We purchase the materials from our vendor
Merced		X	X	X	
Modoc	X	X			
Mono		X			
Napa	X	X	X	X	For tagalog and chinese we refer to individuals with native speaking ability
Nevada		X			
Orange	X	X	X	X	
Placer		X			
Plumas					
Riverside	X	X	X	X	
Sacramento	X	X	X		
San Benito	X	X	X	X	All of the above are used.
San Bernardino	X	X	X		
San Francisco					
San Joaquin		X			
San Mateo	X	X	X		
Santa Barbara	X	X	X		
Santa Clara	X	X	X	X	
Shasta					
Sierra		X			
Siskiyou					Translations provided by sample ballot vendor.
Solano					
Sonoma	X	X	X		
Stanislaus		X			
Tehama		X			
Trinity					
Ventura	X	X	X		
Yolo		X			
Yuba		X			

### What languages do you translate your website into?

Alameda	Spanish, Chinese, Tagalog and Vietnamese
Colusa	Our website has a Google translate bar where you can select a language.
Glenn	Spanish
Imperial	Spanish
Inyo	Our website can be viewed in over 60 languages
Kings	English/Spanish
Los Angeles	All abovementioned 9 languages in addition to English.
Merced	Spanish
Napa	Spanish
Orange	Spanish, Vietnamese, Chinese and Korean
Riverside	Spanish
Sacramento	Spanish and Chinese
San Benito	Spanish.
San Bernardino	Spanish
San Joaquin	Spanish
San Mateo	Spanish and Chinese.
Santa Barbara	English and Spanish
Santa Clara	Spanish, Chinese, Vietnamese, Tagalog
Stanislaus	Spanish
Ventura	Google Translate is used for Spanish, Tagalog, Chinese and Hindi on the website. Certain written documents are translated in Spanish by staff or a vendor and then placed on the website.
Yuba	Candidate Statement of Qualifications and Sample Ballot Books are translated into Spanish.

If you translate your website, which of the following do you use?

	Use a vendor to translate website	Use Google Translate or another online translator tool to translate website	Use internal staff to translate website	Other (please specify):
Alameda			X	
Colusa		X		
Glenn	X			
Imperial	X	X	X	
Inyo		X		
Kings			X	
Los Angeles	X			We have dedicated bilingual temp. staff reviewed the translation before posting online.
Merced	X			
Napa			X	
Orange		X	X	
Riverside	X	X	X	
Sacramento	X		X	
San Benito		X	X	
San Bernardino		X	X	
San Joaquin	X		X	
San Mateo	X		X	
Santa Barbara	X		X	
Santa Clara			X	
Stanislaus			X	
Ventura		X	X	

**If you mail translated materials to voters, how do you determine who to send materials to? (e.g. surname analysis, mail to people who have requested materials in a covered language, etc.)**

Alameda	By request from the voter Per the DOJ Consent Decree we had to use a surname analysis for to determine the target precincts
Calaveras	We send translated State VIG's to voters who request them.
Colusa	All mailed election information/materials are 100% bilingual, we do not target.
Glenn	Most materials are in English/Spanish. If any material is printed in a single language, mailings are sent by the voter's preference.
Imperial	We mail to those who have requested materials in a covered language.
Inyo	Any voter who requests these materials is sent them
Lake	Spanish translated materials are provided at each polling place and Elections office only; we are not required to mail translated materials to voters.
Los Angeles	We have a voter database with voters who requested translated materials and based on that we mail translated materials.
Marin	Voters who have specified a language on their registration card.
Merced	Voting materials are all bilingual in English and Spanish
Modoc	Nothing is mailed unless requested and all we have is the ballot translations in Spanish, along with the Voter Information Guide provided by the State.
Mono	Sample ballots have both English and Spanish. Our ballots are all printed in English and each polling location has a translated ballot for reference.
Napa	All materials are bilingual in English and Spanish. Facsimile ballots and sample ballots at Tagalog and Chinese locations.
Nevada	Our candidate statements are translated into Spanish if the candidate choose to pay for both English and Spanish statement cost. We send order State Voter Guides in Spanish and distribute to all our Truckee Polling locations.
Orange	Mail to people who have requested materials in a covered language.
Placer	We provide them by request.
Riverside	By Request
Sacramento	Mail to people who have requested materials in a covered language.
San Benito	All election material is provided in both English and Spanish.
San Bernardino	By request.
San Joaquin	Mail to people who requested
San Mateo	Mail to voters who check the box to request language service when they register to vote.
Santa Barbara	Most of our materials are provided in both English and Spanish and for those that aren't we mail to people who have requested materials in a covered language.
Santa Clara	We mail materials based on the requested materials on their voter registration and/or our language preference survey.
Sierra	Our office does not mail translated materials to voters unless requested. However, during an election cycle, we publish our Spanish translated local information guide(s) and ballots on our county website.
Siskiyou	We haven't had this request in Siskiyou County.
Stanislaus	Requested materials in covered language
Ventura	Translated materials in covered languages are mailed to people who have requested materials in Ventura County's covered languages.
Yuba	All voters receive SBB and ballots in both English and Spanish. However, we plan to do a countrywide mailing for SBB language preference. Voters would then be mailed a SBB in the language they select.

**Have you found any benefits or challenges in using such methods to decide who to send translated materials to?**

Alameda	The surname analysis is not an accurate depiction of the language needs of the voter. Especially with the Spanish and Filipino language communities.
Colusa	Attempts to determine which voters needed translated materials were not successful. The number of voters that indicated a language preference was not representative of our county's makeup. The use of Spanish surnames would in many instances provide Spanish voting materials to voters that needed English.
Los Angeles	The benefit is that material will be used by person who needs it.
Marin	We face a challenge if information is entered wrong and a voter is angry because they didn't select a language but received translated materials.
Modoc	By request at this time. Almost all our voters want English.
Orange	Mailing materials to those who request language assistance is beneficial because it's an automated process and reduces the amount of translated material that may not be used by the voter.
Riverside	Benefit is that only those who want it receive it
Sacramento	Voter requests, from the Voter Registration Forms or other correspondence, is the most accurate method to determine if voters truly want the information in another language.
San Joaquin	Sometimes people say they did not request translated materials
San Mateo	Sometimes, minority language speaking voters forget to check the box to request language services when they register.
Santa Barbara	We have found it is a benefit to provide as many materials as possible in both English/Spanish to reach as many voters as possible.
Santa Clara	Voters are more easily encouraged and able to participate by receiving materials in their preferred language(s).
Ventura	The benefit of sending language specific materials to voters who have requested a specific language is that it reduces the cost of sending English materials to voters who have requested a specific language and then mailing the requested materials also.

### What are some tactics you have used to improve the quality of your translations?

Alameda	Language glossaries Feedback from the LAC Certified Translators inhouse
Colusa	Translations are requested in Mexican Spanish which represents the majority of our Spanish speaking voters. Prior to final printing, translations are reviewed by county staff to ensure nothing was left out.
El Dorado	Professional translator
Los Angeles	Translation glossary, staff proofreading, and community feedback.
Merced	We send to a language bank organization for review each election.
Modoc	Hired translator
Orange	We have full-time bilingual community program specialists who have been hired as language specialists through very rigorous language tests both in English and the targeted languages. We also higher language proofers during the major election cycles to proofread the translated materials. Our full-time language specialists, together with the language proofers, thoroughly review the election materials either translated internally or translated by outside translation agencies. As an additional step to improve the quality of translations, the translated and proofread election materials are being routed to be reviewed by the internal board of proofers who serve as extra sets of eyes comparing them with the English texts.
Riverside	Glossary and lots of proofing
Sacramento	Internal staff to review vendor translations to meet colloquial needs.
San Benito	Foster translation exchange with neighboring counties to ensure language uniformity. Members of the Election Advisory Group are periodically asked to review election material.
San Bernardino	Staff review of official translator.
San Joaquin	We went through the materials that were translated by professionals
San Mateo	Recruit strong translators and proofreaders Provide translators and proofreaders with training and feedback
Santa Barbara	Our in house staff reviews translations provided by our vendors and provides feedback to vendors to ensure the proper dialect is being used for our area.
Santa Clara	We utilize proofreading teams in each of our languages to do multiple rounds of checking and refining.
Sierra	Hire professional translators
Ventura	Staff and voters have provided feedback on the accuracy of the translations and the feedback has been provided to the translators.
Yolo	use professional certified translators only
Yuba	Use certified translators.

**Do you use any internal or external translation glossaries?**

Alameda	yes, we have developed our on glossaries for each language
Amador	We use on line translations, SOS glossaries,
Colusa	We use the EAC glossary Key Election Terminology, LA County Spanish Language Glossary, and LaRousse Spanish/English Dictionary
El Dorado	Ongoing glossary of past words translated.
Los Angeles	We have internal translation glossaries and we had worked with CACEO 6 years ago and developed translation glossaries for the entire state.
Marin	We started including a glossary of translated terms with our poll worker supplies.
Merced	US Election Assistance Commission Spanish Glossary California Association of Clerk and Election Officials Spanish Glossary Los Angeles County Registrar of Voters Spanish Glossary
Modoc	Google
Orange	The four languages covered by the County under VRA Section 203 have created their own internal glossaries and they are shared with the translation agencies.
Riverside	Yes, EAC glossary and internal glossary
Sacramento	In conjunction with our certified translation vendor, we created an internal glossary for our Section 203 languages: Spanish and Chinese. We also refer to external glossaries created by Los Angeles and San Diego Counties as well as share the CACEO language glossaries for Tagalog and Vietnamese with bilingual poll workers in those languages, upon request.
San Benito	Both. San Benito County uses the US Election Assistance Commission, California Association of Clerks and Elections Officials, and the Secretary of State Elections Division translations.
San Mateo	Yes, we have created internal Chinese and Spanish glossaries for common terms used in elections work to maintain accuracy and consistency.
Santa Barbara	Yes, we use an internal translation glossary and are looking forward to the external glossary provided by the Voters with Specific Needs Subcommittee.
Santa Clara	Yes, we utilize both internal and external glossaries. We have developed internal glossaries with words/terms common to the communities we serve. When translations are returned we check the translations to make sure they utilize our common terms. Additionally, CACEO has created glossaries.
Ventura	Internal Spanish glossaries are utilized along with the CACEO best practices Spanish glossary.
Yuba	CACEO Glossary

**For the November 2016 General Election, what were the mailing dates for your county voter information guides (or sample ballots) broken down by language?**

***Alameda***

9/29: English, Spanish, Chinese, Filipino/Tagalog, Vietnamese

***Calaveras***

9/26, 9/27, 9/29, 10/3, 10/6, 10/11, 10/13, 10/20, 10/27: English

***Colusa***

9/17: English/Spanish (Bilingual)

***El Dorado***

9/29, 9/30: English

***Glenn***

9/21, 10/6, 10/11: English/Spanish (Bilingual)

***Humboldt***

9/29: English

***Imperial***

10/26: English, Spanish

***Lake***

10/14: English

***Los Angeles***

9/29/16 - 10/20/2016: English

10/14/16 – 10/22/16: Spanish

10/17/16 – 10/22/16: Chinese

10/17/16 – 10/18/16: Japanese

10/18/16 – 10/19/16: Hindi, Khmer, Thai

10/18/16 – 10/22/16: Tagalog/Filipino

10/19/16 – 10/21/16: Korean, Vietnamese

(Also have 2nd and 3rd supplement mailing for all languages for later registered voters.)

***Marin***

9/29: English

***Mariposa***

9/29: English

***Merced***

10/11: English/Spanish (Bilingual)

***Modoc***

9/29: English

***Mono***

9/29: English



***Napa***

10/11-12: All (English, Spanish)

***Nevada***

9/29: English

***Orange***

9/24: English

10/16: Spanish, Vietnamese, Chinese, Korean

***Placer***

10/4: English

***Riverside***

9/29: English

10/11: Spanish

***Sacramento***

10/7-11: English/Spanish/Chinese (Trilingual)

***San Benito***

10/12: English, Spanish

***San Bernardino***

10/6: English, Spanish

***San Joaquin***

9/29: English, Spanish

***San Mateo***

9/29-10/26: English

10/11-10/26: Spanish, Chinese

***Santa Barbara***

9/29: English

10/9: Spanish

***Santa Clara***

9/28-10/19: English

10/20-10/24: Spanish, Chinese, Tagalog, Vietnamese

***Stanislaus***

10/5: English, Spanish

***Ventura***

9/29, 10/13, 10/25: English, Spanish

***Yuba***

10/4: English/Spanish (Bilingual)

## Media

### Do you produce social media (e.g. Facebook, Twitter, etc.) in languages other than English?

#### Yes

Los Angeles: Spanish

San Benito: Elected Official uses his own Twitter account to relay information to the public. English, with periodical Spanish.

Santa Clara: We produce targeted advertising through third party vendors in languages other than English.

### Do you produce press releases and announcements in languages other than English?

#### Yes

Alameda: All languages supported

Imperial: Spanish

Kings: -

Los Angeles: All press release and announcements can be in abovementioned 9 mandated languages upon request.

Merced: Spanish

Napa: Spanish

Orange: We produce press releases and announcements for the 4 languages covered under Section 203 of the VRA - Spanish, Vietnamese, Korean and Chinese.

Riverside: Public Notices

San Benito: Spanish. For all official election publications, notices, and announcements.

San Bernardino: Spanish

San Joaquin: Spanish

Santa Barbara: Spanish

Santa Clara: We produce targeted advertising in languages other than English.

Ventura: Spanish

Yuba: Spanish

**Does your office have regular contact with ethnic media and produce radio and/or television ads in languages other than English?**

**Yes**

- Alameda
- Del Norte
- Imperial
- Los Angeles
- Napa
- Orange
- Sacramento
- San Benito
- San Joaquin
- San Mateo
- Santa Barbara
- Santa Clara
- Sonoma
- Ventura

**Miscellaneous**

**On Election Day, what are the biggest language access challenges your office faces?**

Alameda	The challenges for us is retention of the poll workers and it is most crucial of the bi-lingual poll worker.
Calaveras	Having bilingual poll workers at every polling place in our office.
Colusa	Although this represents only a very small portion of voters, comprehension of the voting process, (even when explained), comprehension and some literacy issues.
Los Angeles	No show for bilingual pollworkers and missing translated materials at targeted precincts.
Marin	Availability and sufficient number of bilingual poll workers election-to-election, especially Chinese and Korean because these are small populations.
Mono	There have been very few issues with language accessibility because we have very few voters who need assistance. Those who do seem to get their own help in translating materials rather than ask us for assistance.
Napa	Recruiting bilingual vote center (formerly poll) workers
Orange	The biggest language access challenges we are facing on Election Day is to make sure that absent (no-show) bilingual poll worker positions are filled. During poll worker training, we emphasize the importance of meeting the language requirements under the VRA and California Elections Code. Sometimes, however, some inspectors do not report the missing bilingual poll workers on Election Day and some bilingual poll workers end up being dispatched to polling places where the language assistance is not needed.
Riverside	Bilingual pollworkers
Sacramento	Voter Assistance at front counter of main office; bilingual poll workers that do not show up to their assigned polling place on Election Day; ensuring that facsimile ballots provided by our office are posted and made available at designated polling places by the poll workers in accordance with Election Code 14201
San Bernardino	Finding alternate language operators.
San Mateo	Monitoring the quality of language services we provide to voters by our bilingual poll workers on Election Day.
Santa Barbara	Poll worker interaction; however adding the phone options through CTS Language Link has greatly improved this process.
Santa Clara	At times we have received negative comments from voters who seek assistance and/or materials in languages we are not targeted for. We attempt to provide them assistance as best we can.
Siskiyou	Until 2016, Siskiyou County did not face any language access challenges. We now face challenges with some Asian voters who do not speak English. Representatives from this Asian community served at the polls at poll observers, and they voluntarily interpreted for voters as necessary.
Ventura	Recruiting poll workers who are bilingual in Tagalog, Chinese, or Hindi.

**Does your office encounter any additional challenges in providing language accessibility?**

Los Angeles	Referencing translated election materials have been missing at poll locations because voters took them with them after voting. As mentioned before, there's culture barrier in recruiting Korean speaking pollworkers (we're trying). Election terminology is very specific and sometimes it's hard to translate into certain language. It's also hard to recruit bilingual pollworker with good English proficiency because most bilingual pollworkers are foreign born.
Orange	The pools of the bilingual poll workers are shrinking in such languages as Vietnamese, Korean and Chinese as the existing bilingual poll workers are aging and the younger generations are either not fluent in their languages or not available for serving as poll workers due to their professional work.
Sacramento	UOCAVA voters not receiving translated materials timely or their materials are delayed due to waiting on translations; posting of all translated materials by code in required languages at polling places; receiving translations timely from the state for Voter Bill of Rights, State Voter Information Guides, Top Two Primary information and audio information for state propositions.
San Mateo	Recruiting enough bilingual poll workers Recruiting qualified translators and proofreaders Lacking state-wide glossaries
Santa Barbara	Staff time for proofing materials and cost for translation services.
Santa Clara	When new targets are provided, we sometimes have an inadequate amount of time to recruit and implement the new language(s) prior to the next election.
Siskiyou	Besides English, Spanish is the only language Siskiyou County is required to provide certain Election-related materials in. There has been an influx of Asian voters moving into our county, and according to that community, translated materials may be beneficial, but the stats we do have available don't point to that (information on VRCs). Extremely limited funding make providing materials in other languages difficult and we are not mandated to do so under Section 203.
Yuba	SOS translations are not always consistent from primary to general elections. This poses challenges for consistency with county translations.

**Of the following, and any that you can think of, is there a type or form of assistance that would be helpful from the Secretary of State or the state Language Accessibility Advisory Committee (LAAC)?**

**Language Glossary for Section 203 languages**

- Alameda
- Amador
- Calaveras
- Imperial
- Marin
- Merced
- Modoc
- Nevada
- Orange
- Riverside
- Sacramento
- San Benito
- San Bernardino
- San Joaquin
- San Mateo
- Santa Barbara
- Santa Clara
- Sonoma
- Tehama
- Ventura
- Yuba

### *Trainings on how to recruit multilingual poll workers*

- Alameda
- Amador
- Calaveras
- El Dorado
- Imperial
- Los Angeles
- Marin
- Merced
- Modoc
- Napa
- Nevada
- Riverside
- San Bernardino
- San Joaquin
- San Mateo
- Santa Barbara
- Sonoma
- Tehama
- Ventura
- Yuba

### *Trainings on how to provide language assistance*

- Alameda
- Amador
- Calaveras
- Del Norte
- Humboldt
- Imperial
- Marin
- Merced
- Modoc
- Mono
- Nevada
- Placer
- Riverside
- San Bernardino
- San Joaquin
- San Mateo
- Santa Barbara
- Siskiyou
- Sonoma
- Ventura

### *Toolkit on starting a LAAC*

- Amador
- Calaveras
- El Dorado
- Humboldt
- Imperial
- Inyo
- Los Angeles
- Marin
- Merced
- Modoc
- Nevada
- Placer
- Riverside
- Sacramento
- San Benito
- San Bernardino
- San Joaquin
- San Mateo
- Santa Barbara
- Siskiyou
- Sonoma
- Ventura

### *Sample documents that are already translated for key items*

- Alameda
- Amador
- Calaveras
- Colusa
- Del Norte
- El Dorado
- Humboldt
- Imperial
- Lake
- Lassen
- Marin
- Merced
- Modoc
- Napa
- Nevada
- Riverside
- Sacramento
- San Benito
- San Bernardino
- San Mateo
- Santa Barbara
- Sierra
- Siskiyou
- Solano
- Sonoma
- Ventura
- Yolo
- Yuba

### General training on federal and state language requirements

- Alameda
- Amador
- Calaveras
- Del Norte
- Humboldt
- Imperial
- Lake
- Lassen
- Marin
- Merced
- Modoc
- Mono
- Napa
- Riverside
- San Joaquin
- San Mateo
- Santa Barbara
- Santa Clara
- Sonoma
- Tehama
- Ventura
- Yolo
- Yuba

### Other

- Amador: How to outreach to non-English speaking communities for voter registration
- Colusa: Provide eye catching infographics, with short simple messages, in an electronic version, like word, that can be easily customized by each county. Eye catching meaning specific to a particular language.
- Marin: Any best practices resource. If not currently doing so, please make the State VAAC and LAAC meetings accessible via conference call.
- Modoc: Whatever you're willing to provide
- Sacramento: Retention of bilingual poll workers, timeliness of translated materials

### Additional Comments

- Calaveras: It would be very beneficial to have a toolkit for starting a LAAC and what the required number of members is for our County.
- Colusa: Contract with local Spanish language radio stations to run ads/messages that serve local populations.
- Los Angeles: This survey is very long.....
- Marin: I have attached a few examples of language outreach efforts.
- Napa: We look forward to the updated determinations of Election Code 14201(b) and (c) for Tagalog and Chinese based on the December 5, 2016 Federal Census update.
- Nevada: In Nevada County we have been under the 3% threshold that requires us to provide translated information. We have done outreach in the Truckee area with a Latino womens group to seek their advice on what they would like to see from our office in regards to translation. We walked away discouraged because they did not appear to want to get involved with our Election process. Their main concern was their families and how to get them here in the Country.

Sacramento: The strict timeline involved to get everything translated with the election workload can be very challenging to provide the best, timely services to the voters while only working with specified, certified translators for the materials. It would be nice to be able to expand the pool of who can assist in the translation process to meet colloquial needs as well as ensure the timeliness of materials without having to rely on the very few vendors that are available and serving other counties or states at the same time.

San Mateo: We are in the processing of creating our county LAAC now.

Siskiyou: It's difficult to determine the necessity of providing election materials in languages other than English. It has been suggested to me that providing Election materials in the Hmong language would be helpful to some voters, but the Hmong language isn't defined in Section 203, and is made up of several dialects that are not universally recognized. For the November 2016 General Election, I did receive an informational flyer regarding registering to vote and the voting process that was translated into Hmong from the Asian Americans Advancing Justice organization, which I did make available in our office, but again, without voters coming forward, it's difficult to gauge how many need language assistance. When I ran the stats from our EMS about how many voters were requesting Elections information in other languages, the results were extremely minimal.