

Orange County Registrar of Voters 2019 Voting Rights Act Compliance and Bilingual Outreach Update



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INTRODUCTION FROM REGISTRAR OF VOTERS

NEAL KELLEY

We are, once again, proud to present this updated report on our 2018 Voting Rights Act (VRA) Compliance and Bilingual Community Outreach Program. This report draws data from the 2016 and 2018 elections as well as the 2016 American Community Survey and documents Orange County's compliance with the Federal and State mandates for minority language assistance.

With our determination to fully comply with the language requirements under the Voting Rights Act, recruitment of Chinese and Korean bilingual poll workers is based on the same standard as that of Spanish and Vietnamese bilingual poll workers. This includes the monitoring and tracking of language requests by precincts to determine the bilingual precincts to be covered under the VRA.

We continue to take a proactive approach in recruiting bilingual poll workers if and when a new language is added as an assisted language in Orange County under the Voting Rights Act. In 2014, the California Secretary of State included language support for additional languages to be covered in Orange County. These included: Tagalog, Japanese, Hindi and Khmer. However, in 2018, the Secretary of State identified support for only Tagalog and Farsi (Persian) and no longer required Orange County to support Hindi, Japanese, and Khmer. The bilingual support for these additional languages were provided at polling places designated by the Secretary of State.

The Orange County Registrar of Voters office has been at the forefront of pushing for innovation in election management and proactively engaging the Orange County community with creative and ambitious outreach programs.

Our website – designed, programmed and implemented in-house – has been updated to be fully functional and effective through the 2018 elections. The website contains many innovative features and is constantly being updated on a real-time basis. Moreover, more than 900 pages of the website have been fully translated and updated by our bilingual Community Program Specialists into the four languages mandated in Orange County under the Voting Rights Act.

The need for continued direct involvement with various communities in Orange County has been recognized as crucial to our mission. In 2013, our office launched a Speaking Engagement Program with an emphasis on voter education regarding the types of services we provide and the electoral process in general. With a team of Community Program Specialists representing targeted areas in Orange County, as well as language minority communities, we have successfully completed 283 speaking engagements in the form of presentations and/or networking events through mid-2018.

Another important aspect of our community outreach efforts has been the search for and participation in community events throughout the County. In these community events, our goal is to offer voter registration opportunities, encourage participation in the election process and recruit volunteers for the elections. Consequently, since 2012, we have participated in more than 800 community events.

As always, we are dedicated to our mission of providing the highest quality election services to all voters in Orange County and are determined to continue searching for continuous improvement in the process of election management.



Neal Kelley
Registrar of Voters
Orange County, CA

EXECUTIVE SUMMARY

The Orange County Registrar of Voters works diligently to comply with all aspects of federal and state statutes pertaining to minority language assistance. As outlined in the following chapter, the federal Voting Rights Act and California Elections Code address areas such as bilingual outreach, oral assistance and written materials, and dictate which minority languages are covered in each voting jurisdiction. In addition to the mandates from the sources listed above, the Registrar of Voters' office partners with community organizations and concerned individuals who provide further input and recommendations on meeting community needs. This collaborative environment has resulted in enhancements to the outreach program; in recent elections, for example, we have implemented new bilingual name badges, language assistance signs and training modifications, which all originated from conversations with members of the community.

We recognize that the dilemma facing all election officials – namely, that volunteer poll workers are the final contact point with voters – does dilute some of these efforts on Election Day. The logistical challenge of training thousands of volunteers to perform flawlessly in an assignment they only experience approximately once a year is a constant focal point of our operation. This challenge was reflected in a recent report of Election Day bilingual assistance throughout California, to which we followed up by researching the precincts cited as problematic. We found that a number of issues were related to omissions or lack of experience on the part of the poll worker, such as not wearing a bilingual name badge or stacking language materials under the English materials (despite detailed training). Some reporting errors were also discovered, such as a bilingual poll worker marked absent although the poll worker was present but not readily visible. Relying on such a diverse group of volunteers presents inevitable challenges, as mentioned above, but is also a great advantage and the essence of minority language assistance – providing a diverse community of voters with a familiar face and language in the polling place.

The following chapter, **Compliance with Federal and State Mandates**, details each minority language assistance mandate and our accompanying compliance status and strategies. The subsequent chapter, **Comprehensive Full- Scale Language Services**, provides an in-depth look at all aspects of our bilingual outreach program, followed by a birds-eye view of our broader community engagement program in **Innovative Multilingual Outreach**. Language- specific information and data is presented in **Profiles of Language Communities**, also outlining unique challenges and strategies in these programs. To illustrate the importance of how translated materials have helped other language communities in the voting process, at the beginning of each federally mandated language section (Spanish, Vietnamese, Korean and Chinese), personal stories have been recorded to show actual voter experiences in each of the federally mandated languages. Lastly, to conclude our report, we explore possibilities to further improve our processes in **Future Goals**.

COMPLIANCE WITH FEDERAL AND STATE MANDATES

FEDERAL MANDATES

Voting Rights Act Section 4(f) and 203(c)

When the Voting Rights Act (VRA) was first enacted in 1965, its primary focus was African Americans in the South. At that time, assistance for voters of the Latino, Asian, and Indian heritage was not readily available. In 1975, however, the Act was extended to include these groups under Section 4(f) and 203(c).

Section 4(f) of the VRA brought linguistic minorities under the umbrella of Section 5 coverage. As a result, Latinos and Asians were included in discussions about “majority-minority” districts. Coverage under this portion of the Act reflects Latino/Asian participation in 1972 and has not been updated since.

Section 203(c) of the VRA mandated the provision of translated voting materials in covered jurisdictions. A jurisdiction is, covered under Section 203, where the number of United States citizens of voting age is a single language group within the jurisdiction where:

- There is more than 10,000 people; or
- There is more than five percent of all voting age citizens, or
- On an Indian reservation, exceeds five percent of all reservation residents; and
- The literacy rate of the group is lower than the national literacy rate.

Covered jurisdictions under Section 203 were updated every ten years according to updated counts from the decennial census. After the 2006 reauthorization of the VRA, however, Section 203 coverage determinations were updated every five years using American Community Survey Census data.



Language Minorities in Orange County covered under VRA Section 203(c)

Under Section 203(c) of the Voting Rights Act, the minority language provisions of the VRA enacted in 1975, Orange County was required to provide language assistance to Spanish heritage voters as of 1976. In 1982, Section 203(c) was amended and extended, thus requiring Orange County to cover Vietnamese voters in addition to the existing assistance of Spanish heritage voters. This regulation was later determined in 1992 by the Director of US Census Bureau as based on the 1990 Census data.

Voter assistance to the Korean and Chinese communities were added to the list of Orange County covered language minorities in 2002 based on the 2000 Census data. The most updated information from the 2010 Census data, published in 2012, shows the list of covered language minority groups to remain the same – Spanish heritage, Vietnamese, Korean and Chinese voters.

Implementation of VRA Section 203(c) Compliance Measures

The Attorney General published guidelines entitled, “Implementation of the Provisions of the Voting Rights Act Regarding Language Minority Group”, as 28 Code of Federal Regulation (C.F.R.), Part 55. The following is a summary of major facets incorporated in the guidelines pertaining to Orange County:

- 55.2 – Standards for measuring compliance
- 55.9 – Coverage of political units within a county
- 55.10 – Types of election covered
- 55.13 – Language used for oral assistance and publicity
- 55.15 – Affected activities
- 55.16 – Standards and proof of compliance
- 55.17 – Targeting
- 55.18 – Provisions of minority language materials and assistance
- 55.19 – Written materials
- 55.20 – Oral assistance and publicity

STATE MANDATES

Election Code and the Secretary of State’s Memorandum

In addition to Section 203(c) of the Federal Voting Rights Act, the requirements for language assistance are provided under the California Elections Code and California Secretary of State’s Memorandum as described below:



Summary of State Mandates

- California Elections Code 14201(d)
- Memorandum of Secretary of State
- California Voting for All Act (AB 918)

Every four years when a gubernatorial election is held, the Secretary of State releases language minority determinations to provide compliance guidance to county election officials. In 2018, Tagalog and Farsi (Persian) were identified as languages to be supported in Orange County under California Elections Code 14201(d).

COMPLIANCE WITH MANDATES IN ORANGE COUNTY

Compliance with Federal Mandates

Below is a summary of Orange County’s status of the compliance measures provided in the 28 C.F.R., Part 55:

28 C.F.R, Part 55 Implementation Measures	Orange County Compliance Status
<p>55.2 – Standard for measuring compliances Materials and assistance to be provided in covered languages</p>	<ul style="list-style-type: none"> • We provide all election-related materials in the four covered languages as federally mandated. These materials are either translated or proofread by our five full-time bilingual staff of Community Program Specialists. • Translations of ballots and candidate statements are done by court-certified translators through translation agencies. • Additionally, our full-time bilingual staff and multiple bilingual election aides provide oral assistance to our language minority communities during election cycles.

<p>55.9 – Coverage of political units within a county All political units that hold elections within a county are subject to the same requirements as the county</p>	<ul style="list-style-type: none"> • We conduct all elections with the County and the same language requirements are applied in all elections that are administered by our office. • In addition to the federal, state and county elections, there are currently 34 cities, 26 special districts and 32 school districts as well as unincorporated areas that we conduct elections for. • Orange County established a partnership with City Clerks to ensure that together, we accomplish this goal. The partnership has become a model for other jurisdictions.
<p>55.10 – Types of elections covered Language provisions apply to any types of election being conducted within a county</p>	<ul style="list-style-type: none"> • We apply the same language requirements for all elections administered within Orange County.
<p>55.13 – Language used for oral assistance and publicity Oral assistance for covered languages having more than one dialect.</p>	<ul style="list-style-type: none"> • Chinese voters in Orange County indicate language assistance in 3 dialects – Mandarin, Cantonese and Taiwanese. • The majority of Chinese voters in Orange County speak Mandarin, however, our volunteer poll workers are able to speak other dialects so that we may provide assistance as needed.
<p>55.15 – Affected activities The requirements of language assistance should be broadly applied to all stages of the electoral process.</p>	<ul style="list-style-type: none"> • Since the 2003 Statewide Special Election, we have provided full-scale language assistance to voters in four languages as required by the VRA. All election related materials, including official ballots, are translated into Spanish, Chinese, Korean and Vietnamese. • Voter Information Guides and vote-by-mail ballots are mailed according to the language preference voters indicate on their affidavit of registration or written/telephone request for change of language received. Additional translated materials are explained in subsequent sections.
<p>55.17 – Targeting Targeting system of minority language requirements to be designed and implemented in such a way that language minority group members who need minority language materials and assistance receive them.</p>	<ul style="list-style-type: none"> • From 2003 to 2013, we designed and implemented a two-tier system in providing language materials for assistance as required by the VRA: <ul style="list-style-type: none"> - In providing language materials to minority voters, we provided election materials in the preferred language marked by registered voters on their affidavit of registration or when requested by phone. - In recruiting election officers to provide language assistance at the polling place, we used the language request criteria for Spanish and Vietnamese while using the place of birth criteria for Korean and Chinese. • In the 2014 Statewide Primary Election, we began using the language request criteria for providing language materials as well as recruiting bilingual election officers for all languages covered under VRA: <ul style="list-style-type: none"> - When Chinese and Korean were added as assisted languages under the VRA in 2002 after the 2000

	<p>Census, a notable number of voters marked Chinese or Korean as their preferred languages, and as a result, we began assigning Chinese and Korean bilingual election officers based on the bilingual precinct list provided by the Secretary of State;</p> <p>-In order to proactively meet the VRA requirement, we decided in 2004 to use place of birth as a consideration in recruiting Chinese and Korean bilingual election officers;</p> <p>-Through various voter education efforts by our office, both Chinese and Korean language communities have continuously been informed of the availability of election materials in their native languages for more than a decade. As a result, a significant number of voters have currently been categorized as voters who have requested election materials in Chinese and Korean.</p> <ul style="list-style-type: none"> •When a new language is added as an assisted language in Orange County under the provision of the VRA, we will continue to take the same proactive approach as we have taken in the recruitment of Chinese and Korean bilingual election officers: <ul style="list-style-type: none"> - For the initial period of implementation, use the place of birth as recruitment criteria; - Through voter education and outreach efforts, inform voters in the new language community of the availability of election materials in their own language; and - Based on the new decennial census data and after the thorough review of the compliance status of the newly added language, decide whether the recruitment criteria will be changed from place of birth to language request.
<p>55.18 – Provisions of minority language materials and assistance</p> <p>Materials provided by mail</p> <p>Public notices</p> <p>Registration</p> <p>Publicity</p>	<ul style="list-style-type: none"> • As stated before, voter information guides and vote-by-mail ballots are mailed according to the language preference voters indicate on their affidavit of registration or written request for change of language received. • Voter instructions are translated into the four languages covered in Orange County and can be found in the Voter Information Guide (also provided on website), posted in polling places, in voting booths (electronic and paper) and are included with the vote-by-mail ballots. • All notices, instructions, ballots, and other pertinent materials are provided in four minority languages at every polling place. Notice of elections are translated and published in minority language newspapers. They are also uploaded on our website. Approximately 30% of all Orange County poll workers are bilingual and provide oral assistance at polling places where the assignment of bilingual any poll worker(s) is required. On Election Day, full-time language staff members are available to assist language minority voters with finding their polling places

	<p>and answering their election related questions.</p> <ul style="list-style-type: none"> • Affidavits of registration, requests for permanent vote-by-mail status, and applications for one-time vote-by-mail ballots are all translated into our four minority languages and these forms are placed in public places, including our website, where voters may have easy access to them. We are assisted in voter registration and education by community groups and political parties that have been active in Orange County. • Our efforts for publicizing the availability of materials and assistance in the minority languages is specific to each language community: Spanish speaking TV stations are the most effective means in the Latino community; in the Vietnamese community, both radio stations and Vietnamese newspapers are effective for communicating to the voters; and in the Chinese and Korean communities, Orange County sections of major ethnic newspapers are the most effective means for reaching voters. • The five full-time Community Program Specialists serve as liaisons between our office and each language group, maintaining direct contact with community group organizations.
<p>55.19 – Written materials</p> <p>Types of materials</p> <p>Accuracy, completeness</p> <p>Ballots</p> <p>Voting machines</p>	<ul style="list-style-type: none"> • We provide translated election materials in our four covered languages. Essential information that can be directly used by a voter to participate in the electoral process has been translated and made available to voters. • Over the years, we have established a stringent system for producing quality and accurate translations. In every step of the production process, we make efforts to ensure the accuracy, completeness, and cultural sensitivity of translated materials. A minimum of six people review each document prior to its dissemination. A document tracking system was developed internally to ensure each item is translated. • Paper ballots are produced in English and the four minority languages then sent to Vote-by-Mail voters and placed at all polling places to be given to the voters upon their request. Instructions are translated and provided in the voting booths. • Our eSlate voting system is currently the only electronic voting machine certified for use in the State of California and it can accommodate a ballot in English and all four minority languages. All the voting machines are accompanied by instructions in English and are translated in our four covered languages explaining operation of the voting machine. • Our polling places are supplied with Voter Information Guides in all five languages and are placed on a table for the voters’ reference. All voters including language minority group voters are allowed and encouraged to take their Voter Information Guides into the voting booths.

<p>55.20 – Oral assistance and publicity</p> <p>Announcements, publicity and assistance should be given in oral form to the extent needed to enable members of the applicable language minority group to participate effectively in the electoral process</p>	<ul style="list-style-type: none"> • To provide oral assistance to the language minority groups in the electoral process, we have full-time staff who are fluent in one of the mandated languages and in most cases, are native speakers of the language. During election time, we also hire bilingual seasonal employees to staff our public phone bank in order to help minority language voters. • The four minority languages we are required to provide assistance for – Spanish, Vietnamese, Korean and Chinese - are available in written forms. • To provide oral assistance in the minority language of the four covered languages at polling places, we recruit, train and assign bilingual poll workers to polling places where language assistance is required. • The determination of bilingual precincts and number of bilingual poll workers to be assigned are established by criteria developed internally. • Until the 2012 General Election, one poll worker was placed for every 25 registered voters that meet one of two criteria: 1. The requirement either by birth place or 2. Translated election materials requested. • Beginning with the 2014 Primary Election, we decided to use only the criteria of translated election material requested for all four covered languages in determining bilingual polling places and recruiting bilingual poll workers.
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Compliance with State Mandates

Below is a summary of Orange County’s compliance status of the state mandates for language assistance under the Elections Code:

Requirements under Elections Code	Orange County’s Compliance Status
<p>California Elections Code 14201</p> <p>Translated reference ballot and posting language requirements</p>	<ul style="list-style-type: none"> • We translate all election materials including official ballots in the covered languages under VRA Section 203(c). • For languages not federally mandated, but covered under California Elections Code, we provide translated reference ballots in the covered languages and post them at polling places as determined by the Secretary of State. • Currently, Orange County is providing translated reference ballots in two (2) languages – Tagalog and Farsi (Persian) – at polling places required by the Secretary of State.
<p>Memorandum of the Secretary of State</p> <p>Determination of the list of precincts that must provide ballot materials translated into covered languages.</p> <p>Determination of minority languages to be covered by the county.</p>	<ul style="list-style-type: none"> • The precincts that require bilingual assistance in the federally mandated language are determined by the criteria set by our office: • The precincts that are on the Secretary of State’s covered bilingual precincts list, but not covered under the VRA, are added as bilingual precincts so that the language assistance requirements in the County under both the Federal and the

	<p>State's mandates are fully met.</p> <ul style="list-style-type: none"> • Following are the numbers of bilingual precincts by languages that are required by the Secretary of State to provide language assistance in Orange County: <ul style="list-style-type: none"> - Spanish: 1,487 precincts - Vietnamese: 705 precincts - Korean: 660 precincts - Chinese: 436 precincts - Tagalog: 272 precincts - Farsi (Persian): 250
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COMPREHENSIVE FULL-SCALE LANGUAGE SERVICES

The proactive approach to language assistance by the Orange County Registrar of Voters has created a comprehensive language service program for voters who need language assistance. The scope of our services consists of six main components:

- Dedicated bilingual community program specialists
- Translation of election materials
- Language assistance
- Bilingual poll workers at targeted precincts
- Voter education
- Speaking engagement and outreach events

Language Assistance

This polling place provides assistance in the following languages:

Language



English Ballot, Translated Reference Ballot, Speak, Phone	✓		✓	✓
Spanish Boleta, boleta traducida como referencia, hablamos, teléfono	✓		✓	✓
Vietnamese Lá Phiếu, Phiếu Tham Khảo Được Phiên Dịch, Thông Dịch Viên, Điện Thoại	✓			✓
Korean 투표지, 번역 된 참조 투표지, 한국어 요원, 전화	✓			✓
Chinese 選票, 翻譯的參考選票, 服務人員, 電話	✓			✓
Tagalog Balota, Isinaling Sangguniang Balota, Magsalita, Telepono				✓
Farsi (Persian) رای گیری، رای گیری مرجع ترجمه شده، سخنرانی، تلفن				✓

NEED HELP?

¿Necesitas ayuda? Cần giúp đỡ?
需要洽詢服務? 도움이 필요하세요?
助けが必要? Kailangan ng tulong?
مدد چاہیے؟ کمک خواستن؟

(714) 567-7600

BILINGUAL COMMUNITY PROGRAM SPECIALISTS

To meet the needs of the Latino and Vietnamese voter communities, the Community Outreach unit was created in 1998 to provide voter education and language assistance in the electoral process. As a result of changing demographics, full-time Chinese and Korean Community Program Specialists were also hired in 2003 to meet federal mandates under the Voting Rights Act.

Among the four language communities, the Vietnamese community showed a considerable increase in the total number of language election materials requested. In order to meet the growing demand for Vietnamese language assistance, the Registrar of Voters added one more Vietnamese Community Program Specialist in July 2006. Currently, there are five bilingual Community Program Specialists representing the four federal- mandated languages. Their primary role is to act as liaisons between the Registrar of Voters and the language communities we serve.

Requirements

The Community Program Specialists are fluent in both English and their representative language, allowing for accurate and culturally competent translation of election materials as well as effective communication with voters and community organizations.

They are also experienced in public speaking, community education and community outreach, as well as being familiar with the proper protocols for dealing with sensitive community issues.

Responsibilities

The responsibilities of bilingual community program specialists include:

- Translating and proofing documents and web materials.
- Reviewing, editing and proofreading all translated documents produced by translation service providers and others for accuracy, clarity and consistency.

- Developing and implementing a bilingual poll worker recruitment strategy.
- Involving community organizations in the electoral process by building relationships and rapport.
- Assisting voters in the electoral process through language services and voter education.

ELECTION MATERIAL TRANSLATION

To ensure accessibility of election information for voters with limited-English proficiency, the Orange County Registrar of Voters provides translated election materials in all four languages required by law. These translated materials are readily available to voters for participation in the electoral process.

Scope of Translation

Types of Translated Election Materials

Category	Items
Voting Materials	Electronic ballot (text and audio), paper ballot (for polling places and vote-by-mail), voter information guide, vote-by-mail instruction, and various forms such as vote-by-mail request form, second ballot request form, unsigned ballot statement, etc.
Polling Place Information	Signs that direct voters and inform them of procedures and their rights, including Special Notice, Voter Regulations, Elections in California, ballot drop box, and bilingual poll worker badges.
Election Publications	Official documents such as election notices.
Voter Outreach and Education	Print materials such as brochures, flyers, and surveys. Electronic media such as our website, podcasts and PowerPoint presentations.
Website	The Orange County Registrar of Voters website, ocvote.com , provides important information on voter registration, voting, election notices, results, data, media, community engagement, and volunteer information. The entire website has been translated into the four supported languages. Voters can access many services conveniently from their computer at home or mobile devices.

Since 2013, our website has been entirely translated into four supported languages, identical to the English format, to offer web visitors an informative experience. In 2018, we have restructured and launched our new website to enhance navigation accessibility and to create a more mobile-friendly layout.

All documents (excluding ballots, candidate statements and measures) are translated in-house by our bilingual Community Program Specialists. Documents translated by translation vendors (court-certified translators) are subsequently reviewed by our Community Program Specialists (for material translated into the four federal-mandated languages) and by a volunteer-Community Advisory Board (for material translated into the four state-mandated languages).



Breakdown of Translated Documents for the 2016 Presidential General Election

Translation Items in the 2016 Presidential General Election		
Document Type	Number of Pages Per Language	Total Number of Pages for Four Federal-Mandated Languages
Candidate Statements & Measures	568	2,272
Ballot Label	34	136
Sample Ballot Pages	13	52
Ballot Titles	34	136
Web Pages	996	3,984
Vote-By-Mail Materials	8	32
Trans File for Electronic Ballot	1	4
Mailed Ballot Instructions	5	20
Election Notices	15	60
Total Documents	1,674	6,696

Quality Assurance

The successful translation of election materials for an election cycle requires a multiphase translation process and rigorous quality control to ensure that all the translations of election materials are error-free.

- **Translation Timeline:** We have developed an internal system of managing timelines for the translating and proofing of essential election materials so that all language materials can reach voters in an efficient and timely manner.
- **Document Tracking:** During the proofing process, we track different versions of edits electronically with a software program developed in-house specifically for our translation purposes. The centralized tracking system has greatly streamlined our workflow and reduced the production time by allowing us to conveniently organize, share and retrieve documents.
- **Standardized Process:** Checklists and procedure manuals have been created to improve efficiency and maintain consistency.
- **Approval Procedure:** From the completion of the first draft translation to the approval of final translation, all

documents must go through a multiple-step quality assurance process which includes reviewing by the bilingual program specialist, editing and revising, second proofing by another bilingual staff member of the same language, and final approval by a review committee composed of six managerial staff members.

Distribution of Translated Election Materials

Orange County voters who need language assistance can access our translated election materials through many channels. Voters can obtain election information by visiting our office, browsing our website, requesting by phone, mail or chat, attending our outreach events, and picking up registration forms and voter guides at some city halls or community centers.

ELECTION DAY LANGUAGE ASSISTANCE

In addition to our regular language services and all the preparations leading up to the election, we also ensure voters can receive adequate assistance in a variety of ways on Election Day.

Translated Ballots

At any polling place, electronic, paper and audio ballots are available in all supported languages. The first thing a voter who chooses to vote electronically, will immediately direct his or her attention to a display of language options on the electronic voting system screen. Any accompanying audio to the electronic ballot has also translated. For further assistance, voters can refer to the translated instructions located alongside the voting machine inside the voting booth. Alternatively, a voter who prefers to vote on paper can request a paper ballot from poll workers.

Polling Place Signs

The Voter's Bill of Rights and Voter Instructions signs have undergone a significant change; they are translated and posted on one single display stand. The single sign allows for better visibility for voters and make it easier for poll workers to assemble. A new language assistance card has also been added to show the various language services available.

Translated Voter Information Guide

The translated voter information pamphlet sent to voters via mail before the election is also available at all polling places. In 2016, we redesigned our voter information guide to improve the layout and to simplify content in order to present information with a higher level of clarity.

Bilingual Poll Workers

Bilingual poll workers are stationed at targeted precincts to help voters understand the voting process and explain voting procedures whenever necessary. They may be identified by the language indicated on the name badge they wear.

Public Phone Bank

We provide a strong base of bilingual support to limited-English voters. Our public phone bank is staffed with bilingual operators in all federal-mandated languages to assist voters with election related questions before, during and after the election to provide quality customer service.

Bilingual Outreach Staff

On Election Day, our bilingual community program specialists and bilingual election aides are readily available to answer voters' questions. They also respond to bilingual assistance issues at polling places and help dispatch backup bilingual poll workers when necessary.

Online Information

Our fully translated multilingual website provides a wealth of information and online services for voters 24 hours a day. Voters can go online to check polling place locations, verify registration status, view voter information guides, apply for vote-by-mail ballot, see the status of their vote-by-mail ballots, and other important up-to-date election information. The user-friendly website is also rich in interactive content including customized data reports and streaming videos.

RECRUITMENT, TRAINING AND ASSIGNMENT OF BILINGUAL ELECTION PERSONNEL

Bilingual Poll Worker Recruitment

Staffing over 1,500 bilingual poll workers at targeted precincts throughout the county is an integral part of our language services. It requires several months of planning to recruit, train and assign bilingual poll workers appropriately

Criteria for Recruitment and Assignment

In 2005, The Orange County Registrar of Voters is committed to meeting the needs of Orange County's limited-English voters. After careful analysis of internal recruitment policies and practices, and with special attention to the guidelines set by the Department of Justice, Secretary of State and local community groups, the Registrar of Voters has determined the total number of voter language requests for Spanish and Vietnamese, and voter place of birth for Chinese and Korean, recruitment criteria starts at 1 poll worker for 25-99 voters, 2 poll workers for 100-299 voters and 3 poll workers for 300+ voters:

Orange County's Targeting Formula	
Number of Voters Requiring Language Assistance	Number of Poll Worker(s)
25-99	1
100-299	2
300+	3

Starting in 2014, the standard for determining bilingual precincts and recruiting bilingual poll workers has changed to only using the total number of language requests by precinct for all four federally covered languages under the Voting Right Act.

Training for Bilingual Poll Workers

All volunteers recruited as poll workers must attend a three-hour training session as required by law. Aside from English proficiency, our bilingual poll workers are also fluent in one of the federal or state mandated languages required by law for Orange County. We strive to ensure all voters have an opportunity to cast their votes.

Bilingual Support Staff

In the months preceding an election, the number of staff members working at the Registrar of Voters increase from 67 to nearly 300. Many of these supportive staff members are bilingual in one of the four minority languages in order to meet the diverse needs of Orange County's language communities. The supporting staff is assigned as either public phone bank operators, customer service agents, bilingual translation material proof readers, or bilingual poll worker recruiters. Bilingual recruiters, including one that is exclusively hired to recruit state mandated minority language bilingual poll workers, work directly with permanent bilingual staff to ensure that all poll worker recruitment needs are met in each language community. This group of bilingual support personnel significantly improves the ability of the Registrar of Voters in serving the diverse voting communities of Orange County.

INNOVATIVE MULTILINGUAL OUTREACH

Orange County is made up of one of the most diverse voting populations in the country and, under the provisions of Section 203(c), is required to provide language assistance to the Spanish, Vietnamese, Korean and Chinese communities. To better serve the community and implement the requirements for language assistance, our ongoing effort is conducting innovative multilingual outreach and engaging voters in the electoral process. We build community partnerships and conduct presentations to ensure people are aware of the voting process and the services we provide.

Throughout the year, we attend numerous events in communities across Orange County. The following table illustrates the number and type of events we have participated in the 2012-2018 calendar year.

2012-2018* Orange County Community Events Participation	
Type of Events	Number of Events
Community Outreach	225
Community Engagement	301
Speaking Engagement**	283

**The time indicated in this table is from January 2012 to June 2018.*

***The Speaking Engagement Program was launched in May 2013. Speaking Engagement events are divided into two categories: Presentation and networking. In a period of 5 years, our Community Program Specialists have actively participated in many speaking engagement events, in addition to other community events.*

COMMUNITY OUTREACH PROGRAM

Introduction

With a continual need for increased efficiency, accountability and transparency in all public sectors, along with a requirement to be more strategic in the prioritization and delivery of programs, services and other social initiatives, the need to innovate, communicate and engage the community is absolutely necessary.

In order to ensure adequately staffed polling places, public awareness of methods of voting, registration opportunities and more, the Registrar of Voters reaches out to the greater Orange County community of approximately 3 million residents. In addition, requirements under the federal Voting Rights Act requires the translation of ballot materials and recruitment of bilingual poll workers. Because of this requirement of federal law, we also conduct outreach to all language-based communities to help meet these requirements.

Since 1998, with the creation of a Community Outreach Unit comprised of a full-time staff of community program specialists, we have reached out to one of the most diverse voting populations in the country. Under the provisions of Section 203(c), we provide language assistance to the Spanish, Vietnamese, Korean and Chinese communities.

We develop annual and long-term community outreach plans and offer programs to citizens at community and neighborhood events across Orange County. Since the inception of the unit, our outreach program has been enhanced and upgraded in voter registration and voter education while highlighting the importance and power of voting and volunteering. These efforts have been successful in increasing the number of English-speaking and bilingual volunteers in our database.

In order to maintain a transparent process, we must communicate our services and inform the public on how elections are conducted. As a result, our community engagement programs have been used as a model to other counties nationwide for displaying innovative approaches to reaching out to the community.

Community Outreach Program Mission

As an overall program, the Community Outreach Program is designed to ensure input is received from the community and information is presented to the voting population about requirements as it relates to federal and state election laws. In addition, it ensures that compliance is achieved under statutory outreach mandates. Voter education is a key component of community outreach.

Elements of the Outreach Program

The elements of the outreach program include the following:

- Development of basic information regarding voter registration, voting procedures, current elections, use of the electronic voting system and the vote-by-mail process.
- Voter education presentations, conducted with the use of visual aids such as PowerPoint presentations, eSlate electronic voting system demonstrations and other outreach materials.
- Network-building with diverse language communities. Over the years, a solid foundation for networking has been built with various community organizations such as senior centers, Asian community committees, Spanish-speaking community committees, grade schools, high schools, local colleges and universities, health care organizations and other community-based agencies.

Community Outreach Program Methodology

In our efforts to effectively reach out to voters in the language minority communities as well as the general public, we have developed various innovative and unique outreach program methodologies:

Development and Dissemination of Outreach Materials

The materials used for outreach events include:

- Brochures about voting, volunteering, the ballot creation process and student programs
- Volunteer application card (used mainly for language-based communities because it incorporates information regarding bilingual poll worker program)
- Registration forms
- Vote-by-mail application forms
- Comprehensive informational brochures professionally designed and used for marketing the program

These materials are translated into the four covered languages – Spanish, Vietnamese, Korean, Chinese and generally include information specific to the voting or registration process, vote-by-mail procedures, volunteer opportunities and the current election.

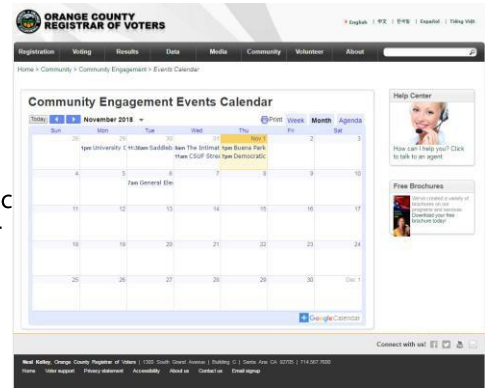


Utilization of Modern Communication Technology

As internet usage becomes widespread among voters, we have been able to use this medium to effectively communicate with tech savvy voters as well as other stakeholders in the electoral process.

In addition to our English website we have identical websites in the four covered languages - Spanish, Vietnamese, Korean and Chinese - to provide online access to basic voting/volunteer information. It also serves as an easy-to-access information source for updated information on the current election. Currently, voters can access the following election related information through our website:

- Details of the voting process
- Vote-by-mail process
- Volunteer programs
- Various means of contacting the Registrar of Voters office
- Convenient access to download sample ballots in all languages
- Convenient access to download numerous application forms in all languages
- Live newsfeed on Election Day and Election Night as well as podcasts
- Links to numerous local and statewide election contents
- Events calendar
- Other valuable information



As further information emerges, the Registrar of Voters’ website is constantly updated to reflect current information. Our continuous efforts in reaching out to all communities is also reflected in our web expansion to such popular social media networks as Twitter and Facebook.

Network-Building with Local Media Outlets

We have established close and cooperative relationships with local media outlets in the language minority communities as an important means of communicating with the citizens of those communities. By making the best use of local media outlets, we have had news articles published regarding important election information, notices of elections, press releases as well as radio announcements, podcasts and local television ads placed specific to each of the four required language communities.

Community Poll Worker Outreach Programs

To have various innovative, unique programs that cater to all citizens across all spectrums of communities in Orange County, the Community Outreach Program includes programs for government employees and high school students.

Outreach Program for Government Employees

Our government employee outreach program is designed to recruit poll workers from the pool of employees at various levels of government agencies. Primarily used at the County level, the program also reaches out to state and city employees in order to broaden the pool of prospective poll workers. Over the years, hundreds of employees from city, county and state agencies have participated in the program and many of them have worked as bilingual poll workers.

High School Student Poll Worker Program

Our high school student poll worker program is part of a larger country-wide program aimed at encouraging high school students to be involved in the election process. The State of California officially endorsed the program in 1996 by adding it to the California Elections Code (Elections Code Section 12302(b)). The primary goal is to expose younger generations to the democratic decision-making process as they reach voting age. The following table shows the changing number of student poll workers for general elections since 2004:

High School Student Volunteers		
Election	Total Students	Bilingual Students
2004 Presidential General Election	1129	240
2006 Statewide General Election	777	201
2008 Presidential General Election	2733	852
2010 Statewide General Election	2138	906
2012 Presidential General Election	2335	1014
2014 Statewide General Election	1458	884
2016 Presidential General Election	2083	843

Table 1: Trend in high-school student poll workers for general elections

As shown, the number of high school student volunteers nearly tripled from 2004 to 2008 General Elections. The increase in student participation is also attributed to our one-of-a-kind MyBallot Student Program, a program which has drawn the attention of high school students to the importance of voting, volunteerism and democracy. Although the comparison in Table 1 is for general elections, the June 2018 Statewide Primary Election showed a comparable number of students working in a primary election as 562 students worked on Election Day, and of these, 344 (61.2%) were bilingual students.

Partnership with Community-Based Organizations

A great part of successfully maintaining a Community Outreach Program is continuing established partnerships with community-based groups/organizations. We meet with dedicated individuals from various organizations across Orange County including: advocacy groups, civic groups, citizen leagues, senior centers, churches and other individuals.

These relationships have begun as far back as 1998 and the number of organizations involved in the recruitment process continues to grow each year. In 2009 the Department established the Community Election Working Group (CEW) that involves multiple community-based and political organizations involved in Orange County elections.

Community Election Working Group

At the Orange County Registrar of Voters office, success comes from our passion for creating fair and accurate elections. This is the core of our mission as we serve the registered voters and citizens of Orange County. Underlying our approach to election management includes community relations that extend beyond compliance with legal requirements. We believe that input from the community is vital to an open and transparent process. The Community Election Working Group (CEW) serves this purpose – bringing together diverse backgrounds – each committed to making sure elections are open and accessible. Since its inception in 2009, quarterly CEW meetings have been conducted throughout the years during which we have received valuable input from the community regarding the elections process. Over 20 CEW meetings have been held since 2009.

Strong input from the community starts with members of our CEW Group who are independent, engaged, committed, and effective. Our members advise the Registrar of Voters on the election process and provide a forum to communicate back to the community on important election topics. For example, we implemented a suggestion from the CEW to have a disability rights advocate lead the training for facilitators on how to serve voters with a disability and received feedback on the redesign of our vote-by-mail envelopes. We believe in further strengthening public confidence in the election process and creating long-term relationships with our community partners.

CEW agendas and information can be found online at ocvote.com/community/community-election-working-group/.

Community Election Working Group: Highlights and Membership



The Orange County Community Election Working Group provides input to the Registrar of Voters on minority voting, access of the disabled population to the elections process and the elections process in general. The advisory group also provides a forum for the Registrar of Voters to update the community as a whole on election issues and promote community involvement.

Membership includes, but is not be limited to, representation from the Latino community, Asian community, City Clerks, League of Women Voters, Republican Party, Democratic Party, alternative parties, senior community, Veterans affairs, disabled community, poll workers, younger voting population (voters age 18 to 25) and at-large positions.

The Registrar of Voters maintains a list of individuals and organizations affiliated with the County's election process. This list was used to provide initial notification to County citizens of the creation of the Working Group. Potential members then applied for a position on the group through an online application process.

When sufficient nominations for each position were received, Registrar of Voters' staff reviewed each application taking into consideration who the applicant represents (what organization), how the applicant is viewed by the segment of the community which his/her organization represents, the influence the applicant has within the specified community segment, how capable the applicant's organization is in communicating with their community, and the applicant's willingness to advance the interests of the Working Group as a whole.

Community Election Working Group: Voting Accessibility Committee & Voting Language Committee

Implemented in early 2017, the Voting Accessibility Committee (VAC) and the Language Accessibility Advisory Committee (LAAC) are two independent committees of the Community Election Working group that meet to consider the needs of voters with disabilities and language minority communities pertaining to Vote Centers and all mail-ballot elections. The Voting Accessibility Committee includes community leaders from various organizations such as California Council for the Blind, Braille Institute Anaheim Center, Dayle McIntosh Center, Disability Rights California, and more, while the Language Accessibility Advisory Committee are participated by members of language-based community organizations, including Asian Americans Advancing Justice Los Angeles, National Association of Latino Elected and Appointed Officials (NALEO), Association of the Vietnamese Language & Culture Schools of Southern California, Chinese American Association of Orange County, and Korean Resource Center.

The mission of the LAAC is to advise and assist the Orange County Registrar of Voters with implementation of federal and state laws relating to access of the electoral process by low English proficiency (LEP) voters, so that all voters can understand the voting process. The LAAC also provides recommendations identifying and prioritizing activities, programs, and policies to ensure every voter has equal access to the ballot. The responsibilities of the committee include the following: Providing expertise on language accessibility issues; promoting language accessibility initiatives; and responding to the Registrar of Voters' questions regarding language.

COMMUNITY ENGAGEMENT PROGRAM



Our community engagement initiative is crucial to running successful elections. At every step of the way, our devotion to engage voters in new and unique ways ensures people are aware of the voting process and the services we provide.

In addition to the involvement of bilingual Community Program Specialists from the Outreach Unit, a group of four other Community Program Specialists are also devoted to the planning and implementation of events in the Community Engagement Program.

Together, we meet hundreds of individuals throughout the year, many of whom have become newly registered voters, volunteer for an election or learn about elections in general. We offer mobile solutions designed to attract people to our booths - from entertainment to educational events. Our nationally recognized programs are on the cutting edge of voter outreach.

Mission of Community Engagement Program

Aside from providing outreach to voters needing bilingual assistance and voters with disabilities, the mission of the Community Engagement Program is to seek involvement from the community through a comprehensive collection of unique methods in order to ensure opportunities are available for all citizens to register to vote, increase our election volunteer database totals and to raise public awareness about Orange County elections in general.

Community Engagement Program Methodology

From live music events and Surf the Vote to Election Academy and Election Webinars, our Community Engagement Program spans across a wide spectrum of unique programs designed to ensure all eligible voters can participate in the electoral process. The Orange County Registrar of Voters selects events based on anticipated attendance, location, and if it serves one of the language communities Orange County is designated to aid at the state and federal levels.



The following highlights a few of our innovative programs:

Utilization of Mobile Voting Unit (MVU)



To enhance our recruitment efforts and conduct more effective and visible voter education, we utilize a custom-made Mobile Voting Unit (MVU). The MVU is a mobile outreach vehicle that is fully ADA accessible and equipped with interactive voting displays on board. It gives all citizens the opportunity to experience the democratic process including on-the-go voting.

Since 2004, the MVU has been showcased at numerous community events, parades and outdoor venues. Not only has the MVU made its appearance at the popular Surf the Vote at Aliso Beach Park in Laguna Beach and the annual Orange County Fair, it has also been greatly recognized at language-based community events such as the highly Asian- concentrated Irvine Global Village event and the League of United Latin American Citizens event.

Moreover, the MVU has been officially and effectively utilized as a fully contained polling place for Early Voting and is available on Election Day as a backup polling place. It also served as an educational tool at high-school voter education events and community events, providing the public an opportunity to interact with voting machines and learn about voting. The MVU was a first of its kind and has been copied in areas across the country. As a result, it has been well accepted in all communities across Orange County.

Pop-Up (Mobile) Voting Center



As the demographics of Orange County voters have shifted over the past fourteen years, their voting tendencies and behaviors have changed as well. With the rise of technology in all facets of life, Orange County voters have come to expect that government agencies be able to provide technological solutions that can resolve matters and retrieve information quickly. The voting experience is no exception.

The Orange County Registrar of Voters continues to develop innovative solutions to voter trends and, in the case of pop-up voting, inspiration was taken from pop-up stores and restaurants that often draw positive public attention in areas with high traffic. Ultimately, the goal is to garner the interest of the public at events by using proven strategies, such as simple design principles and signage that can change to target any audience or any election.

The pop-up voting center has a custom wrap to match the new marketing and branding plan the Orange County Registrar of Voters has undertaken across the entire agency. The mobility of this platform promotes voter engagement and participation and allows our organization to reach under represented populations and high voter turnout areas to provide advance voting opportunities and improve the voter experience.

At the pop-up voting center, a voter will be able to receive the following services:

- Vote (only during an election period)
- Update their voter registration record
- Have a lost ballot cancelled and reprinted
- Drop off a voted vote-by-mail ballot



Debuted at the beginning of the early voting time frame at the Civic Center in Santa Ana, the pop-up voting center rotated throughout Orange County during the 10-day early voting period in the June 2018 Statewide Primary Election. As shown, the pop-up voting center is a highly recognized addition to the Registrar of Voters' continuous outreach effort in bringing to the citizens the power of voting, volunteerism and democracy.

MyBallot Election Program for Students



As part of our high school student outreach efforts, the MyBallot Election Program for Students, officially and fully launched on May 22, 2008 at Segerstrom High School in the City of Santa Ana. It serves to bridge the age gap of voters and broadens students' perspectives on the power of voting.

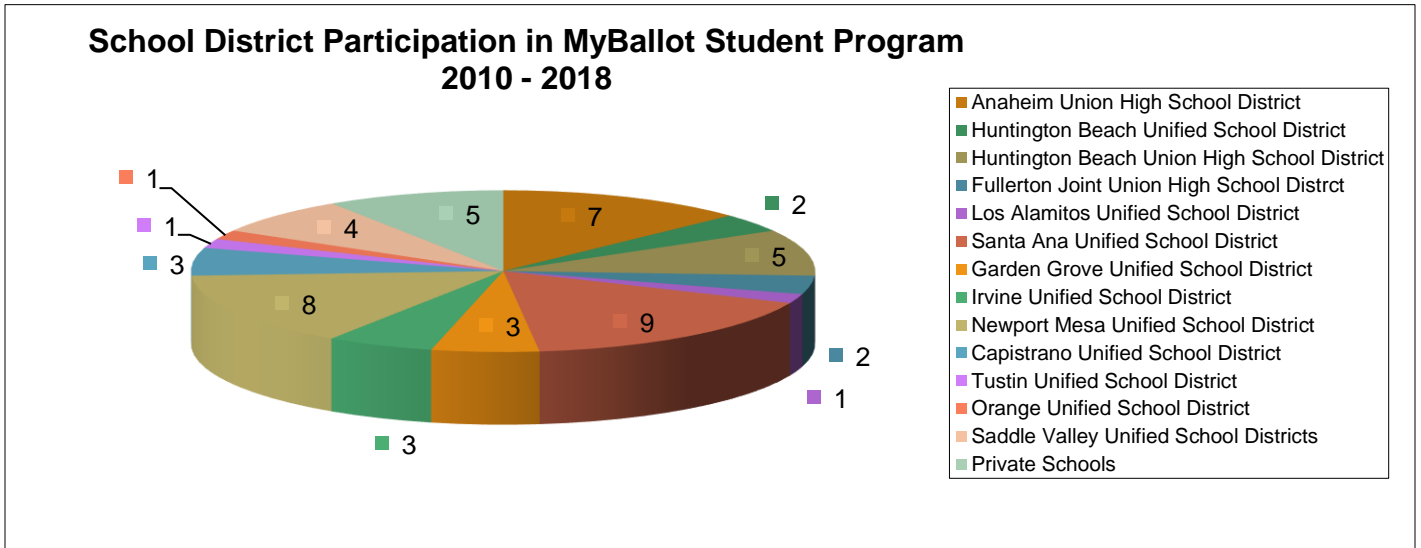
This unique program is a comprehensive 3-step series which includes in-class lessons on the history of voting, creating official ballots and vote tabulation:

1. **Classroom Component:** A Registrar of Voters Representative conducts a presentation on the power of voting and the importance of being involved in the electoral process at a classroom on school campus.
2. **Field Trip Component:** Students learn how to create their own election ballot through lessons given on ballot generation and vote tabulation at the Registrar of Voters office.
3. **Election Day Component:** On a school's Election Day, students get to cast vote on the ballots that their fellow students had created on the eSlate electronic voting system, the same voting system in which their parents use to vote on Election Day.



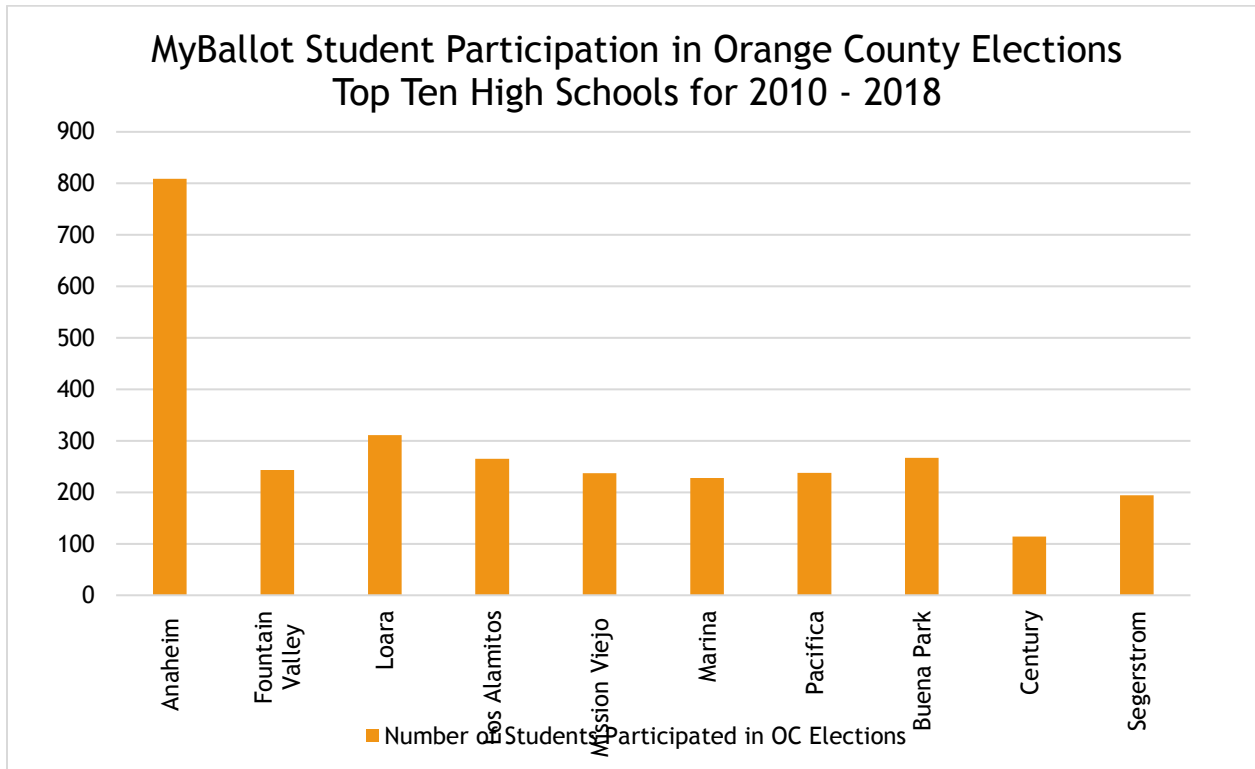
The program lesson reveals the complexities involved in conducting elections, and students work hands-on at our department creating their own ballots. During the final stage, we bring our electronic voting machines, as well as the Mobile Voting Unit, to participating schools to conduct their ASB or homecoming elections. Students are directly involved in the tally and certification of votes cast. At the end of the program, students are offered the opportunity to work in polling places on Election Day, giving them

a chance to learn firsthand about the power of voting, volunteerism and democracy.



The above chart illustrates the number of times schools from various school districts have been involved in the MyBallot Program. As shown, the number of school districts who have chosen to participate in the MyBallot Program has increased significantly from 2010 to 2018 (June 2018).

Since its launch in 2008, the MyBallot Program has conducted many successful student elections for more than 20 high schools throughout Orange County. The number of students who volunteer as poll workers continues to rise for each election, and from this pool of students, the number of bilingual student poll workers also increases tremendously. The graph below shows the top ten high schools with the highest number of students who, after recruitment at MyBallot Student Program events, actually worked as student poll workers on Election Day in all elections from the years 2010 to 2018 (June 2018).



Speaking Engagement Program

An Active Presence in the Community

The Speaking Engagement Program is an integral part of the advancement of the Registrar of Voters in terms of providing assistance to voters of many different backgrounds throughout Orange County. It began in May 2013 with a team of nine Community Program Specialists representing and targeting the language communities of Spanish, Vietnamese, Korean, and Chinese origin, as well as the four major North, South, East and West regions of Orange County. Covering a broad demographic area, the program aims to achieve the following goals:

1. Educate voters on the electoral process
2. Increase voter registration
3. Provide information on special programs, online features and various involvement opportunities
4. Network and build relationships

The focus is to provide personal communication on both small and large-scale levels to the community as a whole. Speaking engagements include attending various community meetings and events, and conducting non-partisan, neutral, and culturally sensitive presentations.



As many groups exist within Orange County, the Speaking Engagement Program allows the Registrar of Voters to promote its services, build relationships and network with various communities. Targeted groups have included, but are not limited, to the following:

- Community groups
- Rotary clubs
- Parent Teacher Associations
- Cultural clubs
- Service agencies
- Senior citizen centers
- Youth groups
- Churches
- Universities
- Student organizations
- Non-profit organizations
- Citizenship classes
- Professional associations
- Public service agencies

Speaking engagement groups may be as small as five to ten people or as large as several hundred people and are adapted to fit each audience with specialized information. In addition to establishing a direct line of contact with the aforementioned organizations, the agency has worked collaboratively with City Clerks in order to gain access to additional groups and organizations within their respective cities.

Since its initial inception during the first half of 2013, contacts with various community organizations brought about curiosity but not many opportunities to be introduced and present. With increased contact and through word of mouth, interest was formed, and different organizations began scheduling speaking engagement presentations shortly

thereafter. The agency's Community Program Specialists attended four speaking engagements in July 2013; and within a four-

month period, the number of speaking engagements grew more than five times the starting number, to a staggering number of 21 presentations by the end of November 2013. As of June 2018, The Registrar of Voters staff had conducted more than 250 speaking engagement presentations at various functions in schools, churches and community organizations. In addition, the Registrar of Voters, Neal Kelley, consistently speaks throughout the country covering election-related topics.

Although speaking engagements are aimed towards local organizations, the Registrar of Voters has gained international attention. In 2013, the agency hosted several visiting Chinese delegations at the Registrar of Voters office. These visits included a presentation on election operations as well as a tour of the agency:

- **March 7, 2013:** A group of local officials from Wuhan, the capitol of the central province Hubei of China, visited the Registrar of Voters as part of their Southern California tour. Members of the delegation were from various districts of the Supervision Bureau, a division much like the office of the US Inspector General.
- **October 29, 2013:** Visitation through the American Council of Young Political Leaders. This group included seven delegates from various Chinese Youth Federations and Youth Associations, one escort, two translators, a Washington DC based coordinator and representatives from the Chairman's office.
- **October 29, 2014:** The Registrar of Voters hosted a media tour to various local language media representatives to provide insight to the overview and operations of the agency, its office and compliance in providing language support to minority languages in Orange County. Media personnel from the Spanish, Vietnamese, Korean and Chinese communities were in attendance.

Through much planning and execution, the Speaking Engagement Program proves to be a viable tool for reaching out to the community. It outlines a systematic way to interface with the community and promote participation in the electoral process through voter education, promotion of the Registrar of Voters' services and building relationships with other community organizations. Serving as one piece of the overall outreach plan, the Speaking Engagement Program has been off to a positive start.

CONCLUSION

In order to provide for a greater awareness of the electoral process, the rights and responsibilities of voters, and the importance of participating in the electoral process, the Community Outreach Program and Community Engagement Program are constantly reviewing and improving to enhance the process of serving our communities. Reaching out to our language-based communities has gone beyond meeting the requirements. Engaging the general public in innovative programs has ensured awareness of the services provided as well as the electoral process as a whole. We embrace the basic need of the entire community and strive to bring to light the power of voting, volunteerism and democracy to all of Orange County's citizens.

Sample of Events Attended in Orange County		
Event	City	Type of Event
Chili Cook-Off and Street Fair	Tustin	Community Engagement
Laguna Woods Chinese Club	Laguna Woods	Speaking Engagement
Glass Mountain for the Disabled	Irvine	Speaking Engagement
Asian Garden Mall (Flower Festival)	Westminster	Community Outreach
Orange County Korean Festival	Buena Park	Community Outreach
Verizon Wireless Amphitheater Concert Series	Irvine	Community Engagement
Orange County Korea-US Citizens League	Garden Grove	Speaking Engagement
LULAC District II Convention	Costa Mesa	Community Outreach
OCAPICA Get-Out-The-Vote Press Conference	Santa Ana	Community Outreach
LULAC Youth Conference	Garden Grove	Community Outreach
Citizenship Ceremony Reunion	Santa Ana/Anaheim	Community Engagement
Vietnamese Horizon Cultural Center	Garden Grove	Speaking Engagement
Heritage Festival	Placentia	Community Engagement
Dia de la Familia	Westminster	Community Outreach
Asian Pacific Communities Health & Resource Fair	Garden Grove	Community Outreach
Dana Point City Concert	Dana Point	Community Engagement
Neighborhood Association El Salvador	Santa Ana	Speaking Engagement
Southwest Senior Center NCAAP	Santa Ana	Community Engagement
Orange County Fair	Costa Mesa	Community Engagement
US Open of Surfing Series	Huntington Beach	Community Engagement
Vietnamese 12th Branch LDS Church	Westminster	Speaking Engagement
Cesar Chavez Day	Santa Ana	Community Outreach
Chinese Delegation Visits	Santa Ana	Speaking Engagement
Citizenship Classes	Orange County	Speaking Engagement
Irvine Global Village	Irvine	Community Outreach
Silverado Day	Buena Park	Community Engagement
Taller San Jose Presentation	Santa Ana	Speaking Engagement
Cinco De Mayo	Santa Ana	Community Outreach
Orange County Columbian Community	Garden Grove	Speaking Engagement
Constitution Day	Santa Ana	Community Engagement
Vietnamese-American Chamber of Commerce	Westminster	Community Outreach
Mexican Indigenous Celebration	San Juan Capistrano	Community Outreach
Mariachi Festival	Anaheim	Community Outreach
San Clemente Fiesta Street Festival	San Clemente	Community Engagement

Table 2: Sample of types of events that our Community Program Specialists attended throughout Orange County to promote our programs and services as an election office.

PROFILES OF LANGUAGE COMMUNITIES

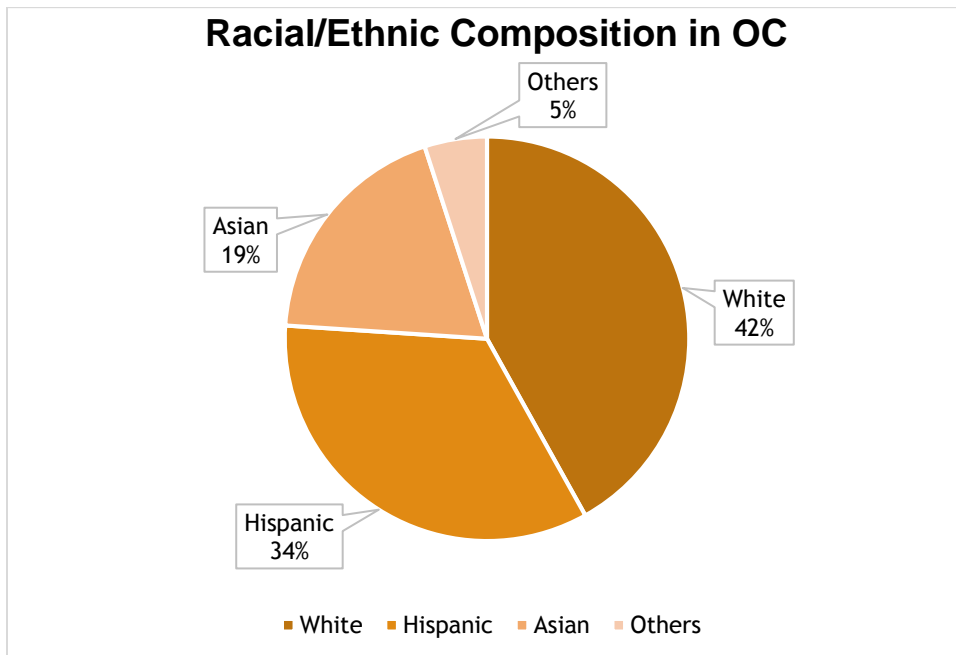
DEMOGRAPHIC CHARACTERISTICS OF LANGUAGE MINORITY COMMUNITIES IN ORANGE COUNTY

Racial/Ethnic Composition in Orange County



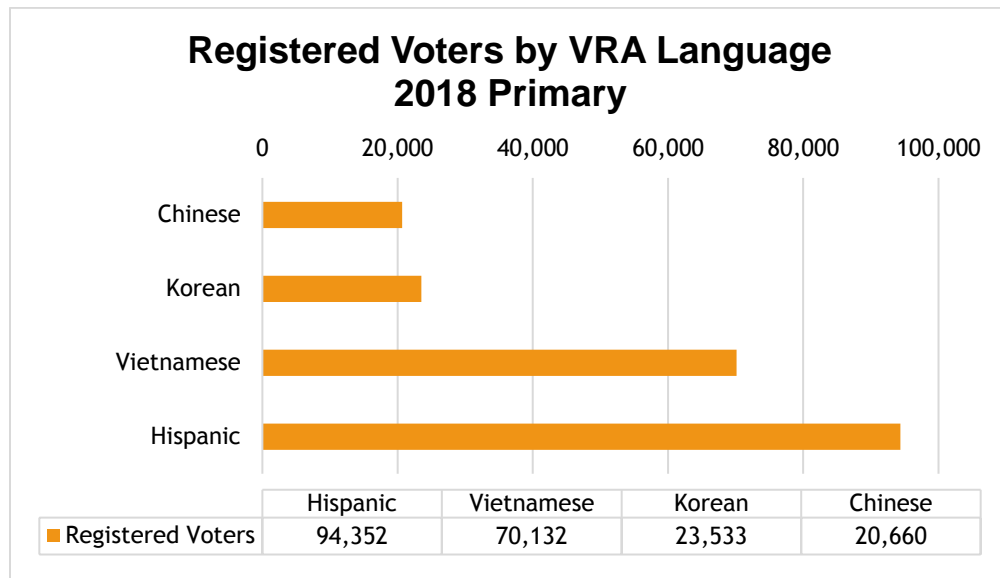
As the nation’s fifth largest election jurisdiction with nearly 1.4 million active voters, Orange County has one of the most diverse voting populations in the country.

According to the 2012-2016 American Community Survey – 5 Year Estimate, the total population of Orange County is estimated to be 3,132,211. This figure is comprised of 42% White, 34.2% Hispanic or Latino, 19.1% Asian and 4.7% other races.



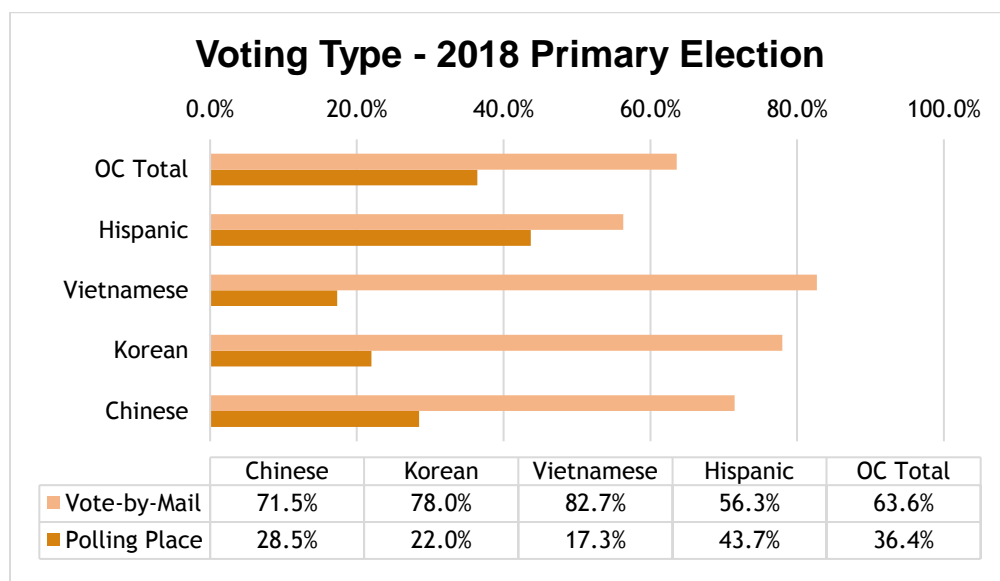
Registered Voters in the VRA Language Community

Due to the lack of registration data available for 2nd generation voters in the VRA language community, the registration statistics in the language community is based on the number of voters born in the countries where the VRA languages are spoken. The chart below shows the percentage of active registered voters among voting age naturalized citizens in the VRA language community.



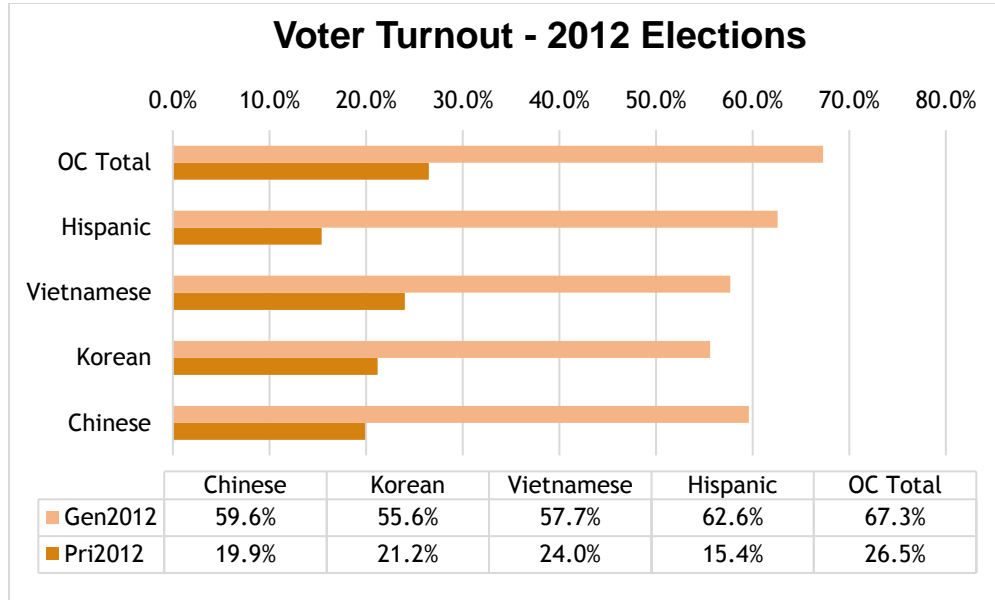
Chosen Voting Methods

The percentage of vote-by-mail voters in Orange County has continuously increased in each election cycle since 2004 and has finally surpassed the 50% mark in the 2012 elections. The following chart shows the voting types chosen by the VRA language community. One noteworthy fact is that the percentage of vote-by-mail voters of the Asian language community far surpasses the Orange County averages while that of the Hispanic/Latino community is below the county averages

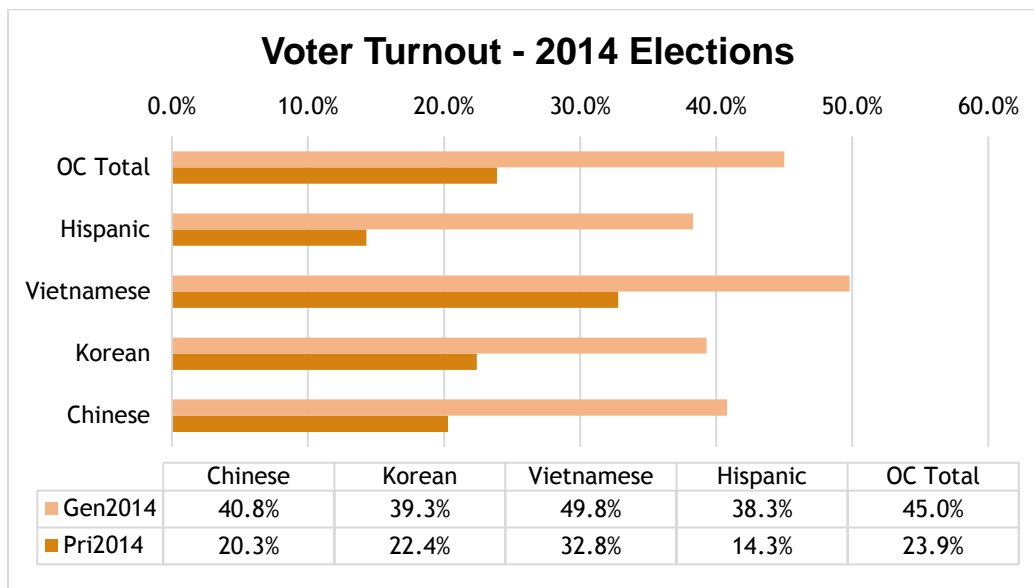


Voter Turnout in the VRA Language Community

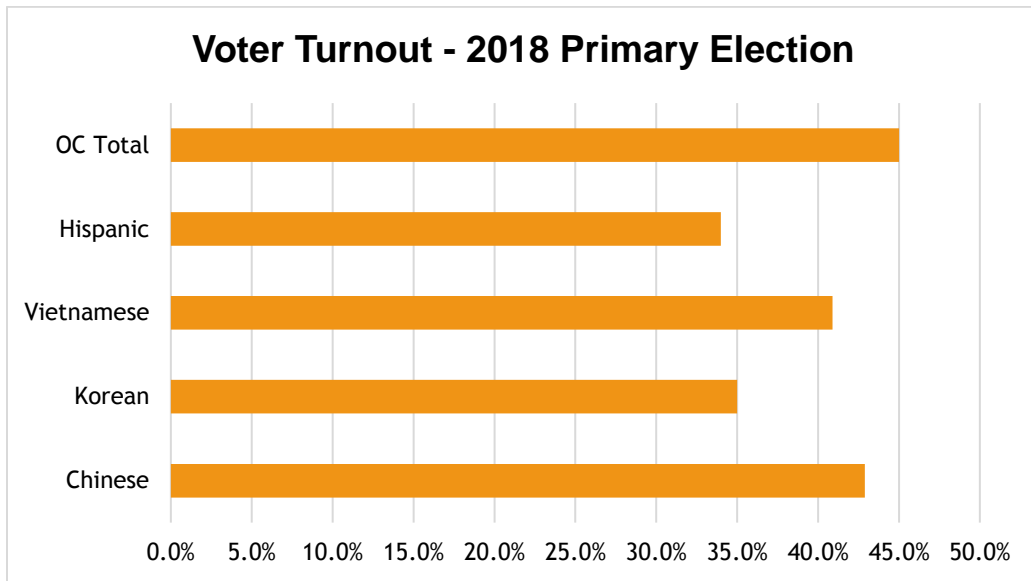
The turnout rates of the Orange County VRA language community in previous elections have consistently been lower than the county voter turnout averages up until the 2012 Elections. As is shown in the following chart, for example, the turnout rates of each language community as well as language community as a whole are lower than the county averages both in the Primary and General Elections in 2012.



In both the Primary and General Elections in 2014, however, the average voter turnout rates in most of the VRA language community increased significantly relative to the previous elections or even surpassed the county averages. The voter turnout rate in the Vietnamese community in particular exceeded the county averages in both Primary and General Elections in 2014. In both the Chinese and Korean communities, the voter turnout rates approached closer to the county averages in the 2014 Primary Election, but they were still nearly 5% less than the county average in the 2014 General Election. On the other hand, the Hispanic/Latino community still recorded the lower voter turnout rates than the county averages in the 2014 elections.



In the June 2018 Primary Election, the VRA language community's voter turnout rates remained lower than that of the county average turnout rate, as shown in the chart below:



HISPANIC/LATINO COMMUNITY PROFILE

Demographics

In 2016, according to U.S. Census the Hispanic population accounts for 1,070,553 million population in Orange County. This being 34.2 percent of the 3,132,211 million population in Orange County.

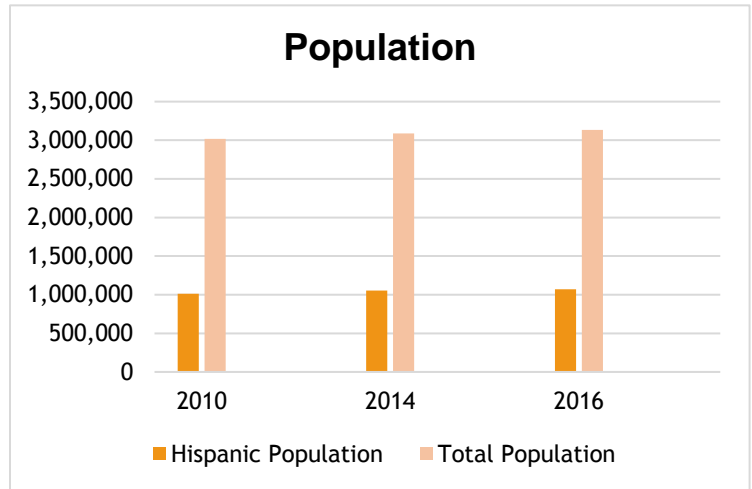


Table 1. *Hispanic Population in Orange County 2010-2016*

Year	2010		2014		2016	
	Number	Proportion	Number	Proportion	Number	Proportion
Hispanic Population	1,014,448	33.60%	1,055,225	33.60%	1,070,553	34.20%
Total Population	3,018,963	100%	3,090,132	100%	3,132,211	100%

Hispanic Race and Ethnicity by Tract as a percentage of the population (%) in Orange County, CA. <https://statisticalatlas.com/county/California/Orange-County/Race-and-Ethnicity#data-map/tract>

Participation in Electoral Process

Estimate of Hispanic Voters in Orange County

Determining the number of “Hispanic” voters is complicated and not something that we attempt to accomplish. It is difficult to even define who is Hispanic. One cannot establish a concrete number using surname, for example, since there are many people with Spanish surnames who are not Hispanic. With these facts in mind, we will present information from reports and articles that have completed research in the area. According to PDI there are 300,000 Latino voters in Orange County.

Trends of Community Voters

Community Numbers by Place of Birth, Language Requests and Permanent Vote-by-Mail Requests

Trends of Registered Hispanic Foreign-Born Voters

The total number of Hispanic registered voters born in a Spanish speaking country is 120,724. Of that, 28,438 requested voting materials in the Spanish language.

There has been a continued growth of permanent vote-by-mail voters. In 2016, there were 46,204 registered Hispanic voters requesting vote-by-mail, current request in 2018 is 56,847 by Hispanic voters born in a Spanish speaking country.

Table 2. *Hispanic foreign-born voters and language material request*

Hispanic Foreign Born Registered Voters in Orange County	
Hispanic Foreign Born Registered Voters	120,724
Spanish Language Requests Voting Materials	28,438
Permanent Vote-by-Mail Request	56,847

Community Outreach

Voter Education and Outreach

Growth of the Hispanic community in Orange County has played an important role in outreach efforts. There is high demand for voter education and outreach year-round, especially during election time. There are multiple Spanish speaking community advocates and organizations whose interests can be quite varied. We continue to establish relationships with them and conduct grassroots voter outreach for Hispanics in Orange County. Our proactive approach has engaged various groups including, but not limited to grass root but now to Social Media and current mainstream of public engagement.

The cornerstone of our ability to conduct successful elections lies with our partnerships with community advocates and organizations since 1998 making Orange County a unique place to engage voters in the Election process. We network with many Orange County and Southern California based Hispanic organizations, religious groups, advocates, education districts and all cities to ensure the community is educated about the election process.

We attend meetings to disseminate election information, build relationships and create programs that cater towards the needs of the community, organization or event and collaborate with local and national Spanish media. Our participation in community events gives exposure to our voting services in all languages mandates in Orange County including Spanish, Vietnamese, Korean and Chinese by the Department of Justice.

Bilingual Poll Worker Recruitment

Spanish bilingual poll worker needs are based on the number of voters requesting election materials in Spanish as well as Voting Rights Act mandates but also as polling places are identified by the Secretary of State after each census data.

After each Census data, the number of required Spanish speaking poll workers increases. In order to stay abreast of mandates, including recommendations by Secretary of State. Currently in the Primary Election 2018 we had a required 707 bilingual poll workers in Orange County. Our bilingual poll workers always exceed the mandated numbers by DOJ and have recruited anywhere between 1,100 to 1,300 Spanish bilingual volunteers, surpassing what is required at polling places for each election.

Spanish bilingual volunteers are engaged in voluntarism and have dedicated their time, commitment and civic duty to the electoral process in our county and country.

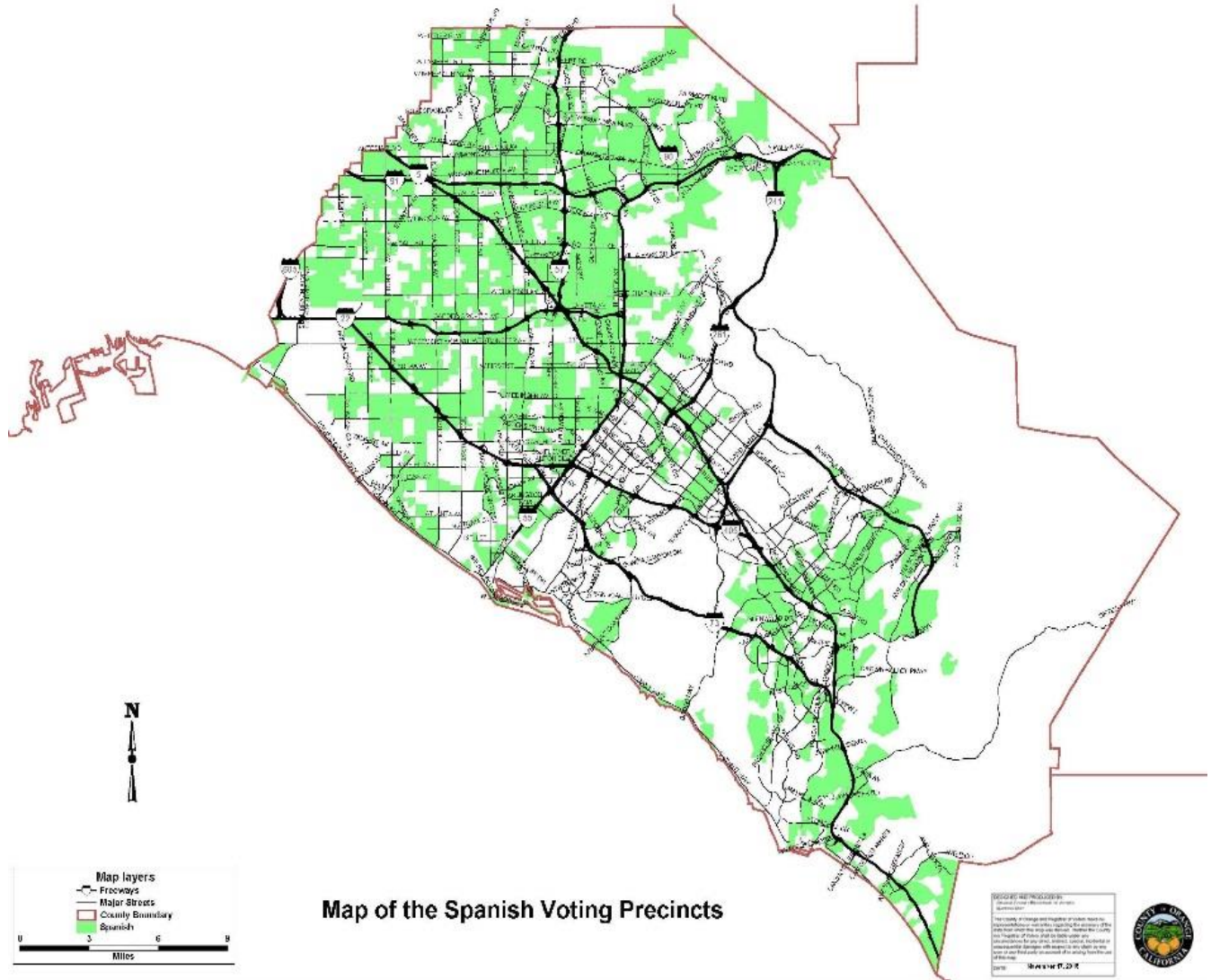
Table 3. *Spanish Poll Worker Recruitment Data in Orange County, 2012-2018*

Required and Recruited Spanish Poll Workers						
	General 2012	Primary 2014	General 2014	Primary 2016	General 2016	Primary 2018
Recruited	1,318	1,103	1,200	1400	1670	1192
Required	518	968	945	1155	917	707

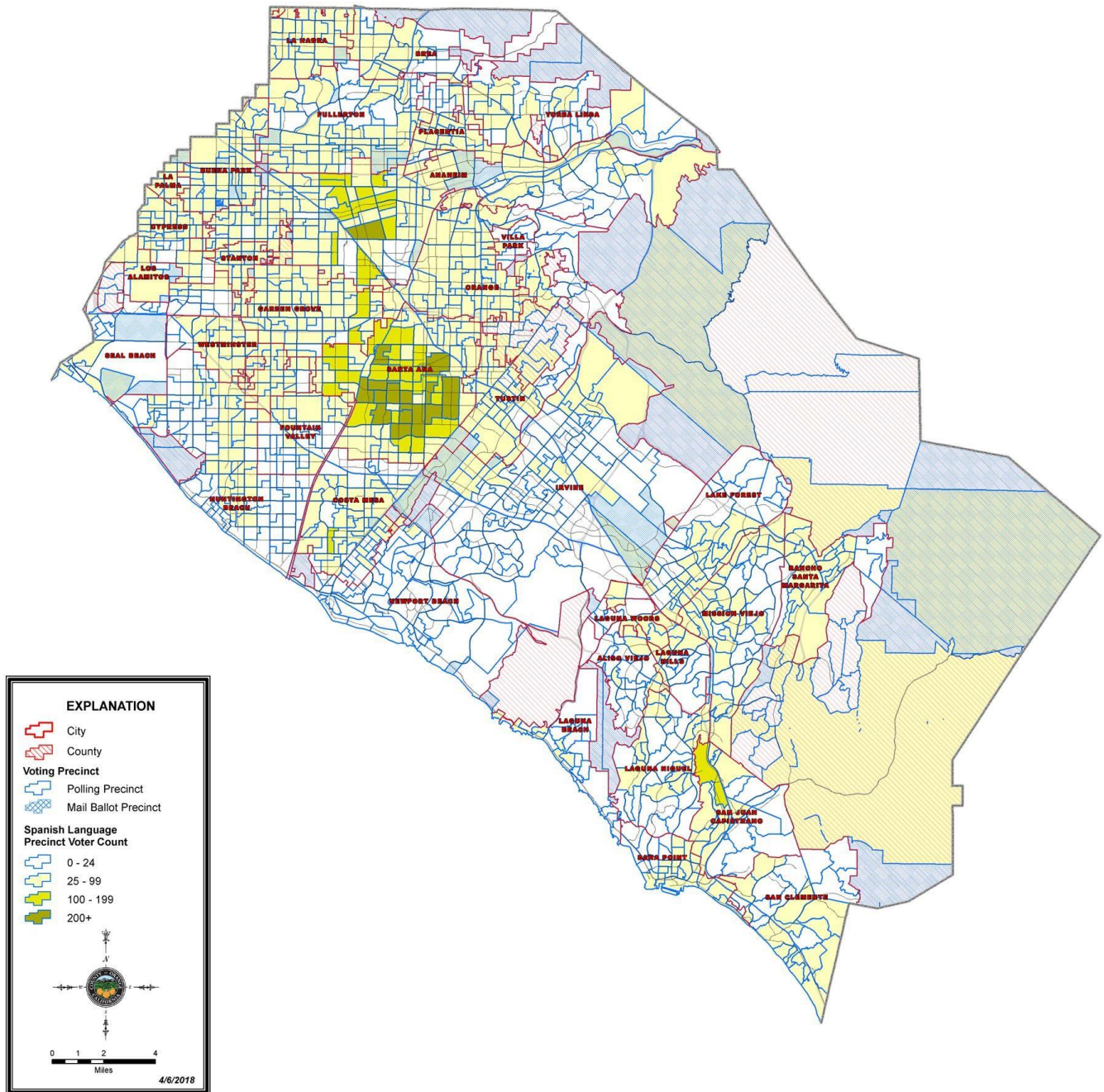
The success of recruiting Spanish speaking bilingual poll workers lies with the large number of volunteers that provide their

talents to the election process. The Hispanic community is well established in Orange County, and the number of volunteers willing to work on Election Day that speak Spanish always surpasses the required need.

Overall, the success of the Spanish bilingual recruitment process is a result of ensuring that all who want to participate as a volunteer at the polls are given the opportunity to work on Election Day. In many occasions, they must first be placed at targeted bilingual Spanish polling places and then anywhere else in Orange County in order to fully staff all polling places.



Spanish language targeted precincts with bilingual poll worker volunteers in 2016



Spanish language targeted precincts with bilingual poll worker volunteers in 2018

Strategies

With each election, we continue to work with our partners in the community and look forward to the involvement of new groups that may provide renewed energy and enthusiasm to our programs. We will continue to target specific local community events in populated Hispanic areas.

The Spanish media has been instrumental in assisting with educating the public about election related topics.

Our High School Student Poll Worker recruitment program, has provided many Spanish bilingual poll workers approximately 400-500 that compose our polling places with young and energetic generation guided by our experience poll workers on Election Day.

The Orange County Spanish community's willingness to volunteer in elections has been vital and will continue to be a key component in meeting all required mandates for language assistance.

Voter Experience

Rosalba Lares Vizcarra (Huntington Beach)



The first time I voted was a proud moment to be able to vote and make decisions freely in this beautiful country.

Voting in the United States provides you a sense of integrity, security but mainly to be able to vote in my native language Spanish is a service that I will cherish. In my birth country these choices of additional languages do not exist to any foreign citizens with different language. I am honored to be able to vote for my rights in this country and I am familiar with vote by mail my preferred choice of voting system. I have also gone to a polling place and have encountered bilingual assistance in Spanish.

The information received at home in Spanish allows me to comprehend effectively and make informed decisions. Specifically, the sample of the official ballot which I mark as a guide to complete the official vote by mail ballot once I am ready to cast and return my ballot by mail.

VIETNAMESE COMMUNITY PROFILE

Voter Experience

Shannon Huynh (Garden Grove)



Shannon Huynh immigrated to the United States as an adolescent from Vietnam. Along with her family, she began a new life in a foreign country with no English skills. As her family established new roots in America, Shannon learned to speak English and thrived as she completed high school and went on to earn her college degree in the States.

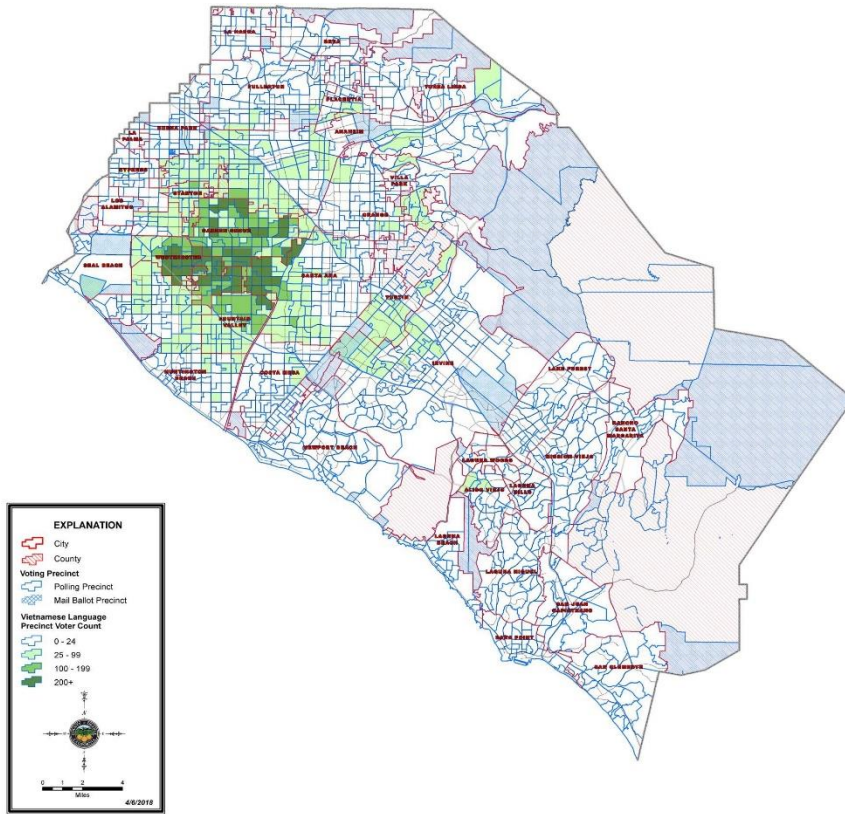
After living in the United States for a number of years, Shannon and her family became naturalized U.S. citizens. She was able to learn the English language and adjusted well; however, the transition to a new life and change is seldom easy, and it is often harder for elders. Her parents still spoke to her in Vietnamese at home and when outside of their home, were more comfortable speaking in their native language rather than in English overall.

With their lives established in California, Shannon's family knew about voting and its importance but never voted in an election for years after becoming citizens. They explained that the lack of knowledge regarding political issues as well as the fear of not understanding election materials deterred them. In 2008, Shannon and her family learned that there was a polling place set up near their residence. With the added attention surrounding the 2008 elections, curiosity and general interest led them to join the democratic process. Shannon and her parents voted, and on an eSlate machine, for the first time during the 2008 Primary Election. Having received bilingual voting materials directly to their house prior to Election Day, as well as having the presence of Vietnamese-speaking poll workers at the polling place alleviated many fears of the unknown.

After their positive first time voting experience, Shannon and her parents continued to vote at every subsequent election. They became more interested in political news due to the Vietnamese media and the prominent Vietnamese community in Orange County. Shannon was later temporarily employed with the County of Orange. Familiarity with the voting process and the willingness to learn encouraged her to volunteer as a poll worker through the County Poll Worker Program. The poll worker experience was a positive one and after completing her previous temporary assignment with the County of Orange, a position opened up at the Orange County Registrar of Voters office. Shannon was employed as an Office Assistant assisting the Vietnamese team with translating and proofing Vietnamese documents, as well as recruiting bilingual poll workers at the Registrar of Voters office. Her knowledge with Vietnamese and personal experience was a valuable asset to the office in assisting the community.

For many foreign-born, naturalized U.S. citizens, the issue of not knowing how or where to vote usually deters them from casting a ballot. Today, with the added convenience of online registration and the vote-by-mail option, more people are becoming familiar with the voting process. In Orange County, in addition to English, the support of Federal (Spanish, Vietnamese, Korean and Chinese) and State (Tagalog and Farsi) mandated languages greatly help bilingual voters whose native language is not English. Through various means of providing voter education as well as continuous improvements, the ever-evolving democratic process continues to be accessible to all eligible citizens.

Vietnamese Community



With the rapid growth of the Vietnamese community, a Vietnamese Community Program Specialist was hired along with a Spanish specialist when the Community Outreach Unit was created in 1998. In July 2006, an additional Vietnamese Community Program Specialist was added to the Outreach Unit in order to meet with the increasing need based on voter registration, voting material requests and the communities' engagement in the electoral process as a whole.

As with other community programs in the Outreach Unit, the Vietnamese Community Program continues to pursue a proactive approach to language assistance and innovative outreach programs as the number of Vietnamese-heritage voters continues to increase in the County.

Demographics

According to the 2016 American Community Survey 1-Year Estimates, there were 216,835 Vietnamese people in Orange County comprising 34.0% of the Asian population and 6.8% of the total population of Orange County. There are currently 95,233 registered voters in Orange County who were born in Vietnam.

Participation in Electoral Process

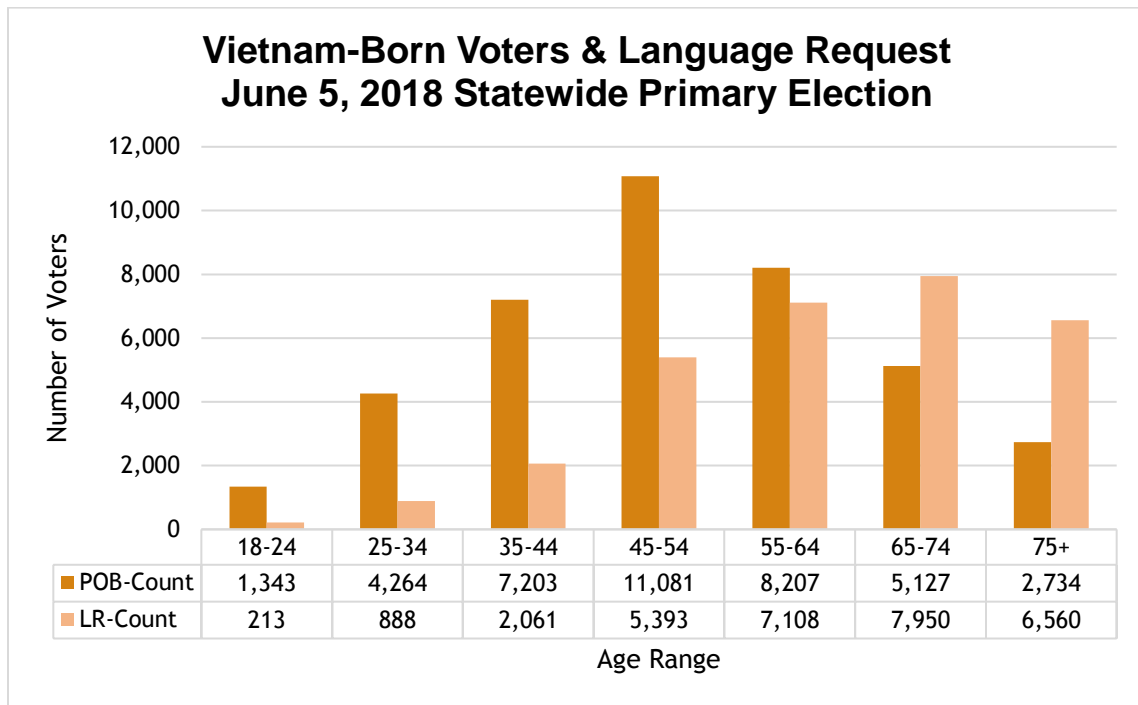
Trends of Community Voters

Community Numbers by Place of Birth and Language Requests

In 2013, the Orange County Registrar of Voters took a proactive approach towards the cleanup of the voter registration database in order to maintain an up-to-date and accurate list of active voters registered in Orange County. In February 2013, more than 300,000 registered voters were moved to the inactive voter list.

In accordance with State law, voters may be moved to an inactive list status for one of the following reasons: 1) The office receives mail returned from the voter's address that is undeliverable. 2) The voter has not participated in elections in the previous four years and has not updated or confirmed their voter record. Inactive voters may restore their status simply by voting in an election; however, they may be removed from the voter registration list if they do not vote in two consecutive federal elections after they are made inactive.

Currently, Orange County is home to 95,233 Vietnam-born voters. From this number, 25,101 voters are listed as "inactive" due to the aforementioned reasons. Of the 70,132 active Vietnam-born voters, 30,173 voters are requesting Vietnamese voting materials, constituting 43.0% of the total number of these voters. Corresponding data is presented by the 2016 American Community Survey 1-Year Estimates, which asserts that 73,737 (approximately 40.8%) of the 118,840 Vietnamese surveyed indicated that they speak English "very well."



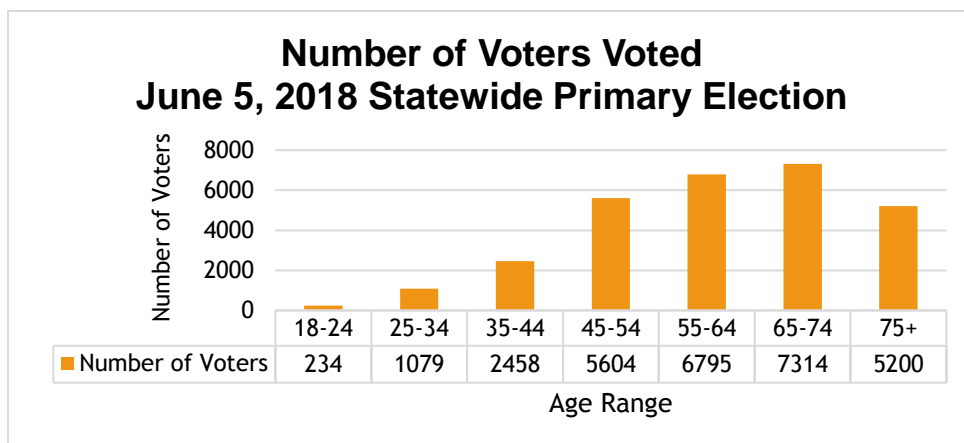
The above graph shows the relationship between Vietnam-born voters requesting Vietnamese and English voting materials and their age range. Of the 30,173 voters requesting language materials, 28,162 clearly stated on the registration affidavits their place of birth (POB) as “Vietnam”; whereas, 1,087 voters indicated their place of birth as “others”, 473 “unknown”, and 451 left the place-of-birth field incomplete on their registration affidavits.

Voter Turnout

Number of voters voted

Vietnamese Americans may be perceived as a relatively recent immigrant group, however, the rate of naturalized citizenship accounts for being amongst the highest in the nation. In 2000, 44% of foreign-born Vietnamese were American citizens, the highest rate among all other Asian groups. Vietnam-born voters are also known to make a strong showing on Election Day, turning out at approximately 58% in the last two Presidential General Elections in 2008 and 2012.

This trend has been attributed to political awareness stemming from the refugee experience of many members in the Vietnamese-American community. In recent years, this growth has resulted in a rise of Vietnamese-American candidates on the ballot, thus further driving Vietnamese-American voters to the polls.

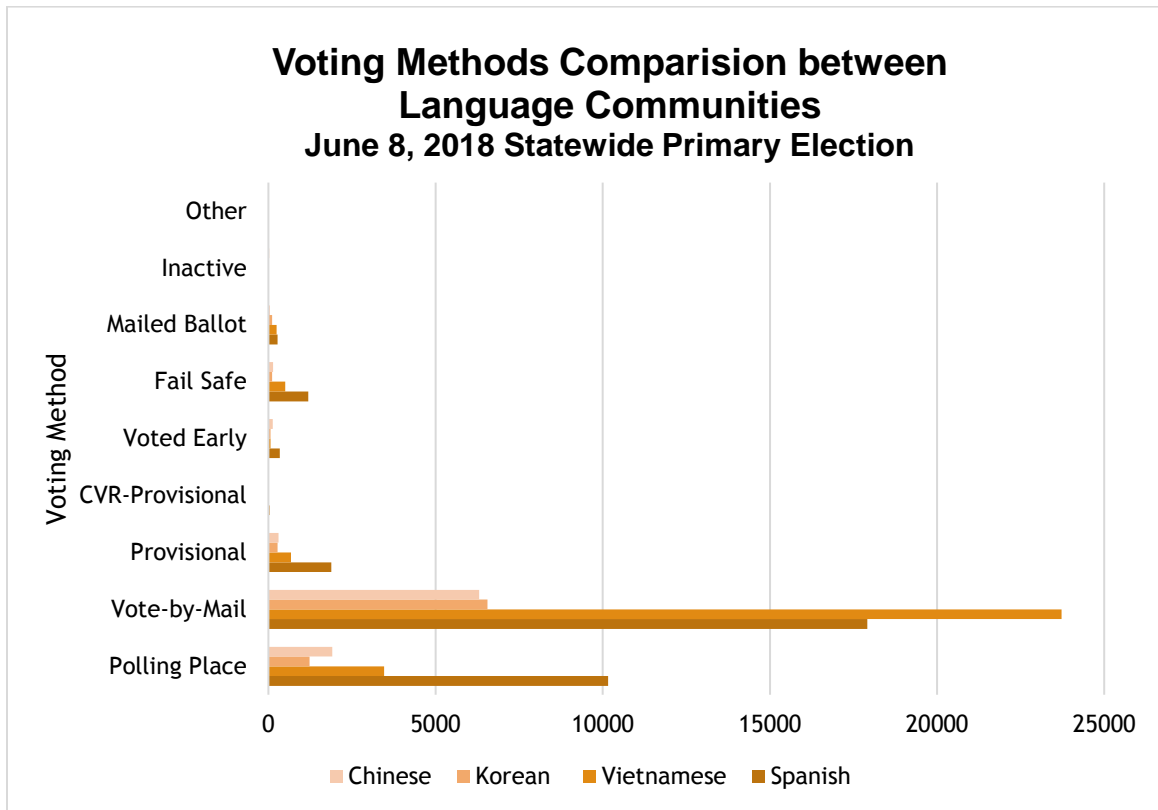


Currently there are 70,132 active Vietnam-born voters in Orange County. Of these voters, 28,684 voters contributed to 40.9% of Vietnam-born voter turnout on Election Day for the June 5, 2018 Statewide Primary Election. As indicated in the above graph, the two age groups from 55 to 74 years old showed the largest number of voters voted in this election.

Vote-by-Mail

A close look at historical voter turnout illuminates a surprising relationship between Vietnamese language requests and actual turnout at the polling place. With an average of seven out of every ten Vietnam-born voters returning a vote-by-mail ballot, the number of voters requesting Vietnamese materials overestimates the actual number of voters needing assistance in Vietnamese at the polling place.

To illustrate, 50.8% of total ballots cast in the 2012 Presidential General Election were vote-by-mail ballots. While looking strictly at ballots cast by Vietnam-born voters, 74% were vote-by-mail ballots. Moreover, the current statistics of the Statewide Primary Election on June 5, 2018 indicated that of the 27.3% total of all vote-by-mail ballots cast in Orange County, 82.7% were vote-by-mail ballots cast by Vietnam-born voters, a percentage that is greater than other language communities: Hispanic at 56.3%, Korean at 78.5% and Chinese at 71.2%. This number of vote-by-mail voters means that typically, between 10% and 20% of voters show up at polling places on Election Day.



Outreach to the Community: Three Main Purposes

1. Voter Education and Outreach

In recent years, the number of Vietnamese-heritage candidates has risen in accordance with the growing number of citizens eligible to vote. Along with this increase, the need for voter education and outreach becomes imperative. In the process of achieving proactive outreach, we have come to deal with a few issues.

Challenges

An increasing number of Vietnamese-heritage voters means the requirement of a persistent voter outreach approach to the community. This approach includes educating the community on registration, availability of language assistance, accessibility to various forms of voting (i.e., vote-by-mail, polling place voting, electronic voting, etc.), and active involvement in the electoral process. The challenge we encounter in reaching out to the Vietnamese community is the limited number of Vietnamese-specific events that are voting-focused or community-oriented.

Strategies

To actively continue networking within the community, our Community Program Specialists seek out Vietnamese community

groups at events and establish an outreach foundation for participation in future events that may be hosted. Our focus is to participate in community outreach and speaking engagement events where we may promote voter registration and education to all Vietnamese event attendees. With an established relationship, we are able to further expand our networking capabilities to new community groups and hope to reach to all citizens in the Vietnamese community in the future.

2. Translation of Election Materials/Language Assistance

The growing number of voters requesting materials in Vietnamese as well as the number of Vietnamese elected officials on the ballot makes translating election materials an imperative part of providing assistance to the Vietnamese- American community and ensuring that its citizens are able to actively participate in the electoral process.

Challenges

The high number of election documents needing translations within a short time frame poses a challenge to the Community Program Specialists as they pursue to complete all projects in a timely manner. Accent marks in the Vietnamese written language provides a unique challenge when proofreading more than 500 sample ballots and ballot items with different combinations. Nonetheless, in order to ensure 100% accuracy, it is critical that we not miss the mark.

Strategies

That strategy is the same for all of our languages. Every sample ballot and ballot item for an election is first translated by our vendor using court-certified translators. Community Program Specialists then review the translations and make recommendations to the vendor on potential changes based on consistency with past elections and glossaries including one provided by the U.S. Elections Assistance Commission.

Each translation is proofed by two Vietnamese-speaking staff members. It is then proofed by five additional staff members, who proof everything produced by the Department. The five additional proofers ensure that the formatting and numbers are correct. They can also proof by looking at the number of sentences, paragraphs, bullets and more.

All materials are tracked by the Community Program Specialists and two managers responsible for the process. A new tracking system was developed in 2009 that is utilized internally and by our vendor to send, proof and track all documents.

3. Bilingual Poll Worker Recruitment

Vietnamese bilingual poll worker recruitment is based on the number of voters requesting elections materials in Vietnamese and polling places identified by the Secretary of State in 2002. Of the total precincts in Orange County roughly 262 are targeted as Vietnamese bilingual representing 26.8% of all precincts. For many elections we are able to recruit a few Vietnamese bilingual poll workers as back-ups on Election Day. Today we have approximately 1,000 active Vietnamese bilingual poll workers in our database.

Challenges

Although the Vietnamese community is a growing community in general, language barrier is a challenge when it comes to bilingual poll worker recruitment. As previously mentioned, we see an increasing number of registered voters born in Vietnam, and only 40.8% speak English "very well." We are confronted with an issue of having many devoted voters who would like to be involved in the election as poll workers, but do not meet the criteria of being able to read and speak English. We also face a generation gap between elderly and youth voters. As active citizens, many of our elderly voters would like to serve as poll workers but may not be fluent in both Vietnamese and English, and our youth voters may be fluent in both Vietnamese and English but may not be available because of their hectic school and/or work schedules.

Strategies

Our Community Program Specialists maintain election information and poll worker recruitment by utilizing the availability of Vietnamese community media such as popular local Vietnamese newspapers, radio and television to urge the Vietnamese-heritage voters to volunteer as poll workers in elections. We also attend numerous events throughout the year to recruit new poll workers and continue our proactive outreach to community groups for expanding our recruitment effort. Additionally, we constantly post and update our website, Podcasts and social networking websites (i.e., Facebook, Twitter, and YouTube) to broaden our recruitment in the community.

KOREAN COMMUNITY PROFILE

Voter Experience



Mr. Charles Shin immigrated to the United States in 2007 from South Korea and gained U.S. citizenship in 2012. He currently resides in Lake Forest, California.

Mr. Shin voted, for the first time in his life, in the June 2016 Primary Election. Prior to Election Day, he registered to vote on the www.ocvote.com website, with the help of his daughter. “Although the website is translated in Korean, it is still difficult to navigate for elderly voters who have limited computer skills” Mr. Shin stated, adding “so, I think it’s important to have Korean speaking poll workers and staff members who can assist voters in person or over the phone.” He also commented that the Korean language Voter Information Guide and Sample Ballots he received prior to Election Day helped him understand the voting process, as well as the candidates and ballot measures he was voting on.

On Election Day in June 2016, Mr. Shin went to a polling site where his daughter was volunteering as a bilingual poll worker. In describing his voting experience, Mr. Shin commented that “it was intimidating to walk into a polling site, since I had never voted before, even in South Korea. I don’t think I would have even voted at all if there was no Korean poll worker at the site.” With the assistance of the bilingual poll worker and translated election materials and ballot, Mr. Shin was able to successfully cast his vote for the first time in 2016.

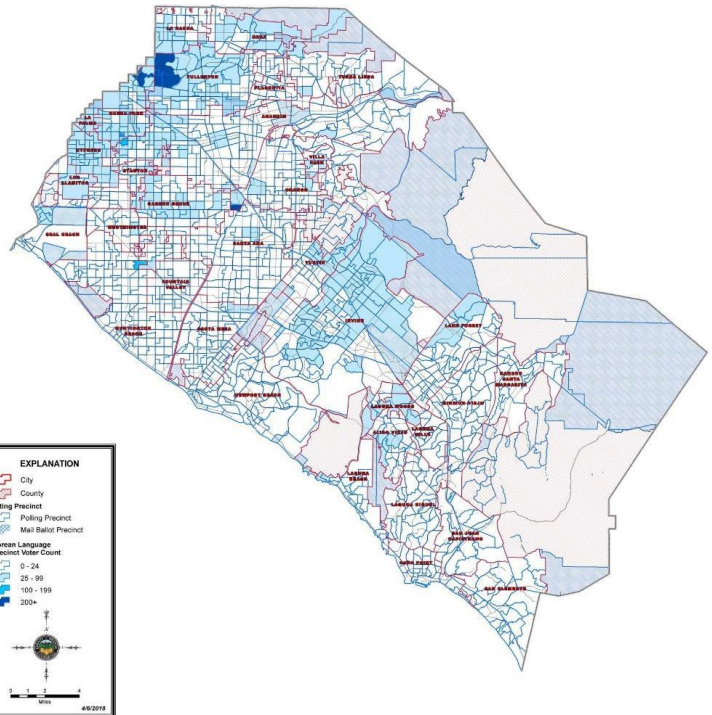
Utilizing the language assistance available to him, Mr. Shin plans to vote in every election.

Korean Community

Amongst the diverse ethnicity that reside in Orange County, the Korean community is one of the fastest growing. Though sometimes overshadowed by the larger Korean population in Los Angeles County, Orange County houses the second largest Korean population in the nation.

Demographics

According to the US Census Bureau’s Profile of General Demographic Characteristics in 2000, there were 55,573 Korean- Americans in Orange County comprising 14.4% of the Asian population and 2% of the total population of Orange County. The 2012-2016 American Community Survey 5-Year Estimates from the U.S. Census Bureau shows that there are 94,914 Korean- Americans in Orange County comprising 3% of total population of Orange County.



Participation of Korean-Americans in the Electoral Process

Estimate of Korean-American Voters in Orange County

Based on the 2016 American Community Survey 1-Year Estimates, the number of Korean-American citizens who are eligible to vote in Orange County is estimated to be 64,327, which is derived from the total number of both US born (37,454) and naturalized Korean-Americans (42,426) multiplied by the percentage of Koreans 18 years and older (80.53%) as shown in the table below:

Korean American Voter Estimates*			
Total Korean Population	Country of Origin	Status of US Citizenship	Age
101,587	US born 37,454	Naturalized US Citizen 42,426	17 years and under 19,777 (19.47%)
	Foreign Born 64,133	Not a US Citizen 21,707	18 years and over 81,810 (80.53%)

Note: * estimates were made based on the Table S0201, 2016 American Community Survey 1-Year Estimates.

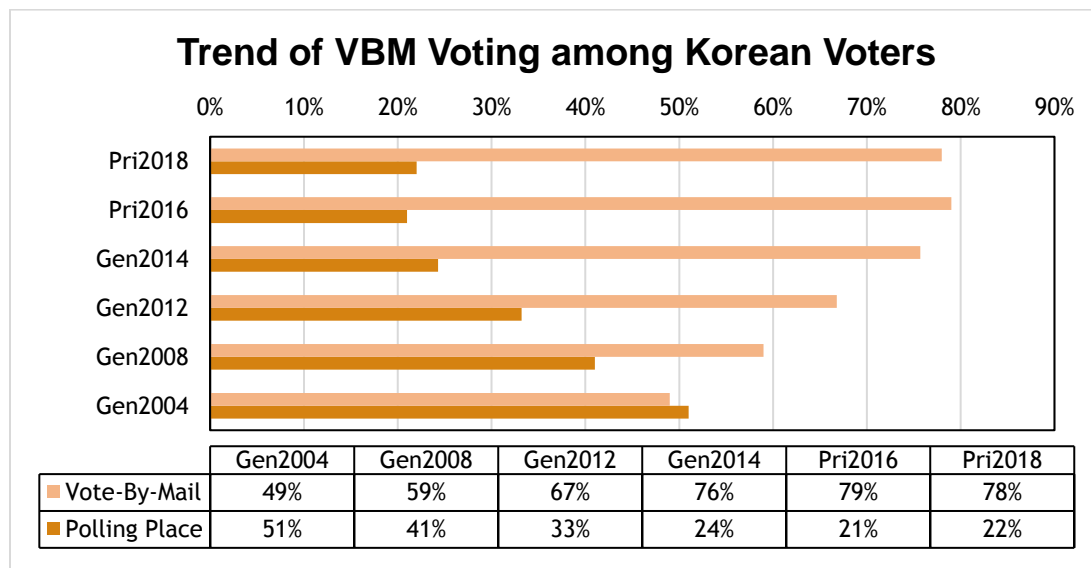
Trend of Registered Korean-American Voters

The statistics on the number of registered Korean-American voters in Orange County has been tabulated based only on the number of registered voters born in Korea due to the difficulty in tabulating 2nd generation Korean-American voters.

Trends of Registered Voters Born in Korea					
Year	08/2004	10/2008	10/2012	05/2016	6/2018
Number of Registered Voters	16,044	22,774	26,046	28,750	23,533

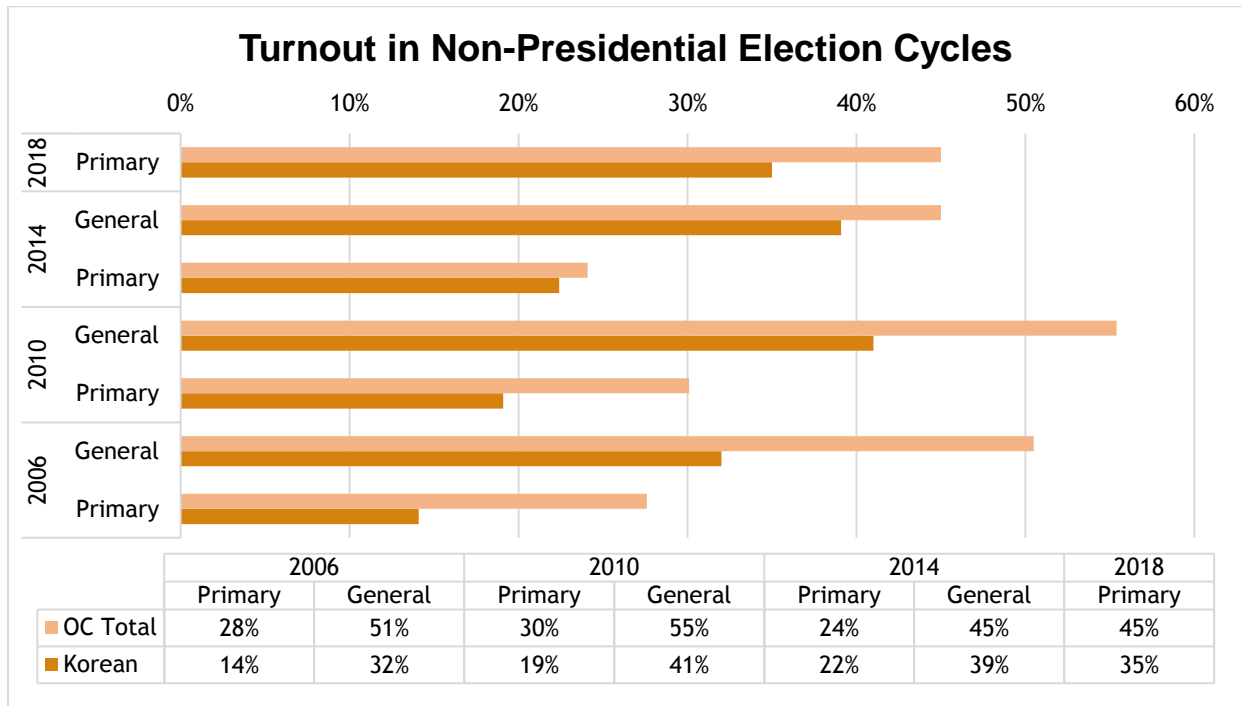
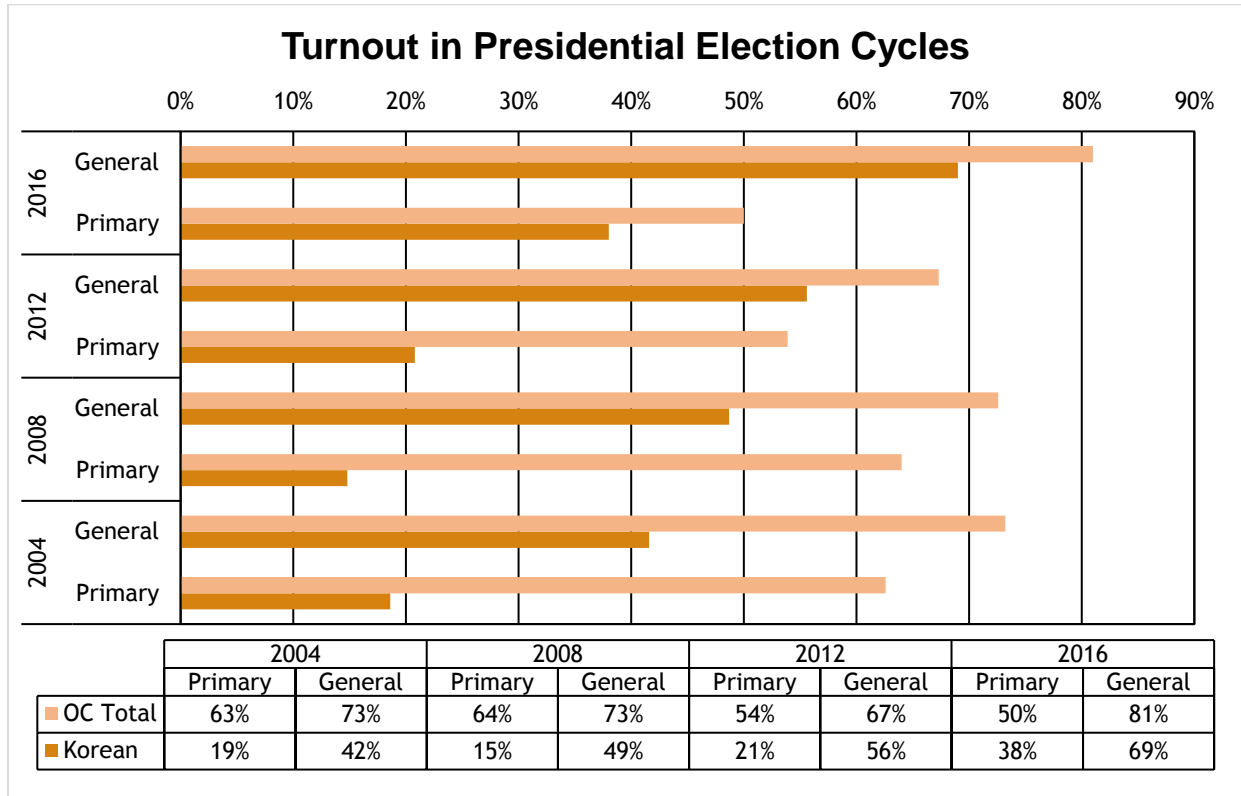
Trend of Voting Types Among Voters Born in Korea

The percentage of Korean-Americans opting for the vote-by-mail method has been increasing since 2004, as illustrated by the chart below. Nearly 80% of voters chose to vote by mail in the 2018 Primary Election.



Trend of Voter Turnouts

The average turnout of the registered voters born in Korea is about 10 percentage points lower than the Orange County average, even in the presidential election cycles. However, recent voting trends show the turnout for Korean born registered voters has been increasing steadily since 2004, especially in the 2016 Elections and 2018 Primary Election, as shown in the charts below.



Community Outreach and Language Assistance: Achievements, Challenges and Strategies

Voter Education and Outreach

Achievements

Voter education in the Korean community gained momentum when the newly purchased electronic voting system was introduced to the public in July of 2003. At that time, our Outreach Unit actively participated in making presentations in the four mandated languages. The Korean bilingual staff was able to attend events and make presentations about the new voting system in the Korean community with help from two Korean volunteers.

Since 2004, our voter education/outreach activities in the Korean community have placed much emphasis on voter registration. The registration campaigns for Korean-American voters have included the installation of voter registration booths at major community events where many prospective Korean-American registered voters are expected to attend. As a result of these efforts by both our office and Korean community organizations, the number of registered voters who were born in Korea has increased 76% during the 12-year period from 2004 to 2016. Our Korean language staff has also made numerous presentations about the importance of voting and the status of Korean-American voters' participation in the electoral process.

Challenges

There is a general lack of interest in the body politics within the Korean community, which stems from a lack of understanding on the political system of the United States.

Volunteerism in Korea is not a cultural norm for civil citizens. Poll workers in Korea, for example, are typically government employees and working the polls is considered as part of their job duties. It would be as if 6,000 of the County of Orange's 18,000 employees were mandated to work the polls as part of their job.

More than 70% of Koreans in Orange County are estimated to attend churches. Although we have attempted to partner with many of these Korean churches, some have been hesitant to work with us due to our political nature, and these religious organizations have chosen to remain politically neutral. However, Korean churches have openly encouraged their congregations to register to vote, sign petitions, and vote on ballot measures affecting their religious beliefs. Accordingly, there seems to be an opportunity to form partnerships with Korean churches, through a more active and creative effort, by emphasizing the importance of participating in the electoral process for the benefit of the Korean community as a whole.

Strategies

In joint efforts with several Korean organizations, our language staff continues to make numerous presentations about the status of Korean-American voters in the County and the importance of voting in order to increase Korean voters' participation in the electoral process.

In the Orange County Korean community, utilizing news media is the most effective way of disseminating election information and educating voters about the importance of participation. These Korean news media have been very active for educating Korean-American voters by carrying election related articles during election times. In addition, posting free poll worker recruitment ad on the online community bulletin boards being operated by Korean news media turned out to be very effective in the most recent several elections.

Translation of Election Materials/Language Assistance

Achievements

The Registrar of Voters continuously strives towards the advancement of the bilingual and translation program. We have been aggressive in providing translations of election materials and ensuring that language assistance is available to those who need it. Much like the increasing number of voters requesting materials in Korean, there is a growing number of Korean elected officials that count on proper translations making diligence on our part even more imperative.

Challenges

Unlike other languages we are required to translate, the Korean language does not include different dialects or accent marks that make proper translation a tricky ordeal. Its alphabet system is purely phonetic, and a syllable is composed of one vowel and either

one or two consonants. Due to this rule of syllabification, a typo in a word would result in a complete change in the meaning and, thus, an utmost attention to detail is required by the language staff during the proofreading process. Moreover, more than 70% of the Korean vocabulary consists of Sino-Korean terms, which refers to words originated from terms using Chinese characters. The usage of these Sino-Korean terms is differentiated by the subject matter and/or writing styles. The translating and proofreading of election materials, accordingly, requires mastery of higher levels of vocabulary on the part of the bilingual staff for providing proper and accurate translations of election materials which are mostly technical and legal in nature. As a result, finding well-qualified seasonal employees to help the translation and proofing process has been very important in every election.

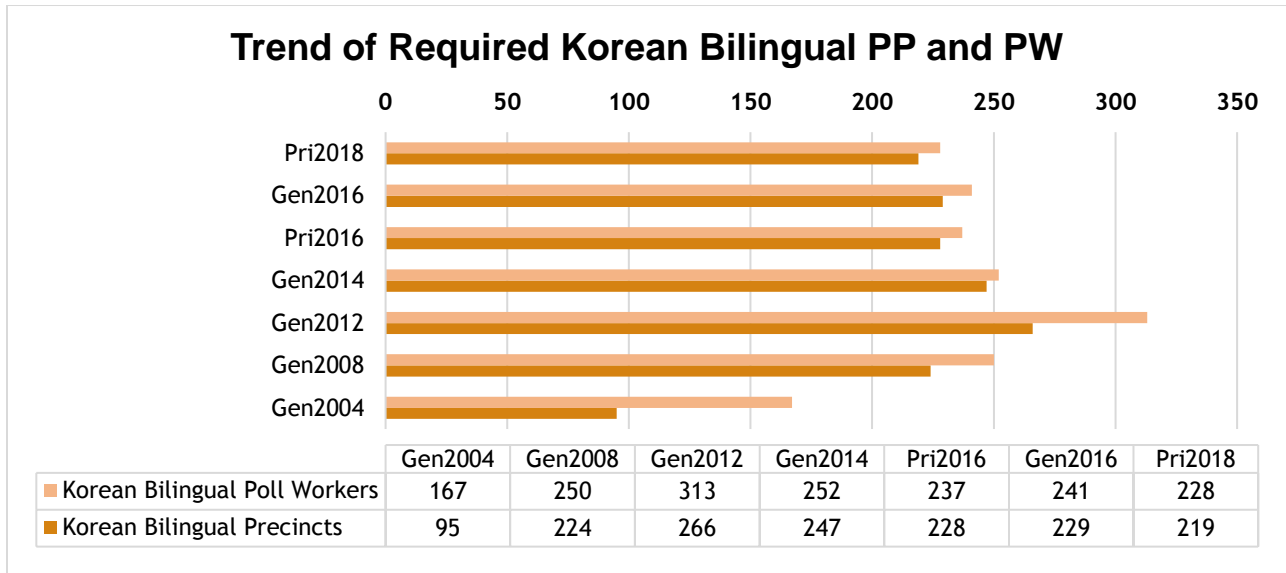
Strategies

The Registrar of Voters’ proofreading and tracking process ensures the quality of the translated Korean materials. To provide voters with more information, the Korean community program staff also distributes supplemental materials, including Voter Information Guides, in order to help voters gain a better understanding of the election process.

Bilingual Poll Worker Recruitment

Achievements

Since 2004, the Korean bilingual poll worker requirement has been based on the number of voters who were born in Korea. It uses a stricter criterion in meeting the language requirements under the VRA, rather than merely relying on the 2002 Secretary of State’s list for bilingual precincts. As a result, and with increasing number of registered voters born in Korea, the numbers of both targeted Korean bilingual precincts and Korean bilingual poll workers have significantly increased. As shown in the table below, 219 polling places were targeted as Korean bilingual precincts and almost 230 Korean bilingual poll workers were required in the 2018 Primary Election.



In our efforts towards advancement, we have internally developed a Korean bilingual poll worker recruitment and management database which keeps track of Korean bilingual poll workers’ poll working history by elections and availability for upcoming elections. Currently, we have more than 1,500 active Korean bilingual poll workers in our database.

Challenges

As shown in the above chart (Trend of Required Korean Bilingual PP and PW), the number of required Korean bilingual polling places and bilingual poll workers have continuously been increasing for subsequent elections. As a result, the total number of both bilingual Korean polling places was more than doubled while the number of required bilingual Korean poll officers increased more than 80% compared to the 2004 Presidential General Election.

Considering the fact that the hours necessary for working the polls ranges from 6:00 a.m. to approximately 9:00 p.m. on Election Day, the pool of volunteers is limited to: 1) Elderly voters who are possibly retired 2) Voters without school-aged children and 3) College and high school students. The volunteer pool is further limited due to the requirement of having to be proficient (speaking, reading and writing) in both English and Korean, because most of the 1st generation Korean-American voters – particularly the elderly– are not proficient in English. In addition, college and university students are, in most cases, not available

for working the polls due to conflicts with their exams and school schedules.

Particularly problematic for Korean bilingual recruitment is the high ratio of cancellations and no-shows among the poll workers who have initially committed to volunteer. We typically see a cancellation rate of over 30%. Cancellations are usually due to personal and medical emergencies, business trips and travel abroad.

Strategies

To overcome the challenges in recruiting bilingual Korean poll officers, we have developed a more efficient volunteer management system and more effective poll worker recruitment methods:

Volunteer management system: Internally, we have created and are maintaining a volunteer management database containing the historical data of all the poll workers who have worked in all previous elections, as well as prospective poll workers. On average, about 50% of bilingual Korean poll workers for each election are recruited from this database.

Diversification of recruitment methods: With an increasing number of required poll workers and given the fact that about 50% of Korean poll workers have been or will be newly recruited, we have diversified the methods of poll worker recruitment as follows:

- High school student poll worker program
- Direct mailing/emailing to the voters at targeted precincts
- Poll worker interest card included on the sample ballot
- Help from Korean news media
- Referral by current poll workers
- Free recruitment ads on community bulletins of the Korean news media and job sites
- Participation in community events and presentations through Community Engagement Program

Since the 2004 General Election, almost half of the new poll workers recruited have been Korean-American high school students. The most effective methods in the order of effectiveness for recruiting new poll workers from the general voter population have been: 1) Direct mails or emails sent to the voters at targeted precincts; 2) Volunteer interest card on sample ballots; 3) Articles published in major Korean newspapers about the need for Korean poll workers; 4) Referrals by previous poll workers; and 5) Free recruitment advertisements on online community bulletins.

Given the limited pool of volunteers and increasing number of required poll workers, it is imperative that we maintain a high retention rate of poll workers for future elections. We will achieve this goal by building personal relationships in part by providing excellent customer service.

CHINESE COMMUNITY PROFILE

Voter Experience

Jane Shen (Santa Ana)



Jane Shen became a U.S. Citizen in 2000 and registered to vote in Orange County, California in the same year. She was afraid to go to the polling place because she was unfamiliar with the election process and limited in English proficiency. She found out later there was language vote-by-mail ballot available, so she has been a language vote-by-mail voter since November 2002. She found the vote-by-mail easy and convenient and it allowed her voice to be heard. The voter information guide and ballot in her native language helps her understand and vote for what she truly believes in.

She has been active in democracy and the election process before she immigrated to the United States. Although she has been an active voter since 2002, she has not been able to vote at a polling place in fear of not knowing how to cast a ballot on the voting machine.

Knowing a lot of immigrants, especially elderly immigrants, have failed to register to vote and feel uncomfortable voting,

she became a volunteer in 2006 and overcame her fear and learned how to operate a voting machine because she was determined to assist language voters to help their voice to be heard. She has been a volunteer ever since, and she is very proud of engaging in our democracy by being an active 24-time voter and 16-time Election Day volunteer.

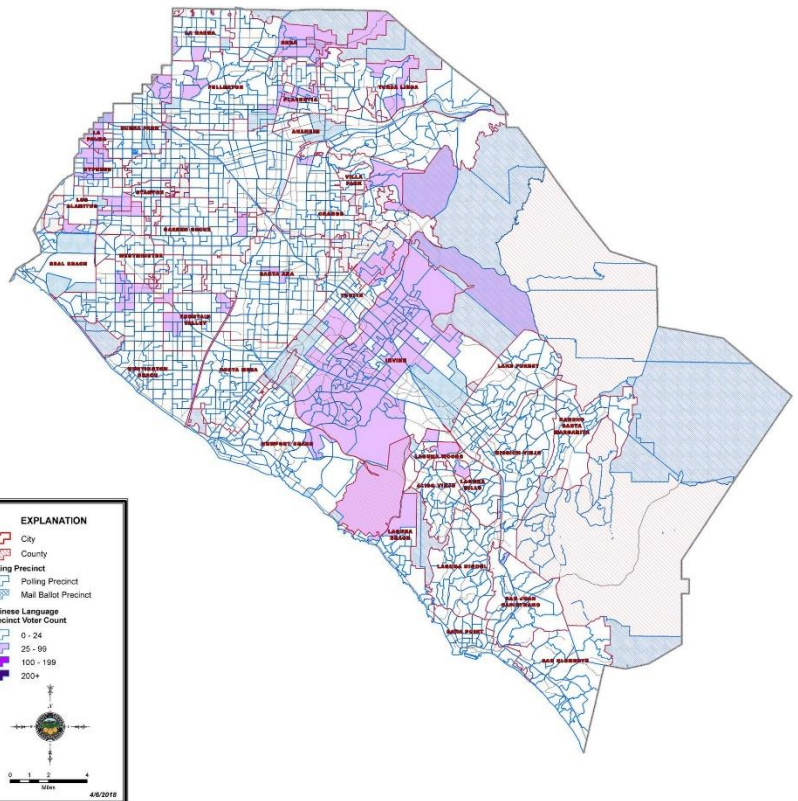
Chinese Community Profile

Orange County is comprised of several sizable Chinese-speaking neighborhoods. The Chinese community consists of a diverse group of Chinese-speaking immigrants from China, Hong Kong, Taiwan and other Asian countries. They mostly reside in suburban cities in the county.

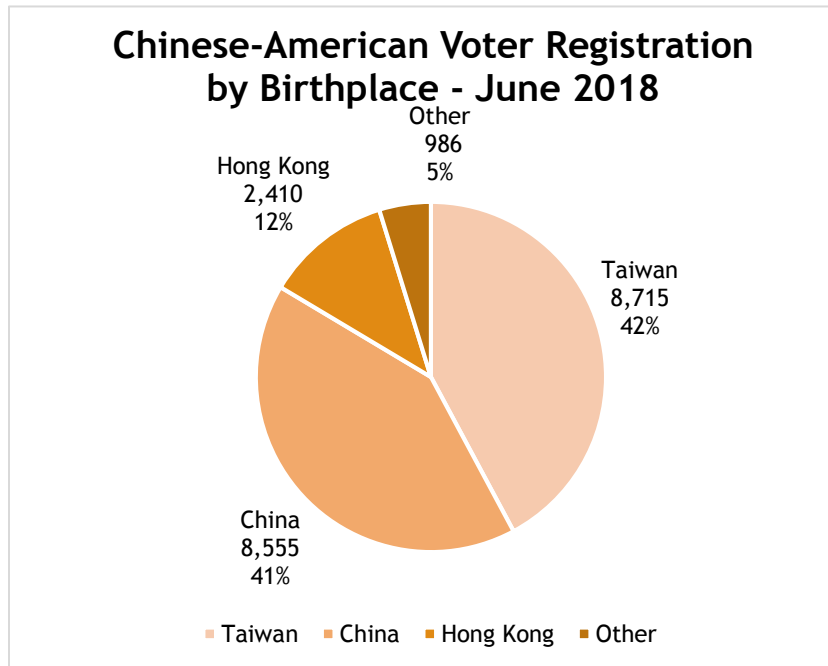
Demographics

Based on U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates, 52.4% of Chinese residents indicated they speak English less than “very well.”

Mandarin is the prevalent spoken language in the community, however, there are other common dialects such as Cantonese and Taiwanese. Traditional Chinese is the written language used by most local Chinese media. It is also supported by the state of California in providing election materials.



2016 Chinese Community Survey One-Year Estimate	
Total Chinese population	110,908
Age 18 and over	92,608 (83.5%)
Foreign born	74,412
Naturalized citizens	49,471



Participation in Electoral Process

Trends of Community Voters

1) Chinese-American Voter Registration in Orange County

The statistics on the number of registered Chinese-American voters in Orange County is based on the number of registered voters born in China, Hong Kong and Taiwan due to the difficulty in tabulating second generation Chinese American voters. As of June 2018, the total number of registered Chinese-American active voters was 20,660 and the number of requests for language material was 5,121. Recruiting election officers to provide language assistance at polling places was based on place of birth in the previous elections. Starting in 2014, the bilingual Chinese poll worker recruitment number is based on the language request by voter criterion.

Chinese-American Voter Registration in Orange County	
Active voters	20,660
Inactive voters	5,871
Total Chinese-American voter population	26,531
Language requests	5,121 (25%)

2) Voter Concentration by City

As of June 2018, research shows the city of Irvine has the largest concentration of Chinese population with 35% of the registered Chinese-American voters in Orange County.

Chinese-American Active Voter Concentration		
City	Number of Voters	Percentage
Irvine	7,230	35.0%
Fullerton	1,064	5.2%
Anaheim	921	4.5%
Huntington Beach	898	4.4%
Yorba Linda	846	4.1%
Tustin	833	4.0%

3) Voting Method Comparison

Vote-by-mail is the most popular voting method among Chinese-American voters.

	2012 General	2014 Primary	2014 General	2016 Primary	2016 General	2018 Primary
Polling Place	4,566 (34.1%)	719 (18.6%)	2,211 (28.0%)	1,693 (24.7%)	4,179 (27.5%)	2,070 (23.4%)
Vote-By-Mail	8,170 (61.1%)	3,029 (78.2%)	5,366 (67.8%)	4,790 (70%)	10,171 (67%)	6,345 (71.5%)
Provisional	638 (4.8%)	125 (3.2%)	203 (2.6%)	333 (4.9%)	543 (3.6%)	325 (3.6%)
Fail-Safe	0	1	134 (1.6%)	29 (0.4%)	285 (1.9%)	143 (1.5%)
Total	13,374	3,874	7,914	6,845	15,178	8,856

4) Voter Turnout

Chinese-American voter turnout is lower than the total Orange County voter turnout in the previous elections.

	2014 Primary	2014 General	2016 Primary	2016 General	2018 Primary
Number of Active Registered Chinese-American Voters	19,033	19,387	19,054	20,609	20,660
Number of Chinese-American Voters Who Voted	3,874	7,914	6,845	15,178	8,856
Percentage of Chinese-American Voter Turnout	20.4%	40.8%	35.9%	73.65%	42.9%
Percentage of Orange County Voter Turnout	23.9%	45.0%	49.6%	80.7%	42.9%

Establishment of Community Program

The Chinese community program was established in 2003 as a result of the federal mandate to meet the growing needs of the Chinese-American voting community.

Over the years, the Registrar of Voters has reached out to many Chinese community organizations and maintained good relationships with them through event participation and presentations.

Several key Chinese community organizations have actively helped with the advancement of our mission. These include Asian American Senior Citizen Service Center, South Coast Chinese Cultural Association, Irvine Evergreen Chinese Association, and Youth Voting Involvement Association.

Bilingual Poll Worker Recruitment

Achievements

Chinese bilingual poll worker recruitment was based on the number of voters who were born in China, Hong Kong and Taiwan in addition to polling places identified by the Secretary of State in 2002.

In 2004, a stricter criterion was used in recruiting and assigning bilingual Chinese poll workers as opposed to relying on the Secretary of State's list for bilingual precincts. The criteria are as follows: one Chinese bilingual poll worker when the polling place has between 25 to 99 voters born in China, Hong Kong and Taiwan; two Chinese bilingual poll workers when the polling place has between 100 to 299 voters born in China, Hong Kong and Taiwan; three Chinese bilingual poll workers when the polling place has 300 and more voters born in China, Hong Kong and Taiwan.

Starting in 2014, a new criterion is implemented when recruiting and assigning bilingual Chinese poll workers: one Chinese bilingual poll worker when there are 25 to 99 voters request Chinese language assistance; two Chinese bilingual poll workers when there are 100 to 299 voters request Chinese language assistance; and three Chinese bilingual poll workers when there are 300 and more voters request Chinese language assistance at the precincts assigned to a polling place.

Approximately 200 polling places in the 2014 General Election, 187 polling places in the 2016 General Election, and 90 polling places in the 2018 Primary Election were targeted as a Chinese bilingual precinct. In 2018, it represents approximately 9.2% of all polling places in the County.

Challenges

Diversity within the Chinese community, a relatively small volunteer pool, and the culture's perception on elections as politics rather than as a part of the democratic process, are all factors that pose challenges for outreach to the Chinese community.

Strategies

We utilize several strategies to increase outreach to the community and ensure compliance with the law:

- We strive to appeal to a broad spectrum of voters and include as many voters as possible. Amongst other factors, we are also aware of sensitive issues that may divide the community.
- We ensure that translations are as universal linguistically and culturally as possible for Chinese-American voters from different regions.
- We make strategic poll worker assignments by assessing available Chinese bilingual volunteers in each city and transferring volunteers accordingly to maximize our staffing capabilities and fulfill requirements for all coverage areas.
- We increase our volunteer retention and reduce cancellation rates by providing volunteers with excellent customer service in every step of the process.
- We keep volunteers and the voter community engaged through periodic election information sharing.

Helping Chinese-American voters understand the election process and the importance of voting has been the focus of our voter outreach. Since the inception of the program, we have been expanding our program continuously through various outreach avenues. In striving to increase the participation of the Chinese-American voter community in the electoral process, we have made great strides with community outreach as well as poll worker recruitment. As a result, many Chinese-American voters who were initially not familiar with the election process have become active participants in the process.

FUTURE GOALS



The Orange County Registrar of Voters has been committed to complying with and exceeding the language requirements set forth by the Voting Rights Act for every election. We pride ourselves in maintaining a comprehensive language service program in all supported languages.

As a result of our proactive approach to language assistance and outreach programs, registered voters as well as language requests by registered voters have continued to increase in language minority communities throughout the County. Increased participation in the voting process translates into a greater need for our services, however, there remains much to be done given our current challenges and future needs.

Looking forward, we believe that it is essential to continue improving our bilingual community programs in order to better serve the needs of voters who require language assistance. We have identified several goals for our program implementation in the future:

Effective Dispatch Process for The Bilingual Reserve Team

To ensure full coverage of bilingual precincts on Election Day, we have an internal policy of recruiting more bilingual poll workers than required based on historical cancellation rates. These reserve bilingual poll workers are willing to be dispatched to any targeted precincts as needed on the day of election. They have been instrumental in helping us fill last minute cancellations and no-shows.

Despite our best recruitment effort, however, not all bilingual precincts may be covered on Election Day due to various factors that have proven to be challenges in the past. These have included instances where reserve members have gone to the wrong precinct, bilingual poll workers were sent away by unknowing Inspectors, Inspectors not calling in to report no-show bilingual poll workers, or bilingual reserve members being dispatched to assist in a non-bilingual emergency function. We are in the process of devising a plan that will streamline the dispatch process and improve coordination with polling places.

Beginning in January 2014, the ratification of Assembly Bill 817 (AB 817) by the California legislature enabled us to recruit lawful permanent residents to serve on Election Day. This has expanded the pool of bilingual volunteers who are able to assist voters at polling places.

Customized Data Analysis Tools

We utilize data analysis extensively to improve our bilingual poll worker recruitment and translation processes. Requests are often made from various ethnic media outlets and community organizations for voter data. It is a labor-intensive task to retrieve information from many different sources and manually compile data for all the language communities, however, we continue to strive towards the automation of common queries in order to make frequently used data more accessible.

Increase in The Utilization of Services Provided

Ever changing election laws and procedures can confuse even many natural-born citizens, let alone naturalized citizens who are not entirely familiar with the system. Therefore, an integral part of our language assistance program is to increase understanding of the electoral process through continuous voter education. Such increase in awareness will lead to more community involvement as well as utilization of our services. In light of this need, our expanded speaking engagement program aims to help language voters understand their voting rights and actively participate in the election process.

In planning for the modernization of the County's voting system, we also actively seek input from language communities. In 2003, the Registrar of Voters acquired an electronic voting system (with a paper back-up) that replaced the punch card system outlawed by Congress in 2002. This year marks the thirteen-year anniversary of the system (and most likely its last election cycle). To assess current and future needs, our focus group and survey results include feedback from bilingual voters and bilingual poll workers, ensuring their participation in selecting a new voting system for Orange County that can be effectively utilized in the future.

CONCLUSION

From our experience, we believe that the following essential components constitute a successful language assistance program for voters, and we will build upon our foundation to continue improving our program:

Continuous and active community outreach: From media campaigns to targeted events for specific audiences, we have a variety of programs to expand our voter outreach through local channels of communication. These efforts are important in order to raise awareness on voting issues and build ongoing relationships with the community.

Continued quality translation of election materials: Translating complex election materials is not a simple task and certainly not one that can be done quickly. With the processes that have been established, however, we have instilled a value of quality translated election materials that are accurate, appropriate and accessible.

Expanded and proactive recruitment of bilingual poll workers: The challenge of recruiting qualified bilingual poll workers requires us to take a proactive approach in recruitment. We have developed a wide range of activities to continuously expand our volunteer database.

Lastly, we are glad to report that in our efforts to comply with the language mandates of the Voting Rights Act and of the Secretary of State, we have been able to provide a variety of bilingual election services to voters who need language assistance. We will continue to respond to the needs of voters and partner with language communities to increase voter participation in the democratic process of voting.