



**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 3<sup>rd</sup> for Governing Boards and August 9<sup>th</sup> 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