



2015

MULTILINGUAL  
ELECTION SERVICES

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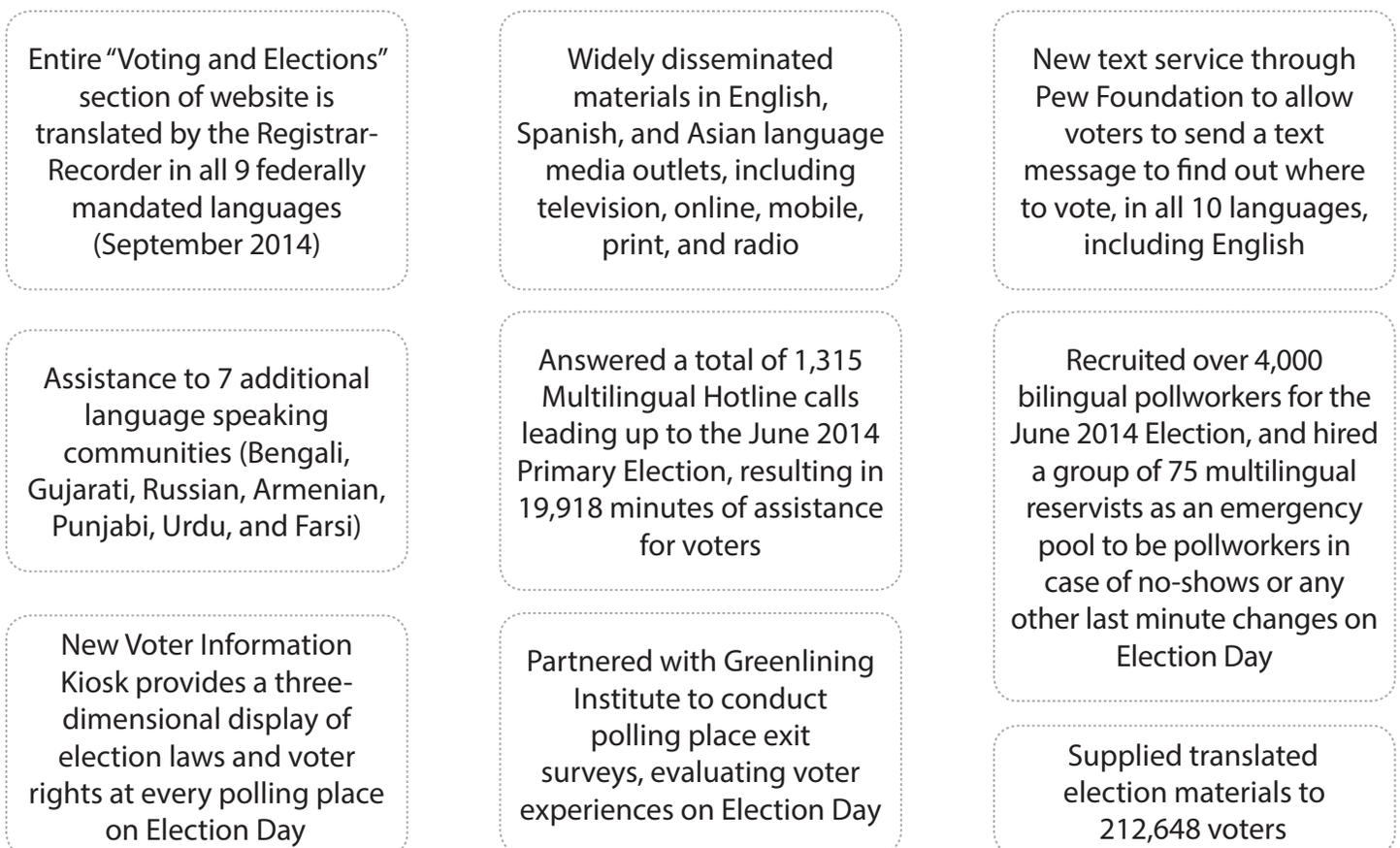
# INTRODUCTION

The purpose of this evaluation report of “Multilingual Election Services 2015” is to provide a comprehensive review of the multilingual services implemented by the Department for the June 2014 Primary Election. The County established this process to comply with State and federal accessibility requirements, and to achieve the objective of providing fair, accessible, and transparent election services for all voters. This report describes the numerous services the Department provides for those with specific needs, as well as the Department’s accomplishments as it continues to serve and foster a diverse electorate.

## Department Accomplishments Providing Multilingual Services for Voters

In pursuit of the Department’s core mission, we provide voters of varying degrees of English proficiency the best available option to cast their vote privately and independently on Election Day. New procedures enhance the voter experience from beginning to end, and ensure the highest level of multilingual service for voters.

### Multilingual Services Highlights in 2014



# MULTILINGUAL RESIDENT INFORMATION FOR JUNE 2014 ELECTION

With an electorate larger than 42 of the 50 states, Los Angeles County is the largest and most diverse county election jurisdiction in the nation, serving nearly five million voters in 16 different languages. Composed of 88 cities and 2,649 square miles of unincorporated areas, the County administers elections across 500 political districts. This complexity means that on Election Day, the Department manages more than 25,000 volunteers and nearly 5,000 polling places in a single day.

## In addition to its size, the County has a large diverse population



# MULTILINGUAL VOTER SERVICES

Creating an ideal election experience for each voter starts before the voter registers to vote. The Registrar-Recorder/County Clerk strives to comply with all legal standards and fulfill voter needs.

## 1 Language Targeting System

### Standard of Service

The Department has developed a comprehensive targeting system that integrates demographic data and language assistance requests. To produce a current view of the County's language minority electorate, this data-driven system targets voting precincts containing a large number of minority language residents. In this way, we identify which language(s) need assistance, and in which precincts.

### The language targeting database system includes data from:

- The 2010 United States Census
- The 2010 American Community Survey (ACS)
- Voter registration requests for materials in a language other than English
- Language assistance requests from community groups, and
- Assisted Voter Tally Cards

### June 2014 Results/Evaluation

For the June 2014 election, the Department received 212,648 requests for translated election material, with the majority of requests being for Spanish and Chinese.

Assisted Voter Tally card results – Precinct specific reports are used in the next election Targeting System.

*Note: Armenian, Russian, Bengali and Farsi are not required languages.*

*Los Angeles County translates these languages in response to community requests*

JUNE 3, 2014 STATEWIDE DIRECT PRIMARY		ASSISTED VOTERS TALLY CARD Assistance requests from voters in the precincts					
Precinct TOTALS	No requests for assistance	Bengali	Chinese	Gujarati	Hindi	Japanese	Khmer
		2	354	4	17	31	37
	1264	Korean	Spanish	Tagalog	Thai	Vietnamese	Other
		597	3057	86	9	77	48
	Audio Ballot request	Wheelchairs	Blind, other	Add info / PW request			
	86	510	384	124			

# MULTILINGUAL VOTER SERVICES

## TARGETED PRECINCTS REPORT

Date of Election: June 3, 2014				Type of Election: State Primary				
<b>Chinese Language</b>			<b>Japanese Language</b>			<b>Korean Language</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
768	657	85.55%	50	50	100%	632	329	52.06%
<b>Spanish Language</b>			<b>Tagalog Language</b>			<b>Vietnamese Language</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
4645	3084	66.39%	218	175	80.28%	195	160	82.05%
<b>Cambodian/Khmer Language</b>			<b>Armenian Language</b>			<b>Russian Language</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
70	70	100%	284	173	60.92%	120	41	34.17%
<b>Hindi Language</b>			<b>Bengali Language</b>			<b>Gujarati Language</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
77	77	100%	25	25	100%	25	25	100%
<b>Thai Language</b>			<b>Arabic Language</b>			<b>Farsi Language</b>		
Required	Recruited	% Recruited	Required	Recruited	% Recruited	Required	Recruited	% Recruited
19	19	100%	11	6	54.55%	150	48	32.00%
<b>Total</b>				Note: Armenian, Russian, Bengali and Farsi are not required languages. Los Angeles County translates these languages in response to community requests				
Required	Served	% Recruited	Precincts					
7078	4835	68.31%	4614					

## 2 Translated Election Materials

### Standard of Service

In order to provide residents with the opportunity to fully engage in the electoral process, the Department transliterates candidate names and provides translated election materials in the covered languages. Materials are translated into Chinese, Japanese, Korean, Spanish, Tagalog/Filipino, Vietnamese, Hindi, Khmer, and Thai. During a General Election, the Department oversees the translation and review of around 1,370,600 words and the transliteration and review of about 4,200 words. Staff also added terms to translation glossaries in 2014, for a new total of 5,792 words. Below is a list of materials that are translated into the nine mandated languages:

- Sample Ballot Booklets
- Voter Instructions
- Vote by Mail, Emergency Vote by Mail, and Permanent Vote by Mail Applications
- Voter Registration Forms
- Translated Election Materials Request Form
- Glossaries
- Bilingual Pollworker Flyers
- Documents requested through the Multilingual Hotline

California Elections Code Sec. 14201 mandates that a sample ballot (with the ballot measures and instructions) be printed in applicable languages and posted in the affected polling place if 3% or more of the voting age residents in that precinct are members of a single language minority and lack sufficient skills in English. The Department's Translation Services Unit, under the Ballot Management Section, conducts translation services, document review, and calls from the multilingual hotline. While a few small jobs are translated by our staff, most of the documents our Department produces are translated by a vendor called CTS Language Link. The vendor also transliterates candidate names in those languages that do not use Roman characters. After the vendor has returned the translated documents and transliterations to our office, our bilingual staff reviews, corrects, and approves them before they are finalized and printed.

In addition to translation, the Sample Ballot Booklets are also printed and mailed out by the vendor. Translated Sample Ballot Booklets are provided to voters two weeks before the June 2014 Primary Election. About 212,648 translated Sample Ballot Booklets were mailed out to multilingual voters in nine languages and 1,728 Sample Ballot Groups.

# MULTILINGUAL VOTER SERVICES

## June 2014 Results/Evaluation

100% service provided or translated:

- Sample Ballot Booklets
- Voter Instructions
- Vote by Mail, Emergency Vote by Mail, and Permanent Vote by Mail Applications
- Voter Registration Forms
- Translated Election Materials Request Form
- Glossaries
- Bilingual Pollworker Flyers
- Documents requested through the Multilingual Hotline

## Number of Sample Ballot Booklets Mailed

	Chinese	Japanese	Korean	Spanish	Tagalog	Vietnamese	Cambodian/ Khmer	Hindi	Thai
<b>Total # of Booklets</b>	29,531	2,048	24,948	140,770	6,946	7,802	164	169	270

## Election Day Voter Experience Survey

Conducted in partnership with Greenlining Institute as voters exited the polling place.

**If your primary language is a language other than English, did you have access to official election materials in your preferred language before you voted?**

Answer Options	Response Percent	Response Count
Primary language is English	65.0%	52
Yes	17.5%	14
No	17.5%	14
<b>Answered questions</b>		<b>80</b>
<b>Skipped questions</b>		<b>15</b>

**How did you obtain official election materials in your preferred language?**

Answer Options	Response Percent	Response Count
They were automatically mailed to me	78.9%	15
Called the election office or other hotline to request information	0.0%	0
Visited a library, community center, or election office to obtain information	21.1%	4
Don't know	0.0%	0
Other (please specify)	0.0%	0
<b>Answered questions</b>		<b>19</b>
<b>Skipped questions</b>		<b>76</b>

## 3 Polling Place Information

### Standard of Service

The Department provides signs, forms, and other translated information at all of our polling sites in the nine covered languages. All of the translated documents that are available at the polls are bundled together with the translated Sample Ballot Booklets and sent to the polls where it is known as the Multilingual Kit. These materials inform voters of the languages offered at the site for pollworker assistance, notify them of their rights as voters, and provide them with ballot information in order to make minority language voters better able to cast an accurate ballot.

Translated information at the polling place (including the Multilingual Supply Kit):

- Multilingual translations of the Official Sample Ballot (each precinct receives Spanish, English, and any other targeted language specific to that precinct)
- In all official languages:
  - Multilingual translations of Provisional/Vote By Mail materials
  - "No Electioneering" signs
  - Pollworker language signs
  - "Voter Bill of Rights"
  - "Tampering" poster sign
  - "Multilingual Audio Point To" card
  - "Vote Here" polling place signs
  - Voter Instructions and Regulations
  - "Replacement Envelope"
  - "We Speak" language signs
  - "Curbside Voting" signs
  - "Telephone Referral" cards
  - "Voter Oath" translation page
  - Voter Information Kiosk (new for the June 2014 Primary Election)

The Department's Election Operations Center (EOC) handles all distribution of multilingual polling place information. Once the materials are translated and approved by the Ballot Management Section, the EOC then requests the list of ballot group consolidations. Large and complex documents are sent to a vendor for printing while smaller projects are printed by the Department's own Printing Services Unit. Once delivered to the EOC, the translated Sample Ballot Booklets are sorted according to assigned Check-in-Center and sequence number. Sorting assures that the translated Sample Ballot Booklets are included in the supplies for the specific targeted precinct. Every precinct receives a packet of multilingual information and instructions which are displayed to assist voters in the nine mandated languages.

# MULTILINGUAL VOTER SERVICES

## June 2014 Results/Evaluation

An improvement for the June 2014 Primary Election, a Voter Information Kiosk, was placed at each polling site to provide an “easy to display” three-dimensional view of voters’ rights, election laws, and instructions on how to use the voting machines.

Translations are available for review on the web site and Sample Ballot booklets are available in all targeted languages for display at the polling sites.

The Community Group Survey indicated that 83% of the polling places had all multilingual materials displayed properly.



**Voter Information Kiosk:** The Voter Information Kiosk provides visual notice of election laws and voter rights in a three-dimensional display at every polling place on Election Day.

## Election Day Voter Experience Survey

Conducted in partnership with Greenlining Institute as voters exited the polling place

The Registrar of Voters added a new Voter Information Kiosk this election, did you have a chance to look at the information on it?

Answer Options	Response Percent	Response Count
Yes	26.8%	22
No	63.4%	52
Don't know	9.8%	8
<b>Answered questions</b>		<b>82</b>
<b>Skipped questions</b>		<b>13</b>

## 4 Bilingual Poll Workers

### Standard of Service

During the 2014 Primary Election, the Department recruited over 4,000 multilingual pollworkers who could speak with voters in a minority language. These pollworkers answered questions at the polls, explained the ballot and voting procedures, and assisted in using the voting machines in order to help minority language voters better understand and feel more comfortable with the process.

Multilingual pollworkers are hired for the following languages:

- Arabic
- Armenian
- Bengali
- Cambodian/Khmer
- Cantonese
- Chinese
- Farsi
- Gujarati
- Hindi
- Japanese
- Korean
- Mandarin
- Punjabi
- Russian
- Spanish
- Tagalog/Filipino
- Thai
- Urdu
- Vietnamese

Recruitment of multilingual pollworkers is a function of the Department's Pollworker Services Section, with numerical goals developed using the Language Targeting Report.

Pollworker trainings take place starting 3-5 weeks before an election. In a major election, the Department provides over 490 classes. Every pollworker receives the same training, whether bilingual or not. The Department provides interpreters at several of the trainings that are located in targeted areas. During the trainings, the instructors discuss cultural sensitivity for minority language voters and the importance of the audio ballot for those that need assistance.

In addition, the Department partners with members of our Voting Accessibility Advisory Committee (VAAC), Community and Voter Outreach Committee (CVOC), and Asian Pacific American Legal Center (APALC) for advice and assistance with trainings. During a major election, the Department offers a preview of the pollworker class before the actual trainings begin as a way to give the community a voice in the process and content.

## Election Guide and Checklist

The Election Guide and Checklist training manual provides pollworkers with training references for providing assistance to voters with specific needs, in addition to the pollworker training class attended before Election Day.

### Assisting Voters

#### Providing Assistance to Voters with Specific Needs

When interacting with voters, proactively look for individuals who may need assistance, such as Voters with Specific Needs. The list below offers some tips and items each Clerk position should be familiar with in order to better assist voters.



If a Pollworker or another person at the Polling Place assists a voter inside the voting booth, refer to the next page.

**Remember:** Disabilities can be either **hidden** (not apparent until the voter interacts with a Pollworker) or **visible**.

Page 84, *Appendix D: Working with Voters with Specific Needs*, provides additional information.

#### ► Roster Clerk

- **Wait, recognize, and listen.** Use patience and pay attention to voters to determine what assistance may be necessary.
- Have a pen and piece of paper handy to communicate by writing, if needed.
- Communicate with other Board Members. Generally, the Roster Clerk is the first person to interact with voters. Inform other Pollworkers should a voter need specific assistance.

#### ► Ballot Clerk

- Offer the Audio Ballot Booth (ABB) to all voters.
- Place the **dexterity ball** and **magnifier** on the Official Table. Offer the dexterity ball to voters who have trouble gripping the Vote Recorder marker and the magnifier to voters who have trouble reading small print.
- Offer the Voters with Disabilities Booth to voters in wheelchairs or individuals who may need to sit while voting.

#### ► Ballot Box Clerk

- Be ready to assist voters who would like to use the Audio Ballot Booth (ABB). Help with affixing headsets, if necessary.
- Use the Multilingual Audio Ballot Point To Card to assist an ABB voter with selecting language, if needed.



Assisting Voters

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### Assisting Voters

#### Providing Assistance to Voters Inside the Voting Booth

Any voter may ask for assistance inside the voting booth. Voters who request assistance and would like to vote independently in the voting booth should be directed to the Audio Ballot Booth (ABB).



Before a voter receives assistance inside the voting booth, he or she must declare, under oath, that he or she is unable to mark the ballot. (Assisting voters oath is found on page 3 of the Roster.)

**Who can assist:** A voter who receives assistance in the voting booth may choose one or two people (including minors and Pollworkers).

The person assisting the voter:

- Does not have to be a registered voter,
- Shall not be the voter's employer or an agent of the voter's employer,
- Shall not be an officer or agent of the union to which the voter is a member, and
- Shall not divulge any information regarding the marking of the ballot.

**What to fill out when providing assistance in the voting booth:** The Assisted Voter's List, on page 3 in the Roster of Voters, must be completed as follows:

- **Column 1:** Pollworker records name of voter being assisted in the voting booth.
- **Column 2:** Pollworker enters reason the voter is asking for assistance in the booth.
- **Column 3:** Person assisting signs.
- **Column 4:** Second person assisting signs (if any).

The assisted voter still signs the Roster of Voters (or the Provisional Envelope if voting provisionally).

*Materials, such as Sample Ballots, are printed in Chinese, English, Hindi, Japanese, Khmer, Korean, Spanish, Tagalog/Filipino, Thai, and Vietnamese. Voters may also use the ABB in order to hear their ballot read in any of the above mandated languages.*

*In addition, at specific Polling Places, spoken language assistance in Bengali and Gujarati is also now available.*

Assisting Voters

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# MULTILINGUAL VOTER SERVICES

## June 2014 Results/Evaluation

The Department recruited over 4,000 bilingual pollworkers (see chart below) for the June 2014 Election. In addition, 2 interpreters and 75 multilingual reservists were hired to help cover positions in the event of no-shows or any other last minute changes on Election Day.

The new Legal Permanent Resident Program was instrumental in the recruitment of 321 multilingual pollworkers which reduced the need to hire interpreters. Only 2 interpreters were required for the June 2014 Election.

### June 2014 Multilingual Pollworkers Recruited

Chinese	Japanese	Korean	Spanish	Tagalog	Vietnamese	Cambodian/ Khmer
657	50	329	3084	175	160	70
Russian	Hindi	Bengali	Gujarati	Thai	Arabic	Farsi
41	77	25	25	19	6	48
<b>TOTAL: 4835</b>						

## Election Day Voter Experience Survey

Conducted in partnership with Greenlining Institute as voters exited the polling place

**If your primary language is a language other than English, were you able to get assistance in your language?**

Answer Options	Response Percent	Response Count
Yes, from Pollworkers	17.9%	15
Yes, from someone who came to the polls with me	3.6%	3
No	21.4%	18
Did not require/request language assistance	57.1%	48
<b>Answered questions</b>		<b>84</b>
<b>Skipped questions</b>		<b>11</b>

## 5 Website with Translated Information

### Standard of Service

For the June 2014 Election the Department website provided several translated documents including:

- Vote By Mail, Permanent Vote By Mail, and Emergency Vote By Mail Applications
- Bilingual Pollworker Flyer
- Translated Election Materials Request Form

### June 2014 Results/Evaluation

The full translated website was not yet available for the June 2014 election (launched September 2014)

- Updates to the site, with links to multilingual ballot information, translations and directions to follow for assistance
- Entire “Voting and Elections” section is translated by the Department in all 9 federally mandated languages
- Website launched September 2014 – not available for June 2014

### Website with Translated Election Materials

The Department website home page provides several translated documents including:

- Vote By Mail
- Permanent Vote By Mail
- Emergency Vote By Mail Applications
- Bilingual Pollworker Flyer
- Translated Election Materials Request Form
- Entire “Voting and Elections” section is translated by the Registrar-Recorder in all 9 federally mandated languages, not simply using Google translations



# MULTILINGUAL VOTER SERVICES

## 6 Multilingual Hotline

### Standard of Service

The Multilingual Assistance Hotline is a toll-free number offered by the Department that allows Limited English Proficient (LEP) residents to speak with someone in his/her own language regarding elections. Hotline staff members answer a wide range of calls, including requests for translated election materials, inquiries about voter registration, and questions on Vote by Mail applications and ballots, and requests for polling place locations. This service allows residents to receive verbal assistance in multiple languages. The hotline is available year-round at 1-800-481-8683.

The hotline is housed within the Election Information Section of the Department. When a resident calls the number, a staff member within the Section will either take the call or direct it to one of the bilingual staff members in the Translation Services Unit.

However, if a call comes in and no one in the Department is available, the hotline staff member will call the Department's contracted interpreter service, Open Communications International, Inc. This company provides translators for numerous languages. When a staff member calls this service, a three-way call is activated with the caller, translator, and staff member. These calls are then coded in the system so that the caller receives future information in his/her specific language. The majority of the calls coming into the hotline during a major election begin after the sample ballot booklets are sent out.

### June 2014 Results/Evaluation

The Department received a total of 1,315 Multilingual Hotline calls leading up to the June 2014 Primary Election, resulting in 19,918 minutes of assistance for Limited English Proficient (LEP) voters.

	Chinese	Japanese	Korean	Spanish	Tagalog	Vietnamese	Cambodian/ Khmer	Farsi	Hindi	Thai
<b>Multilingual Calls</b>	132	7	202	925	17	24	2	1	0	2
<b>Minutes of Service</b>	993	67	3070	15,219	184	303	30	7	0	20

*Note: To improve the tracking of services to multilingual voters it is recommended that the Election Information Section keep a log of multilingual calls received and assisted directly by staff.*

### Election Day Voter Experience Survey

Conducted in partnership with Greenlining Institute as voters exited the polling place

**Did you know that official voter information, including a voter guide and sample ballot, is available in languages other than English?**

Answer Options	Response Percent	Response Count
Yes	76.9%	10
No	23.1%	3
Don't know	0.0%	0
<b>Answered questions</b>		<b>13</b>
<b>Skipped questions</b>		<b>82</b>

# MULTILINGUAL VOTER SERVICES

## 7 Audio Ballot

### Standard of Service

The Department records audio ballots in 10 languages to provide an alternative means of voting for those with disabilities and language assistance needs. Recordings in specific languages are sent to the poll locations targeted for assistance in that language. These audio ballots work in the Audio Ballot Booths (ABB) and assist voters with a keypad and headset. One ABB is located at every poll site and is offered to all voters. Audio ballots are available in:

- Chinese (both Mandarin and Cantonese)
- Korean
- Khmer
- Spanish
- Vietnamese
- Thai
- Japanese
- Hindi
- Tagalog/Filipino
- English

Audio ballots are recorded by CTS Language Link and reviewed and corrected by our bilingual staff. Ballots must be delivered to the vendor 50 days before an election and it takes about 20 days for the completion of the recordings. The recording of the ballot must be finished at least 30 days before an election in order for it to be imported onto the ABB and ready for distribution to the polls. However, during small elections, Department staff can translate and record the ballot.

### June 2014 Results/Evaluation

Forty-two Audio Sample Ballots were provided to voters prior to the June 2014 Primary Election. The Audio Ballot Booth with translations of the ballot in 10 languages was available in each polling place.

JUNE 3, 2014 STATEWIDE DIRECT PRIMARY		ASSISTED VOTERS TALLY CARD Assistance requests from voters in the precincts					
Precinct TOTALS	No requests for assistance	Bengali	Chinese	Gujarati	Hindi	Japanese	Khmer
		2	354	4	17	31	37
	1264	Korean	Spanish	Tagalog	Thai	Vietnamese	Other
		597	3057	86	9	77	48
		Audio Ballot request	Wheelchairs	Blind, other	Add info / PW request		
86	510	384	124				

## 8 Community and Voter Outreach

### Standard of Service

The Department's Community and Voter Outreach Section participates in various activities that seek to educate, inform, and increase voter participation throughout the County. Activities include making presentations to community groups, staffing booths and handing out information at local fairs, registering residents at cultural events, and attending community meetings. While conducting outreach, staff members provide translated materials to those areas with a large number of minority language residents. The Department usually attends around six events per month during a non-election period and 15 events per week during a major election.

Translated voter education materials are provided at outreach events in all mandated languages. These materials include:

- Voter Registration Forms
- Voter Bill of Rights
- League of Women Voters' "Easy Voter Guide" in Chinese, Spanish, Korean, and English.
- "CA State Voter Information" Pamphlet
- "Ready to Vote" Flyer
- "Voter Registration" Flyer
- "Provisional Voting" Flyer
- "Translated Election Materials Request" Form
- "Permanent Vote By Mail" Application

The Department also participates in the Community Voter Outreach Committee (CVOC), which is a partnership involving the Department, citizens, community groups, and advocacy organizations. Members of the Committee collaborate with County election officials to ensure that elections are fair, accessible and transparent for all voters. The mission of the Committee is to facilitate communication between the community and the Registrar of Voters about ways to educate, engage, and provide quality service to all voters.

CVOC contains a Multilingual Outreach Subcommittee. The purpose of this subcommittee is to discuss and advise the Department on multilingual services and help coordinate outreach in minority language communities. Additionally, the Community Voter Outreach Section partners with government agencies, schools, and over 20 national and community organizations to reach minority language communities.

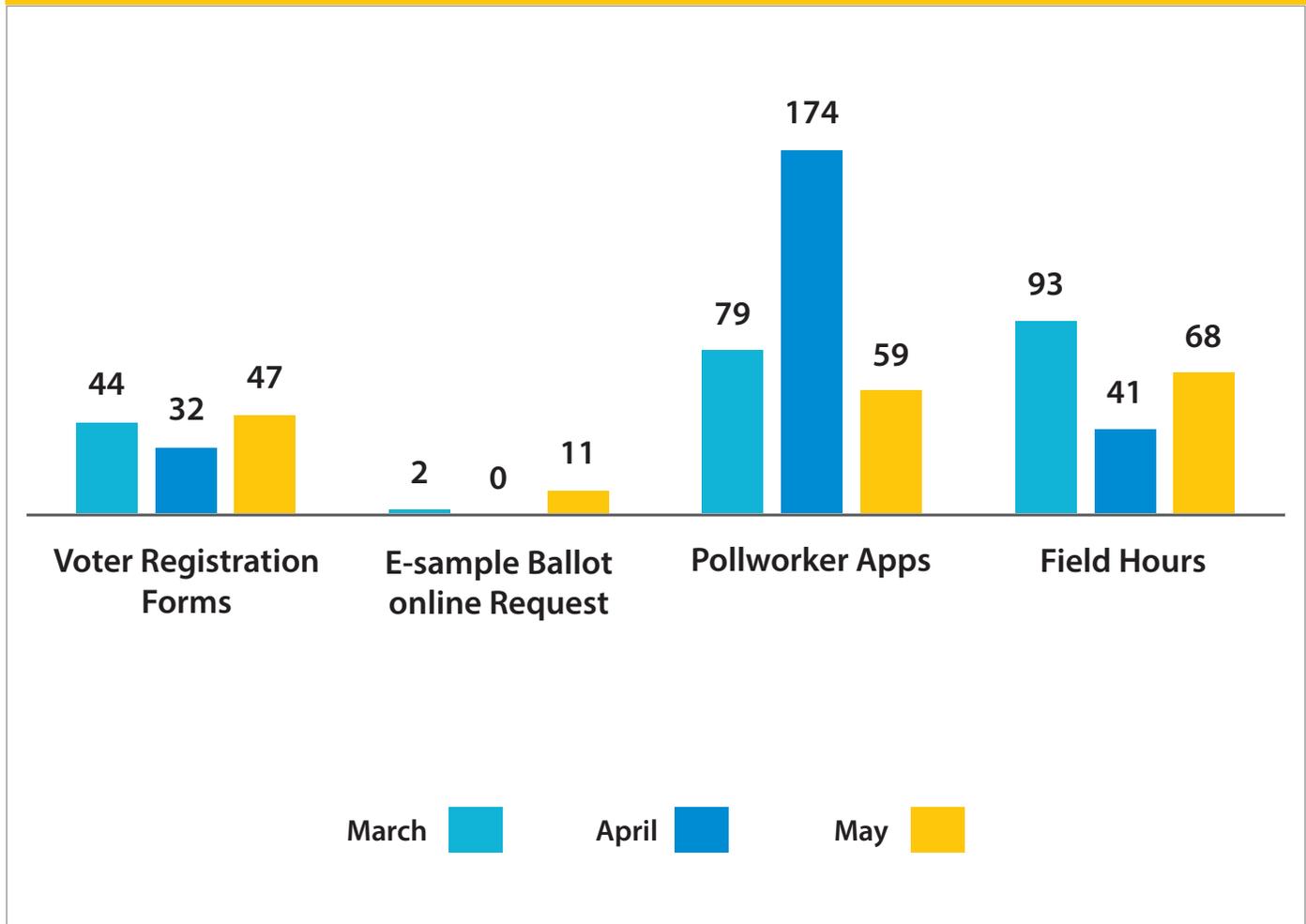
During a major election time, the Department hires up to seven temporary staff members to assist with the Outreach Section's scheduled activities. Since most of the permanent staff in this section are bilingual in Spanish, the Department strives to hire temporary staff who are fluent in the other covered languages. In order to recruit temporary bilingual staff members, the Section works with community partners who can refer someone within that language. In addition, the Department's Human Resources Division recruits multilingual workers by creating job bulletins that specify which languages are needed for the position and placing job announcements on language-specific job sites.

# MULTILINGUAL VOTER SERVICES

## June 2014 Results/Evaluation

During the June 3, 2014 election cycle, the Community and Voter Outreach Team registered eligible voters, disseminated election information, recruited pollworkers and staffed a phone bank set up to receive and resolve election day issues at the polls. In total the four person team registered 123 new voters, assisted 13 people in signing up for an e-sample ballot and recruited 312 potential pollworkers. As the need for pollworkers became urgent, the outreach team reached out for assistance from partner organizations; Korean Resource Center (KRA), Coalition of Humane Immigrant Rights of Los Angeles (CHIRLA), National Association of Latino Elected Officials (NAELO), Los Angeles City, Office of Los Angeles City Councilman David Ryu, League of Women Voters (LWV) and New Frontier Democratic Club. Working with partners yielded an additional 951 potential pollworkers.

## OUTREACH FIELD ACTIVITIES



# MULTILINGUAL VOTER SERVICES

## Multilingual Materials

### Language Assistance

#### BACKGROUND

In 2006, federal legislation passed, extending the minority language provisions of the Voting Rights Act (VRA) of 1965. Any county with more than 10,000 residents whose native language is not English and who indicated on their U.S. Census form a lack of proficiency in English, is required to provide election materials in the identified languages. A language is considered

to be covered by the VRA as mandatory for the county's translated election materials if (1) more than 5% of the citizens of voting age are members of a single language minority and are limited English proficient OR (2) more than 10,000 of the citizens of voting age are members of a single language minority and are limited English proficient.



#### MANDATED LANGUAGES

Los Angeles County is currently required to provide the following language assistance to VRA voters in addition to English:

中文 日本語 한국어 Español Tagalog viet  
हिन्दी ไทย ภาษาฮmong

#### SERVICES

The Los Angeles County Multilingual Voter Services program was established to provide services to voters who need language assistance.

##### Translated Election Materials

A translated sample ballot booklet will be provided to voters who requested language materials through voter registration application, outreach activities and multilingual phone line. A sample ballot booklet contains a list of candidates, candidate information and measures. It provides information on where to vote, how to request a vote-by-mail ballot, and instruction on how to use the voting equipment.

##### Bilingual Assistance At Polling Locations

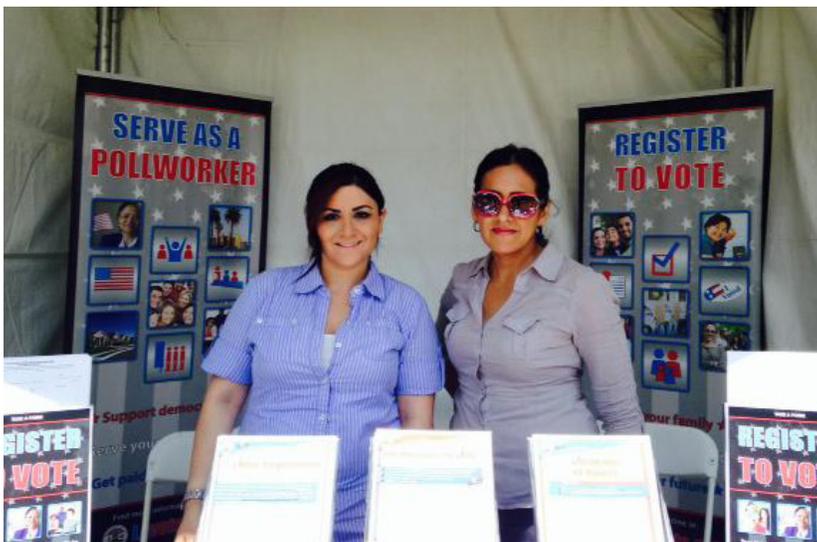
Voters with limited English proficiency can receive assistance in their language on Election Day at most polling places throughout the Los Angeles County.

##### Bilingual Assistance Hotline 1.800.481.8683

Voters may call a toll free number to request that translated election materials are sent to them every election. They can also receive information about poll place locations, bilingual voter registration cards, translated vote-by-mail applications and sample ballot booklets.



www.LAVOTE.net



## Community and Voter Outreach

## 9 Minority Media Outreach

### Standard of Service

The Department's Media and Communications Section disseminates election information to various print and broadcast ethnic media outlets to inform voters of Vote by Mail deadlines, voter registration dates, random drawings, voting on Election Day and other election-related information. Pertinent voting information is released in the following forms:

- 30-second commercials in Korean, Chinese, and Tagalog on Channel 18
- Spanish mobile, online, and radio broadcasts with Entravision, Jose, and Super Estrella
- Disseminated material to Spanish language ethnic media outlets (Univision 34, Telemundo, and La Opinion) as well as Asian language media outlets (Korea Times, Korea Daily, and Chinese Daily Press)
- Translated voting verbiage for a text service through Pew Charitable Trust which allows voters to send a text message to find out where to vote

### June 2014 Results/Evaluation

The Media and Communications Team worked with Asian and Spanish language media to promote the election and recruit multilingual pollworkers. A press conference was held at NALEO with Asian and Spanish language media in attendance. Staff was interviewed by ethnic media, for example, from AM 1300 and Hindi newspaper about multilingual pollworker requirements at precincts and an overview of the June 2014 election.

No advertisements were released for the June 2014 Election.

### Minority Media Outlets



# MULTILINGUAL VOTER SERVICES

## Minority Media Outlets



### MEDIA ADVISORY

FOR IMMEDIATE RELEASE  
May 16, 2014

Contact  
Regina Ip: (562) 462-2648.  
rwip@rrcc.lacounty.gov  
[@LACountyRRCC](#)

**Press Conference: Exciting Updates Rolling Out for the June 3, 2014 Primary Election**  
*Kiosks at Every Polling Place and Redesigned Booklets Are Part of the New Voting Experience*

The Los Angeles County Registrar-Recorder/County Clerk (RR/CC) will join leading nonprofit organizations to inform 4.8 million L.A. County voters on updates for the June 3, 2014 Primary Election.

Updates include new kiosks in 10 languages at all polling places, newly designed sample ballot booklets and the opportunity for permanent legal residents to serve as pollworkers.

With voter registration ending at 11:59 p.m. on May 19, voters will only have 14 days to review their sample ballot booklet and cast their Vote by Mail ballot or prepare to vote at the polls.

**WHEN:** Monday, May 19, 2014 at 10:30 a.m.

**WHERE:** NALEO Educational Fund  
1122 W. Washington Blvd., 3rd Floor (Conference Room)  
Los Angeles, California 90015

**WHO**

- Deanna Kitamura, Senior Staff Attorney of Asian Americans Advancing Justice-Los Angeles
- Efrain Escobedo, Governmental & Legislative Affairs Manager of L.A. County RR/CC
- Arnulfo De La Cruz, California State Director of Mi Familia Vota Education Fund
- Evan Bacalao, Senior Director of Civic Engagement of National Association of Latino Elected and Appointed Officials (NALEO) Educational Fund

Los Angeles County promotes a diverse and vibrant electorate by providing language assistance to voters with limited English abilities. Voters can call (800) 481-8683 to request multilingual election materials in Chinese, Hindi, Japanese, Khmer, Korean, Spanish, Tagalog, Thai or Vietnamese. Sample ballot booklets are available online in Farsi.

The mission of the Registrar-Recorder/County Clerk is to serve Los Angeles County by providing essential records management and election services in a fair, accessible and transparent manner. For more information, visit [www.lavote.net](http://www.lavote.net).

###

[Lavote.net](http://Lavote.net) | [LARecorder.net](http://LARecorder.net)



Los Angeles County Registrar-Recorder/County Clerk

### NEWS RELEASE

FOR IMMEDIATE RELEASE  
April 24, 2014

Twitter: [@LACountyRRCC](#)  
[www.lavote.net](http://www.lavote.net)

**RR/CC Begins Mailing More Than 4.8 Million Sample Ballot Booklets for the June 3, 2014 Statewide Direct Primary Election**

The Los Angeles County Registrar-Recorder/County Clerk (RR/CC) began mailing more than 4.8 million sample ballot booklets to voters today for the June 3, 2014 Statewide Direct Primary Election. Mailings to all eligible registered voters in Los Angeles County will continue until May 13.

Sample ballot booklets can also be viewed [online](#) beginning April 25. These booklets contain information on which [candidates](#) and [measures](#) will appear on the ballot. The back cover of the booklet indicates a voter's polling place location as well as an application to request a Vote by Mail ballot for this election.

Voters in L.A. County can subscribe to receive a sample ballot booklet by email [here](#). This program is part of the county's effort to make election information conveniently available to all voters.

To receive a sample ballot booklet, individuals must be registered to vote. To register to vote or to check voter registration status, L.A. County residents can visit [www.lavote.net](http://www.lavote.net).

For multilingual election materials in Chinese, Hindi, Japanese, Khmer, Korean, Spanish, Tagalog, Thai or Vietnamese, call (800) 481-8683.

The mission of the Registrar-Recorder/County Clerk is to serve Los Angeles County by providing essential records management and election services in a fair, accessible and transparent manner. For more information, visit [www.lavote.net](http://www.lavote.net).

## 10 After Election Day – Post Election

No post-election report was submitted by community groups for the June 2014 Election. All poll monitoring observations were reported and resolved on Election Day.

### 11 Technical Assistance to Other Election Jurisdictions

#### Standard of Service

The Department provides other election jurisdictions, such as King County (Washington), Harris County (Texas), and Arizona's Office of the Secretary of State, with assistance in the following issues:

- Identifying multilingual voters
- Identifying bilingual pollworkers
- Engaging with ethnic community groups
- Establishing a multilingual voter database
- Identifying materials to be translated

In addition, representatives from the Department have served on the federal Election Assistance Commission's Asian and Pacific Islander Language Task Force and Hispanic Language Task Force and given advice on assisting limited English proficiency voters.

#### June 2014 Results/Evaluation

The Department provided service to other election jurisdictions as requested.

### 12 Election Day Poll Monitoring Program

#### Standard of Service

Representatives from civic and community organizations who will be visiting the polling places are encouraged to participate in this program by reporting problems that arise on Election Day to the Department. Participants are provided with a hot Line number, a dedicated e-mail address, and a FAX number that can be used to communicate directly with Department staff.

On Election Day, Department staff responds to reports from community poll monitors. Issues that are reported are followed up on and resolved by election staff throughout the day. The following is a list of examples of the issues that are resolved through the use of this program:

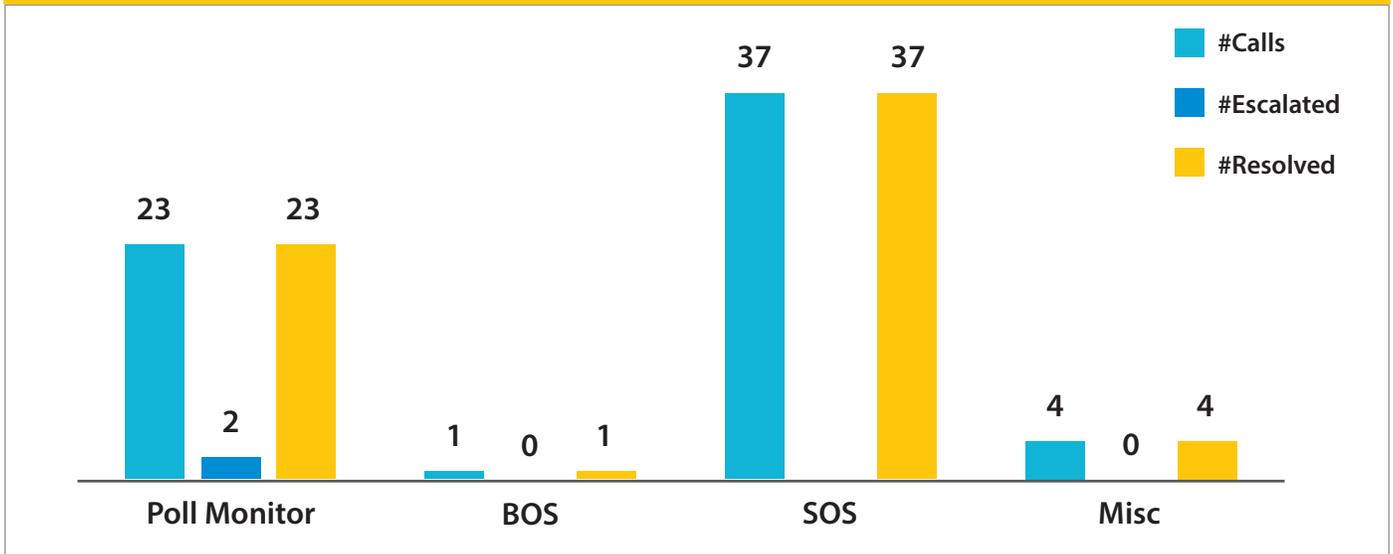
- No bi-lingual pollworker at targeted precinct
- A precinct that needs an additional bilingual pollworker
- Language ability of some bilingual pollworkers was not proficient
- Translated election materials were not displayed at a polling location

# MULTILINGUAL VOTER SERVICES

## June 2014 Results/Evaluation

Community and Voter Outreach Section conducted a poll monitoring briefing two weeks before the election for community groups interested in observing Election Day activity in the polling places. The Community and Voter Outreach and Legislation teams staffed the poll monitoring hotline phones to respond to the observations as reported. For the June 2014 election 65 issues were reported. By the end of the day 100% of the issues had been resolved.

## E-DAY POLL MONITORING PROGRAM



Responses to a post-election Community Survey indicated that 84% of the groups responding stated that The Department was responsive to their calls and resolved the concerns.

## Election Day Poll Monitoring Program

Los Angeles County Registrar-Recorder/County Clerk

**MAY 20**

**Please Join Us**

A briefing on poll monitoring to prepare for the  
**June 3, Primary Election**

- Poll monitoring on Election Day
- Elections Code
- Contacts and resources
- Canvass overview

Where: 12400 Imperial Hwy., Norwalk, CA 90650  
When: May 20, 2014 | 5pm to 7pm

RSVP to Phillip Verbera: [outreach@rrcc.lacounty.gov](mailto:outreach@rrcc.lacounty.gov)

LOS ANGELES COUNTY | Providing essential services in a fair, accessible and transparent manner | [LAVOTE.NET](http://LAVOTE.NET)

This is an official message from the Los Angeles County Registrar-Recorder/County Clerk. Your e-mail address was provided on your voter registration form. If you would like to unsubscribe, please click the following link: [Unsubscribe](#)

June 5<sup>th</sup> 2012  
Presidential Primary Election

**Official Poll Monitor**

The bearer of this certificate is a recognized participant in the Election Day Observer Poll Monitor program and authorized to observe the voting process as a member of the public per Election Codes 14200 - 14443.

I have read and understand the observer guidelines set forth by Los Angeles County in its Election Observer Panel Plan, submitted to the California Secretary of State.

Observer \_\_\_\_\_  
Organization \_\_\_\_\_  
Authorized by  
*Dean C. Logan*  
DEAN C. LOGAN  
Registrar-Recorder/County Clerk

Signature \_\_\_\_\_  
Date \_\_\_\_\_

**WWW.LAVOTE.NET**

# MULTILINGUAL VOTER SERVICES

## Election Service Surveys

Different than the polling place location survey used to assess the accessibility of a poll, the Department conducts individual voter and community group surveys to learn what worked well in the voting process, and how the Department can better serve voter needs.

Election Day Voter Experience Surveys by the Greenlining Institute at polling places indicated 74% of voters interviewed felt it was very easy to mark their ballot, and less than 5% of voters indicated any objectionable pollworker conduct. The survey contained 28 different questions. Not all questions would be answered by each voter, as some discussed Provisional Voting, some Vote by Mail, and others language assistance. Some voters chose to skip certain questions. Additionally, some questions towards the end of the survey were purely for demographic purposes. All surveys were conducted with the interviewer asking the questions and entering voters' responses into a tablet device. Surveys were also translated into Spanish, Chinese, and Korean. A total of 95 surveys were collected.

The Greenlining Institute Evaluation stated "We went into this project to learn more about what is working and what is not in precincts with historically lower than average voter turnout, and while June 3 was always meant to be a pilot study, we learned a lot. For instance, the pollworkers do not seem to be contributing to the problem and a large majority of voters found them to be helpful and knowledgeable. On the other hand, there is a continuing and increasing need to raise awareness of available language assistance and make it easier for limited-English voters to obtain such help. Considering so many survey respondents had issues and that many of Los Angeles County's lowest turnout precincts are in limited-English communities, unpacking what is happening and addressing any barriers may be the best way to increase engagement in these communities. These issues should get further attention in the November study."

The Department conducted a Community Organization Survey to the CVOC members following the election in July 2014. Thirty four CVOC members responded to the survey and their comments are listed below.

- Request to continue meetings and open dialogue between CVOC members and the Department.
- Utilize the Community Outreach Section to introduce and demonstrate the tools available to assist with voting.
- More outreach events for independent cities even with single measures on the ballot.
- Earlier notification when help is needed to recruit pollworkers from the community.
- Request an increased budget for multilingual radio and TV ads or Public Service Announcements (PSA).
- The Department website should be updated regularly to assure the information is current.
- Provide continued support for election activities conducted by community groups.
- Provide timely responses to CVOC members concerns and requests.

# CONCLUSION AND RECOMMENDATIONS

The Registrar-Recorder/County Clerk invested in this evaluation project to ensure fair, accessible and transparent election services for all voters and to identify compliance with State and federal directives.

This project identifies twelve areas of work that contribute to the efforts to serve the Multilingual Voters of Los Angeles County. Most of these areas were able to successfully reach their established goal for the June 3, 2014 Election. Limitations were identified and process improvements have been suggested for future elections.

The Language Targeting System compiles data and successfully identified the targeted precincts needs. For this election, 6 of the 9 mandated languages were recruited at 100% of the goal. Overall recruitment resulted in 68% of the goal being met. Recruitment challenges in the Korean community (52% recruitment) have been identified. An Outreach Project targeting the Korean community was launched in July 2015. A Focus group was held in the Korean community to identify obstacles to pollworker recruitment and to provide suggestions for successful recruitment.

The new website with complete language translations became available after the June Election. Translations for voter information and contacts for language assistance by phone continued to be available on the website. Multilingual citizens can register to vote on California Secretary of State's website through the Department's website [www.lavote.net](http://www.lavote.net). Those voters can also check their vote by mail or register to vote status or download related forms at [www.lavote.net](http://www.lavote.net). However, election-related educational materials are not listed on the website for download.

There is a steady increase of voters using the Multilingual Hotline to obtain election information. Seasonal multilingual staff in the Ballot Management Section continue to provide an important service. The Section was able to provide data for the number of voters assisted by the section. Similar numerical data is not kept in the Election Information Section where the first contact is made for Multilingual Hotline caller using the Departments new communication system. To validate staffing and service to voters, an effort should be made to document the number of Multilingual Voter calls handled by the Election Information Section.

The Department has established partnerships with various community groups to serve voters with limited English proficiency (LEP). Currently those partnerships are geared toward activities and not materials. Minority language community groups used to (prior to 2010) assist Multilingual Services Section by reviewing translated sample ballot booklets to make sure they were adequate for the Los Angeles community. L.A. City Election Division still has that kind of partnership with minority community groups. It would be positive for the Department to bring back that kind of community group involvement to ensure a system that includes the check and balance of our material translation (producer, reviewer and user).

# CONCLUSION AND RECOMMENDATIONS

The Community and Voter Outreach Section was able to disseminate translated materials and to register voters at community events. The staffing limitations for this election did not allow for new programs for targeted language communities. It is important that the Department's translated election materials are widely utilized by community-based organizations. The Community and Voter Outreach Section should maintain a material distribution list for Voting Rights Act (VRA) compliance. Advertisements in the Minority Media Outlets should be widely utilized in the future elections.

A successful pilot project was launched in partnership with the Greenlining Institute to learn more about what is working and what is not in the election process. The survey identified that pollworkers were generally knowledgeable and helpful. The survey also showed that there is more that needs to be done to inform minority language communities of the assistance that is available.

Community groups involved with the Poll Monitoring Program continue to be a valuable resource. When problems are reported by a trained observer the Department can successfully address issues as they occur on election day.

Overall the activities designed to assure Multilingual Access to Elections are successful. Increased staffing, media campaign, partnership with community groups and material distribution will result in improved outreach and recruitment efforts in the targeted communities in future elections.