

County of Santa Clara

Registrar of Voters

1555 Berger Drive, Bldg. 2
San Jose, CA 95112
Mailing Address: PO Box 611360, San Jose, CA 95161-1360
(408) 299-VOTE (8683) (866) 430-VOTE (8683) FAX: (408) 998-7314
www.sccvote.org



Language Accessibility Advisory Committee Meeting

1400 Parkmoor Ave., San Jose, CA 95126

Cupertino B Room

June 5, 2019, 3:00pm

- I. Introductions
 - a. Registrar of Voters (ROV) Staff
 - b. Committee members

- II. Purpose of meeting
 - a. Member and Public Input
 - b. ROV
 - c. Mission development

- III. Establishment of guidelines and goals of meetings
 - i. Ground rules
 - ii. Member expectations: handout

- IV. Voter's Choice Act (VCA) general discussion
 - a. Overview
 - i. Changes from traditional polling place model
 - ii. Language requirements for VCA
 - iii. Election Administration Plan
 - b. Questions

- V. Public feedback, questions and/or concerns important to Committee

- VI. Recruitment of new members

- VII. Next Meeting: June 19, same time and location
 - a. Sobrato Center for Nonprofits
 - b. Agenda creation
 - c. Ideas for additional meetings and dates

- VIII. Announcements

- IX. Panel Q&A

These facilities are accessible facilities. Requests for documents in accessible formats, interpreting services, assistive listening devices, or other accommodations should be made by calling the Registrar of Voters, Administrative Services Division at (408) 918-9169 or by emailing your request to voterschoice@rov.sccgov.org, no later than five working days prior to the meeting.



VOTER'S CHOICE
Registrar of Voters
Santa Clara County

Santa Clara County Registrar of Voters
Language Accessibility Advisory Committee (LAAC)
Meeting Minutes

1400 Parkmoor Ave., San Jose, CA 95126
Cupertino B Room
June 5, 2019, 3:00pm

Members Present: Erin Choi, Charlotte Roman, Sophia Kao, Jessica Ho, Nicole Wong, Yeshe Teklemichael

Staff Present: Shannon Bushey, Darren Tan, Virginia Bloom, Robert Wiedlin, Lorenzo Castaneda, Amy Sun, Thuytien Bui, Smita Shah, Michael Borja, Paulo Chang, Eimear Duncan, Edwin Torralba, Ruth Luo, Rachel Jung, Alfred Gonzalez, Stephanie Duarte, Ralph Murrieta Jr., Chenxi Ye, Bob Nguyen, Mike Fong, Carmelita Aldana, Julia Saenz, Lance Nottle, Liz Oviedo, Anazay Rivera, Chip Mulenga, Shierry Anne Mangligot

Action Items:

- Email to members the member expectation handouts, voterschoice.org, and VCA webpage form SOS
 - Precinct Operations Division to send flyer to committee members about refugee event next Friday (6/14/19)
- I. Introductions – Darren Tan, Administrative Services Manager provided the following:
- a. Welcoming members
 - b. Staff introduction
 - c. Registrar of Voters (ROV) Staff
 - d. Committee members
- II. Purpose of meeting
- a. Member and Public Input
 - i. What do you want to see from the meetings?
Attendee Input
 1. To assist clients/patients of attendee's center in registering to vote
 2. Contribute to first generation immigrant and Asian Pacific-Islander (API) community.
 3. Engage the community members for VCA, possibly require workshops for different languages
 4. A citizen getting ready to get involved and is having fun to keep engaged
 5. To introduce Korean service community for collaborating with different organizations. Connecting with the older generations of Korean's who have a hard time with English. Also wants to translate to the Korean Community regarding the new implementation to the SB450 VCA.
 6. Most in the Ethiopian community do not speak English and most of them do not participate in civic engagement. Hoping that language does not become a barrier; they will be looking for funding in some areas.
 - b. ROV
 1. Where in the community are your language needs?
 2. We want to connect with the communities

3. We want to share the services that we do offer
 4. We are looking for input from our community
 5. Looking for feedback
- c. Mission development
- i. Mr. Tan mentioned that this will be discussed and developed during next meeting
- III. Establishment of guidelines and goals of meetings
- a. Ground rules
 - b. Member expectations: handout
 - c. *Attendee Questions*
 1. Will the members be able to help in the creation of the agenda?
 - a. RESPONSE: yes, members will be given an opportunity at each meeting to discuss adding items to the next agenda
 2. Expectations, when feedback is brought up, will you have a procedure to response or communicate that to the group?
 - a. RESPONSE: yes, all feedback will be tracked and acknowledged
 3. Request to let committee know once comments and any feedback come in
- IV. Voter's Choice Act (VCA) general discussion by Paulo Chang, Precinct Operations Election Division Coordinator
- i. Overview
 - ii. Changes from traditional polling place model
 - iii. Language requirements for VCA
 - iv. Election Administration Plan

Attendee Questions

- v. Where and how will we be strategizing Vote Centers (VC)?
 1. RESPONSE: there is a mandate based on population density that determines the area for where vote centers should be placed. Vote center potential locations will be discussed at future meetings and updates to identified locations will be provided
- vi. Do you have information for locations with bigger amounts of people?
 1. RESPONSE: information on all VC will be provided by the department
- vii. Are we able to use Schools and College campuses?
 1. RESPONSE: Yes.
- viii. What are the 8 different languages?
 1. 4 are mandated and 2 others are state required. An additional 2 were previously state mandated which the ROV still recognizes
 2. Languages: Spanish, Vietnamese, Chinese, Tagalog (4 Mandated), Hindi, Khmer, Korean, Japanese
- ix. Will we be having November 2019, election?
 1. RESPONSE: At this moment, no requests have been made by Cities or Districts. The deadlines to submit requests for a November election is July 3rd for Governing Boards and August 9th for Cities
- x. Do you have to commit working a VC to one day or the full week?
 1. RESPONSE: Staff who apply to be a VC worker will be asked to commit for the entire duration of the VC. Interested parties who would like to work one day can still volunteer
- xi. Census is rolling out around the March 2020, what if someone goes to the vote center and ask help about the Census. To some, they are one in the same. There might be some confusion with their patients.

1. RESPONSE: ROV to connect with Census people for ideas to see if there is a possibility of integrating Census and ROV at some sites
2. RESPONSE: ROV is currently sharing Census at all the community groups
- xii. Have we been working with City Counsel?
 1. RESPONSE: The ROV has included communication with City Counsels as part of its outreach efforts for VCA
- xiii. What will you do with languages that are not mandated?
 1. RESPONSE: Historically, the office has tried to reach out to as many language communities as it is capable, to see how it can assist in having them come to vote
 2. *Attendee RESPONSE*: Worked with local organizations with languages that were not mandated. They used community members to help. You are also allowed to bring two assistants to help with their voting access
- xiv. Will we have 8 translated official ballots?
 1. RESPONSE: the goal of the ROV is to have all 8 languages translated into official ballots
- xv. Are you planning on targeting area with speakers on certain languages?
 1. RESPONSE: Yes. One of the purposes of the LAAC is to assist in identifying target areas
- xvi. Volunteers: If you are having trouble recruiting, do you recruit student or volunteers that can be volunteers.
 1. RESPONSE: Yes
- xvii. The EAP, are they separate from the LAAC?
 1. Some people who have childcare might have difficulty.
 2. It's hard to have community engagement for just specifically the election; is there ways of incorporating with other community events? It might draw a larger group of folks. Like a church throwing a group meeting, the ROV somehow engaging with an existing community event.
 3. How are we reaching out?
 - a. RESPONSE for questions 1-3: The Precinct Operations outreach team conducts multiple outreach events per month and are always looking for events and organizations to visit. If the committee knows of any, the outreach team will take referrals
 4. Open ended questions or will you be presenting a draft version for the EAP?
 - a. RESPONSE: Yes. The EAP Public Meetings are an open forum to provide an opportunity to ask questions regarding VCA
 5. Are the EAP post translated with at least the header
 - a. RESPONSE: EAP materials will be translated in the 8 languages
- xviii. Are (25) 11-day Vote Centers required? Will you be willing to adjust the numbers based on the feedback you get?
 1. RESPONSE: yes, there is a mandate of the number of VCs that need to be open per capita
- xix. What are the hours of operation?
 1. RESPONSE: VCs are required to be open for 8 hours per day and 13 hours on election day. Times for certain VCs will open earlier and later but none have been identified at the moment

ROV Additional input to VCA

- xx. Challenges with hiring
- xxi. Carpooling ideas
- xxii. VCA strategy

- xxiii. Voiance translation services will be available
- xxiv. We will share the voting technology once they become available
- xxv. We will strategize to place certain translators in areas
- b. League of Women Voters
 - i. What is the youngest age for volunteers?
 1. RESPONSE: 16 years old, with parent/guardian and school approval
- V. Election Administration Plan (EAP)
 - a. Introduction on the EAP
 - b. Inviting members to future consultation meetings
- VI. Public feedback, questions and/or concerns important to Committee
- VII. Recruitment of new members
 - a. ROV provided update on online fillable EAP public consultation form
- VIII. Next Meeting: June 19, same time and location
 - a. Sobrato Center for Nonprofits
 - b. Next Meeting Agenda creation
 - i. Reaching out to stakeholders
 - ii. Re-cap on VCA Overview
 - iii. Vote Center Ideas
 - iv. Covering VEOC
 - c. Ideas for additional meetings and dates
 - i. Committee members to give feedback on locations and times for meeting
- IX. Announcements
- X. Panel Q&A – questions were asked throughout the meeting and the Q&A session received no additional questions
- XI. Meeting adjourned at 5:00 pm

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Language Accessibility Advisory Committee Meeting

1400 Parkmoor Ave., San Jose, CA 95126
Cupertino B Room
June 19, 2019, 3:00pm

- I. Introductions
 - a. New committee members (if any)

- II. Follow-up Items from previous meeting
 - a. Review of minutes
 - b. Recruitment of members for mandated languages
 - c. Mission development

- III. Meeting schedule
 - a. Frequency
 - i. Dates
 - ii. Times
 - b. Potential locations

- IV. Election Administration Planning
 - a. Vote Center Maps (Mapping Division)
 - i. 11-days
 - ii. 4-days
 - iii. Drop-box locations
 - b. Outreach Plan (Public and Legislative Affairs Division)
 - c. Translated Language Materials (Election Logistics and Voting Systems Division)

- V. Recruitment and outreach (Member suggested)
 - a. Recruitment of new members

- VI. Agenda creation for next meeting

- VII. Announcements

- VIII. Panel Q&A

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Santa Clara County Registrar of Voters
Language Accessibility Advisory Committee (LAAC)
Meeting Minutes

1400 Parkmoor Ave., San Jose, CA 95126
Cupertino B Room
June 19, 2019, 3:00pm

Members Present: Erin Choi, Maryl Dean from the Language Arts at Evergreen Valley College, Yeshi Teklemichael, Efrain Delgado from the Civic Engagement ALA, Jonathan Stein from the Voting Rights Program Asian Law Caucus, Jessica Ho and Katherine Power (on conference call) both from North East Medical Services

Staff Present: Michael Borja, Shannon Bushey, Vanessa Hamm, Andrea Solorio, Michael Borja, Magdalena Sta Maria, Priscilla Favela, Janora Davis, Allen Ocampo, Robert Wiedlin, Lynh Nguyen, Virginia Bloom, Michelle Tran, Christina Rivera, Adrian Garcia, Paulo Chang, Alfred Gonzales, Eric Kurhi, Jacob Salazar, Rachel Jung, Smita Shah, Liz Oviedo, Chipso Mulenga, Edwin Torralba, Thuy Tien Bui, Jose Posadas, Aaron, Jacob Salazar, Stephanie Duarte, Carmelita Aldana, Mike Fong, Virginia Bloom, Darren Tan

Action Items:

- Jonathan to send his CBO to Rachel.jung@rov.sccgov.org
- Delgado to send CBO list to Rachel.jung@rov.sccgov.org
- Email thread to be started with members
- Help send any organizations the EAP schedule and can fill out a feedback form or send a feedback email to voterschoice@rov.sccgov.org
- If you know of any locations that fit within the criteria for Vote Centers, please email voterschoice@rov.sccgov.org
- Erin to provide Eric with on-demand platform
- Give Marylin skype conference info

I. Welcome and Introductions – Darren Tan, Administrative Services Manager provided the following:

- i. Staff introductions
- ii. Committee members
 - The committee is still accepting applications, this is a public forum for everyone to join and provide feedback and comments.

II. Approval Previous Meeting

- i. Members to review and approve minutes

III. Actionable Items

- i. Recruitment of members for mandated languages. ROV is doing a comprehensive outreach to various communities via email, call outs, and closely working with the City Managers and City Clerks. Spanish speaking committee member is very important. Several contacts were given by some of the committee members:
 - ACII
 - PACT
 - Siren
 - Somos Mayfair
 - Buildings Skills Partnership
 - LED Filipino

- American Muslim Voice
- VIVO
- Vietnamese American Roundtable
- Sacred Heart Community Services
- PARS Equality Center

IV. Mission Development

- Proper language terms must be used as some connotes a deficiency e.g. limited English proficiency. English Language Learner is typically used. ROV BLD uses Voters that primarily speak another language other than English. Some suggested "forum" as it conveys working together on a set of issues.

V. Meeting Schedule

- Darren has reiterated to the group the goal for all the committee members to have access to the meetings. Discussion on the frequency, time, day of the meeting. Some attendees suggested their location availability but because of parking and other facility issue it was decided that the best location is Sobrato as it is convenient to all members. It was decided by the committee to have it once a month. Weekdays, no Fridays, in the morning from 10AM to 12PM or 3PM to 5PM. Darren has suggested to check our website for resources. <http://www.sccvote.org/voterschoice>
- Attendee question:
Is there a way to talk about ideas with members? Some LAAC members have no communication?
RESPONSE: ROV has an email thread where they can communicate.

VI. Election Administration Planning

- Shannon Bushey handed out EAP schedule to the members, with the goal to gather input from the community, i.e. ideas for advertising, ballot drop box locations etc. ROV is gathering input, the draft must be presented 14 days before EAP August 30, 2019 BOS hearing/meeting. Refer to ROV Website for more information on LAAC, VAAC, & EAP. Help recruit people to attend. The SOS has many resources on the EAP to reference.
- Attendee Questions:
Volunteer: Is the information related to language access in the EAP? Requested to have draft be ready 2 weeks before August 30 to be reviewed by the members preferably included in the next LAAC meeting. Per Election code, there is a 2- week review period. NAPA has released their EPA this week to finalize it in the fall. Every county released the English version then does the translations.

RESPONSE: The draft should be ready sooner because it needs to be translated, and it takes 3 to 4 weeks to translate before August 30 meeting, and another amended one to take input. The ROV has contracted an outside vendor to translate ROV materials and is certified by the County. Discussion regarding official ballots in different eight mandated languages will occur. The ROV has sought assistance from the committee for options on how to advertise in different language communities.

VII. Vote Center Maps presentation and general discussion by Aaron Wong, Mapping Division

- Overview
 - 11-days
 - 4-days
 - Drop-box locations
 - 14 criteria for selecting locations
 - Morgan Hill and rural areas will remain, per ROV
- Attendee Questions:
There used to be 800 voting centers, in the map there are less than 100, how will the 120 be dispersed?
RESPONSE: The map being shown has 50 k voters; we have another map that are subdivided by 10k. Some vote centers are open for 11 days and others for 4 days. 11-day requirement is to have 1 for every 50k and the 4 day are open for every 10k. ROV will add voter drop boxes. ROV's Public and Legislative Affairs division is
 - In each instance you'll have one on each unit on the map identifying areas, are you doing analysis? Are you

going to share publicly where the vote centers have landed? Napa sat down community advocates and had conversations and showed transparency, will you do the same?

RESPONSE: Using data from Census from language and we can show these types of communities that offer specific services. ROV will do own maps and combine with Mindy's organization heat maps. ROV will share to public where the vote centers are.

iii. Napa sat down community advocates and had conversations and showed transparency, will you do the same?

RESPONSE: We will have some form of that. And we are keeping records of how much they are offering, and we will do our best to share.

iv. Dropbox locations, are they exterior or interior? Exterior ones are they located outside of government buildings? Have you considered grocery stores and other high traffic locations? I recognize they offer advantages, but there are far more people going to Safeway and Walmart compared to city hall. Movie theaters, valley fair, there are way more people going there than a County Office.

RESPONSE: Majority are exterior, metal boxes designed for weather and 24/7. Interior are mostly in City Halls. City libraries, colleges, government offices, we are shooting for 78 and open to suggestions. We are also looking at fire stations.

v. Anyone can drop off in any location? We are talking about people who are already around the area. The bill in legislature that would add to the list by 1, which is college campuses, are you anticipating community colleges SJSU in analysis.

RESPONSE: We are talking to everyone, and we have landed SJSU and possibly West Valley Community college and other colleges, but they must be open to the public and not just the students.

VIII. Advertisements and Outreach discussion by Eric Kurhi, Public and Legislative Affairs.

- a. Introduction about PLA
- b. Advertising and outreach via online and newspapers or any PSA's let us know, especially if it's free
- c. How to reach to various communities, what publications and other ideas
- d. Social Media Outlets
- e. Potential locations – anyone has access to a hall please let ROV knows

Attendee suggestions: Possible locations for advertisements:

- School, ads on buses and the movie houses e.g. ESSJ Eastridge, which is heavily populated in English and Spanish.
- Korean drama, there is always 2 ads on-demand. English is ok but with subtitles. Vietnamese are big in watching Korean drama. Erin Choi will send to ROV staff a list.
- KTSF, Sing-Tao, SkyLink, On Demand, Filipino Channel ABS-CBN, through evening Filipino news. Special Filipino event in summer at Staples Center, Adobo Festival, and at Union Square.
- South Asian community people are in What's App, create group text and have multinational chat groups. You can create groups that are uni-directional with an Admin that can only make post. Instead of mailing list, they just had a What's App group and became a community newsletter. For publications, there's newsletter magazines like India West which is one of the most prominent.
- WeChat there is a nebulous government system that the China government oversees the app but be cautious.
- Facebook ads
- Viber, church gatherings, other denominations, and mosque. We put ads in the parking lots during church. Yeshi to provide info. Each year we have 4 to 5 k attending, we would be happy to host a booth.

IX. Public feedback, questions and/or concerns important to Committee

X. Recruitment of new members

XI. Next Meeting:

- i. Tentative dates because of location.
 - Wednesday 17th and 24th of July

- Location
 - 10 am to 12 pm, or 3 pm to 5 pm
- ii. Next Meeting Agenda Creation
- A list of tasks that are coming. To help start thinking ahead.
 - What are your plans for recruitment for bilingual poll workers, what are traditional approaches and how are you supplementing? There are many ways to reach out to communities, what events do you plan on being at? October 14 an example of Ethiopian community. We can put together a robust list and keep supplementing the list.
 - VCA requires 3 voting contacts by mail, can you share what the mailers look like, how are they translated, size, and would be great to see before they go out. It would be great to share them in draft form. Bring the community in early in the process will be helpful.
 - ROV will set these items on the Agenda

XII. Announcements

XIII. Panel Q&A – questions were asked throughout the meeting and the Q&A session received no additional questions.

XIV. Meeting adjourned at 5:00PM

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Language Accessibility Advisory Committee Meeting

1400 Parkmoor Ave., San Jose, CA 95126
Cupertino B Room
July 17, 2019, 2:00pm

- I. Introductions
 - a. New committee members (if any)

- II. Follow-up Items from previous meeting
 - a. Review of minutes
 - b. Mission development

- III. Finalize Meeting Logistics
 - a. Hub location
 - b. Meeting frequency: Monthly (CONFIRMED per previous meeting)
 - i. Until December
 - ii. Quarterly after the conclusion of the Election
 - c. Co-chair discussion (member suggested)

- IV. Election Administration Planning
 - a. EAP Consultations
 - b. Election Materials
 - c. Voter Education and Outreach Coalition
 - d. RAVBM: Presentation by Vote By Mail Division (time permitting)

- V. Recruitment and outreach

- VI. Agenda creation for next meeting

- VII. Announcements

- VIII. Panel Q&A

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