

2020 VOTING RIGHTS ACT COMPLIANCE AND BILINGUAL OUTREACH UPDATE



**ORANGE COUNTY
REGISTRAR OF VOTERS**

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EXECUTIVE SUMMARY

Since the Orange County Board of Supervisors unanimously approved the enactment of Voter's Choice Act in February 2019, the Registrar of Voters has been working diligently to comply with all aspects of federal and state statutes pertaining to minority language assistance. The 2020 edition of the Voting Rights Act (VRA) Compliance and Bilingual Community Outreach Program demonstrates how Orange County adjusted its operations to be compliant with federal and state language assistance mandates under the Vote Center model.

Due to the COVID-19 pandemic, the Census announced a significant delay to the release of Census data, which is heavily used in this report to analyze language minority communities. The original intent was to use 2020 Census data for this report; however, due to the desire to publish this report relatively close to the 2020 General Election, this report utilizes 2019 American Community Survey data. Future reports will utilize 2020 Census data.

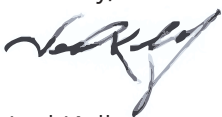
This report entails extended outreach plans for the bilingual communities including four federally mandated languages—Spanish, Vietnamese, Korean, and Chinese—as well as other state-required languages. In addition, Orange County offers provide some assistance in the following languages as determined by the Secretary of State: Persian (Farsi), Gujarati, Hindi, Japanese, and Tagalog. The Secretary of State has designated voting precincts that require support for these additional languages.

As outlined in the following chapter, the federal Voting Rights Act and California Elections Code address to what level language assistance is to be provided 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 partners with community organizations and its Language Accessibility Advisory Committee, all of which provide important feedback and recommendations on meeting community needs. This collaborative environment has resulted in enhancements to outreach efforts and services available to voters.

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 bird's eye view of our broader community engagement program in Innovative Multilingual Outreach. Language-specific information and data are 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 experience in each of the languages. Lastly, to conclude our report, we explore possibilities to further improve our processes in Future Goals.

Our office remains at the forefront of pushing for innovation in election management and proactively engaging Orange County residents with creative and prominent outreach programs.

Sincerely,



Neal Kelley
Registrar of Voters

VOTER'S CHOICE ACT



California Senate Bill 450 (Voter's Choice Act) was passed by the Legislature and signed by the Governor in 2016. The law authorizes counties to conduct any election as an all-mailed ballot election provided the jurisdiction provides ballot drop-off locations, Vote Centers and mails a ballot to every registered voter. In February 2019 the Orange County Board of Supervisors approved the implementation of the Voter's Choice Act, which would be implemented for the first time in the 2020 election cycle and serve 1.6 million registered voters at all time.

The first election under this new model was the March 3, 2020 Presidential Primary Election, and post election data shows that Orange County voters enjoyed the more convenient and secure voting options and the improved voter experience. Under the Vote Center model, all registered voters receive a vote-by-mail ballot and may opt to vote in-person at any Vote Center in Orange County.

Voting in Orange County

A Vote Center is more than a traditional polling place; it's a full-service voting experience. A voter may choose to Cast their ballot at any location, vote up to ten days before Election Day, or even register to vote. There are many benefits of Vote Center voting, which are all designed to improve the voter experience whit three major components:

- Vote Anywhere
- Vote at Home
- Ballot Drop Boxes

"Post election data shows that Orange County voters enjoyed the more convenient and secure voting options and the improved voter experience."

Voting Options

Vote Centers mean many more options for voters. Elections are no longer a one-day event. Voting begins the month before any election day when every voter will receive a vote-by-mail ballot. Voters can take advantage of alternative voting options available to avoid congestion—from voting at home, drive-thru ballot drop-off, in-person options, returning a ballot via the United States Postal Service, or personally delivering a ballot to the Registrar of Voters – it's up to each voter to decide what works best for them.

Options include the opportunity to vote for 10 days prior to any election day, including Saturdays and Sundays.

Below is a summary of Orange County's status of the measures provided by the Voter's Choice Act:

§4005(a)(8)(A) Vote-By-Mail Ballots

The implementation of the Voter's Choice Act (VCA) in Orange County requires that every registered voters receive a vote-by-mail (VBM) ballot. Orange County is prepared to handle the increase in volume of the printing, mailing, and processing of VBM ballots. This requirement supports current voter behavior and projected trends, which the Registrar of Voters has already taken into consideration and planned for.

§4005(a)(10)(B) Vote Center and Ballot Drop Box Locations

The VCA establishes detailed criteria and formulas for the placement and locations of vote centers and ballot drop boxes. Vote centers and ballot drop box locations will be decided based on specific considerations and requirements described below:

- Proximity to public transportation
- Proximity to communities with historically low vote-by-mail usage
- Proximity to population centers
- Proximity to language minority communities
- Proximity to voters with disabilities
- Proximity to communities with low rates of household vehicle ownership
- Proximity to low-income communities
- Proximity to geographically isolated populations
- Access to accessible and free parking
- The distance and time a voter must travel by car or public transportation

- Traffic patterns

Vote Center locations are decided based on requirements as set forth in statute, the accessibility to voters with disabilities and language needs, location availability, and public feedback. The Registrar of Voters uses voter and population data to select the best locations that meet all requirements.

§4005(a)(10)(l)(vi)(l) Vote Center Formula and Considerations

The VCA has established a formula for determining the number of vote centers based on the number of registered voters. Counties are instructed to provide one 11-day vote center for every 50,000 registered voters and one 4-day vote center for every 10,000 registered voters. The Registrar of Voters uses these formulas to determine the number of 11-day and 4-day Vote Centers.

Language Assistance Services

§13400 Translated Reference Ballots and Language Assistance Card

Per California Elections Code §14201, county election offices are required to provide translated reference ballots at targeted precincts and a sign indicating that translated reference ballots in targeted languages to be available at targeted precincts as designated by the Secretary of State.

The targeted precincts are identified, and the corresponding ballot types are translated by a contracted vendor per requirements under §13307. In the Vote Center model, a translated reference ballot copies will be available at every Vote Center as a reference guide for voters who request it. In addition to receiving a translated reference ballot at a Vote Center, voters may also request a translated reference ballot by telephone, mail, online or fax.

§4005(a)(8)(B) Language Assistance Services included in VIGs or VBM instructions and Website

Voters are notified of their ability to request translated election materials and language assistance services in the Voter Information Guide and VBM instructions.

The website provides a wide array of available language assistance services.

§4005(a)(10)(I)(vi)(IX) Bilingual Vote Center Staffing and Supported Languages

The Registrar of Voters determines which Vote Centers are located in or adjacent to a precinct that meets language requirements under the federal Voting Rights Act for in-person language assistance. In addition, the Registrar of Voters solicits public input regarding which should be staffed by individuals who are fluent in specific languages, pursuant to subdivision (c) of §12303 and §203 of the federal Voting Rights Act (VRA). Every effort will be made to recruit and assign bilingual vote center staff to these vote centers.

Voters will still have alternate options to receive effective in-language assistance such as translated written materials, assistance over a telephone call, and assistance through video conferencing at every Vote Center.

§4005(a)(10)(I)(vii), §4005(a)(10)(I)(i)(I) Toll-Free Voter Phone Line and Multilingual Public Phone Bank

The Registrar of Voters operates a public phone bank that is staffed with bilingual operators in federal languages to assist voters with questions before, during, and after an election to provide in-language assistance; for assistance in the State languages and over 240+ languages, the Registrar of Voters utilizes a third-party interpretation service over telephone.

Language voters may also call a toll-free voter phone line to ask questions and receive voting and election-related information. The toll-free phone number is 1-888-628-6837 and it has been activated. It is published on the website, public service announcements, and provided in media outreach and materials. There will be one toll-free number to serve the public, including language communities.

Video Conferencing

To supplement in-person support to voters requesting language assistance, the Registrar of Voters goes above and beyond statutory requirements to provide language assistance through video conferencing which is available at all Vote Centers. This will ensure that voters needing language assistance will be able to interact with trained bilingual staff who can verbally and visually guide the voter to meaningfully participate in the voting process, even if there is not bilingual staff at the vote Center. Supported languages include:

“The Registrar of Voters goes above and beyond statutory requirements to provide language assistance through video conferencing which is available at all Vote Centers.”

- Spanish
- Vietnamese
- American Sign Language
- Chinese
- Korean

COMPLIANCE WITH FEDERAL AND STATE MANDATES



Federal Mandate

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 Native American 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

“Orange County provides voters language assistance in Chinese, Korean, Spanish and Vietnamese by the VRA mandates.”

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-speaking voters as of 1976. In 1982, Section 203(c) was amended and extended, thus requiring Orange County to cover Vietnamese-speaking voters in addition to the existing assistance of Spanish-speaking voters. This regulation was later determined in 1992 by the Director of US Census Bureau based on the 1990 Census data.

Voter assistance to the Korean and Chinese-speaking communities were added to the list of languages requiring support under the Voting Rights Act in 2002 based on 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, Vietnamese, Korean and Chinese voters. Due to the COVID-19 pandemic, the Census has delayed its release of data and the Registrar of Voters is awaiting language designations based on 2020 Census data at the time of publication.

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:

"Secretary of State language determinations in addition to VRA language mandates Chinese, Korean, Spanish, Vietnamese are also Tagalog, Farsi (Persian), Gujarati, Hindi and Japanese."

Summary of State Mandates

- California Elections Code 14201(d)
- Memorandum of Secretary of State
- California Voting for All Act (AB 918)
- Voter's Choice Act
- COVID-19 Election Response Report

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).

In November 2019, the Court of Appeal of the State of California, First Appellate District issued its decision in the matter of Asian Americans Advancing Justice-Los Angeles et al., v. Padilla, Case No. A155392 ("appellate court decision;" attached), which expanded the number of languages covered under the mandatory (formula-based) provisions of Section 14201. Accordingly, today, the Secretary of State is adding fourteen new languages under the formula-based provisions of Section 14201. These new languages include the following: Bengali, Burmese, Gujarati, Hindi, Indonesian, Japanese, Laotian, Mien, Mongolian, Nepali, Tamil, Telegu, Thai, and Urdu. In addition, the Secretary of State is including Hmong and Punjabi—which were previously added through the Secretary of State's discretionary authority in the 2017 CCROV (#17148)—under the mandatory (formula-based) provisions of Section 14201.

Under California Elections Code section 14201 (Section 14201), the Secretary of State, by January 1 of each year in which the Governor

is elected, must determine the precincts where 3% or more of the voting-age residents are members of a “single language minority” and lack sufficient skills in English to vote without assistance. As of the 2020 General Election, the Registrar of Voters is required to provide assistance in Tagalog, Farsi (Persian), Gujarati, Hindi and Japanese.

Compliance with Federal and State 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:

55.2 – Standard for measuring compliances

Materials and assistance to be provided in covered languages.

Compliance:

- 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.

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.

Compliance:

- 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.

55.10 – Types of elections covered

Language provisions apply to any types of election being conducted within a county.

Compliance:

- We apply the same language requirements for all elections administered within Orange County.

55.13 – Language used for oral assistance and publicity

Oral assistance for covered languages having more than one dialect.

Compliance:

- 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 Vote Center Customer Service Representatives are able to speak other dialects so that we may provide assistance as needed.

55.15 – Affected activities

The requirements of language assistance should be broadly applied to all stages of the electoral process.

Compliance:

- 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.

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.

Compliance:

- From 2003 to 2013, we designed and implemented a two-tier system in providing language materials for assistance as required by the VRA:
 - 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:
 - When Chinese and Korean were added as assisted languages under the VRA in 2002 after the 2000 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;
 - In order to proactively meet the VRA requirement, we decided in 2004 to use place of birth as a criteria in recruiting Chinese and Korean bilingual election officers;
 - 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.
- When a new language is added as an assisted language in Orange County under the provision of the VRA, we will continue to take a proactive approach as we have taken in the recruitment of bilingual election officers:
 - For the initial period of implementation, consider using 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 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 or some combination of the two criteria.

55.18 – Provisions of minority language materials and assistance

- Materials provided by mail
- Public notices
- Registration
- Publicity

Compliance:

- 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 by request.
- 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 at Vote Centers, in voting booths (electronic ballot-marking devices 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 Vote Center. Notice of elections are translated and published in minority language newspapers. They are also uploaded on our website.
- Orange County has staff at Vote Centers that are bilingual and provide oral assistance where the assignment of bilingual need is required. During the in-person voting period, full-time language staff members are available to assist language minority voters with finding their Vote Centers and answering election-related questions.
- Affidavits of registration, statements, and forms 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.

55.19 – Written materials

- Types of materials
- Accuracy, completeness
- Ballots
- Voting machines

Compliance:

- 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 reviews 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 voters and are available at all Vote Centers to be given to the voters upon their request. Instructions are translated and provided in the voting booths.
- The Hart InterCivic Verity's voting system has a uniquely flexible hardware and software approach, which means the system adapts as needs change. Verity supports in-person paper voting, in-person electronic voting at Vote Centers, and

though vote-by-mail voting. It is certified for use in the State of California and it can accommodate a ballot in English and all four minority languages. All voting machines are accompanied by instructions in English and are translated in the four covered languages, explaining the operation of the voting machine.

- Our Vote Centers 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 to take a Voter Information Guides into the voting booths or look it up online.

55.20 – Oral assistance and publicity

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.

Compliance:

- To provide oral assistance to the language minority groups in the electoral process, we have full-time staff who are fluent in 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. In addition to our standard language assistance programs, we have implemented a Video Conferencing system for voters at Vote Centers and provide additional assistance through partnership with LanguageLine with interpreters available through telephone.
- The four minority languages we are required to provide assistance for – Spanish, Vietnamese, Korean and Chinese - are available in written forms. If needed, staff are available to assist voter orally to complete the form.
- To provide oral assistance in the minority language of the four covered languages at Vote Centers, we recruit, train, and assign bilingual Customer Service Representatives to Vote Centers where language assistance is required. These are trained Employees as Orange County no longer utilizes volunteers as election workers.
- The determination of bilingual Vote Centers and number of bilingual Customer Service Representatives for Vote Centers to be assigned are established by criteria developed internally as follow historically:

- 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.
- The following formula is used to determine the new guidelines to assist with language at Vote Centers after implementing Voter’s Choice Act in Orange County:
- Ratios (1 x 10)10,000 Registered Voters with Voter Language Request

| Vote Center per 10,000 Registered Voters | |
|---|----------------------------|
| Under 249 | Video Conferencing |
| 0250 - 999 | 1 Language Vote Center CSR |
| 1000 - 2999 | 2 Language Vote Center CSR |
| 3000+ | 3 Language Vote Center CSR |

- The formula is under review based on best practices and lessons learned from the 2020 election cycle and forthcoming 2020 Census data.

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> | <p>We translate all election materials including official ballots in the covered languages under VRA Section 203(c).</p> <p>For languages not federally mandated, but covered under the California Elections Code, we provide translated reference ballots in the covered languages and post them at Vote Centers as determined by the Secretary of State.</p> <p>Orange County provided translated reference ballots in two (2) languages for the March 2020 Primary Election (Tagalog and Farsi (Persian)) and five (5) for the November 2020 General Election adding Gujarati, Hindi and Japanese to comply with new requirements set by the Secretary of State.</p> |
| <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> | <p>The precincts that require bilingual assistance in the federally mandated language is determined by the criteria set by our office.</p> <p>The precincts that are on the Secretary of State’s targeted precincts list, but not covered under the VRA, are added as targeted precincts so that the language assistance requirements in the County under both the Federal and the State’s mandates are fully met.</p> <p>The following are the numbers of targeted precincts by languages that are required by the Secretary of State to provide language assistance in Orange County:</p> <ul style="list-style-type: none"> • Spanish: 1,487 precincts • Vietnamese: 705 precincts • Korean: 660 precincts • Chinese: 436 precincts • Tagalog: 63 precincts • Farsi (Persian): 71 precincts • Gujarati: 4 • Hindi: 1 • Japanese: 22 |

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 five main components:

- Dedicated Bilingual Community Program Specialists;
- Voter Education and Outreach Plan;
- Translation of election materials;
- Language assistance; and
- Bilingual Customer Service Representatives (CSRs) at targeted Vote Centers.

Bilingual Community Programs Specialists

There are five bilingual Community Program Specialists representing the four federal-mandated languages of Spanish, Vietnamese, Chinese and Korean. Their primary role is to act as liaisons between the Registrar of Voters and the language communities.

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.

Starting in the 2000s, the Vietnamese community showed a strong and continuous steady increase in the total number of language election materials being requested in a short amount of time. To respond to the growing demand for Vietnamese language assistance, the Registrar of Voters added one more Vietnamese Community Program Specialist in July of 2006.

Our Bilingual Community Program Specialists have a variety of qualifications such as degrees specializing in languages, extensive translation experience, court-interpreter certification and American Translation Association membership that demonstrates expertise and mastery of a language.

“OCROV is one of the first agencies in the country that provides in-house language supports for federally mandated languages.”

Requirements:

- The Bilingual Community Program Specialists are the language experts and fluent in both English and their representative language, allowing for accurate and culturally competent translation of election materials as well as effective communication with language voters and community organizations.
- They are also experience in public speaking, community education and community outreach, as well as being familiar with the proper protocols for dealing with sensitive community issues.

Responsibilities:

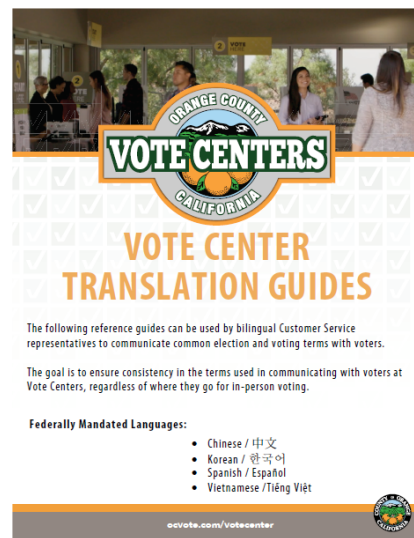
- Assisting voters in the electoral process through language services and voter education.
- Involving community organizations in the electoral process by building relationships and rapport.
- Translating and proofing documents and web materials.
- Reviewing, editing and proofreading all translated documents produced by translation service providers and others for accuracy, clarity and consistency.
- Supporting the recruitment strategy of bilingual Customer Service Representatives for Vote Centers.

Translation of Election Materials

To ensure accessibility of election information for voters with Limited-English Proficiency (LEP), the Registrar of Voters provides translated election materials in all four languages (Spanish, Vietnamese, Chinese, Korean) required by law. These translated materials are readily available to voters for participation in the electoral process. The translation of all election materials including paper ballot translation, electronic ballot translation (Verity Touch Writer), audio ballot recording, and translated reference ballots in Farsi (Persian), Gujarati, Hindi, Japanese, and Tagalog.

Scope of Translation

| Types of Translated Election Materials | |
|--|--|
| Category | Items |
| Voting Materials | Paper Ballot (for Vote Centers and vote-by-mail), Electronic ballot (text and audio), Voter Information Guide, vote-by-mail instructions, and various forms such as statements and forms. |
| Vote Center Information | Signs that direct voters and inform them of procedures and their rights, including Special Notice, Voter Regulations, Elections in California, ballot drop box regulations, and bilingual name 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, social media, podcasts and PowerPoint presentations. |
| Website | ocvote.com provides important information on voter registration, voting, results, elections, candidates, data & research, media, community, and recruitment 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 federal 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. As there would be changes to voting and elections in Orange County in 2020, the website has been redesigned to reflect the new changes with up-to-date information.



- Bilingual Community Program Specialists are responsible for the quality of translations in their assigned language, whether that is through direct translation of internal documents or after proofing translations from external vendors.
- The Orange County Registrar of Voters contracts with external vendors for translations to comply with statutory requirements and to manage the large number of translations during a major election cycle.
- Due to having Bilingual Community Program Specialists on staff who are able to directly translate election materials in Vietnamese, some Vietnamese translations can be completed in-house which results in cost savings and quicker turnaround time.

Breakdown of Translated Documents for the 2020 Presidential General Election

| Translation Items in the 2020 Presidential General Election | | |
|---|----------------------------------|---|
| Document Type | Number of Documents Per Language | Total Number of Documents for Four Federal-Mandated Languages |
| Candidate Statements | 429 | 1,716 |
| 13 Measures: Title Pages, Full Text, Impartial Analysis, Argument Against, Argument Favor, Rebuttal Argument Against, Rebuttal Argument Favor | 63 | 252 |
| Ballot Label | 12 | 48 |
| Voter Information Guide Sections | 19 | 76 |
| Ballot Titles | 12 | 48 |
| Web Pages | 1773 | 7,092 |
| Vote-By-Mail Materials | 9 | 36 |
| Trans File for Electronic Ballot | 1 | 4 |
| Mailed Ballot Instructions | 5 | 20 |
| Election Notices | 1 | 4 |
| Total Documents | 2,324 | 9,269 |

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.

Standardize 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 at government offices or community centers.

Language Assistance

Language assistance can be obtained through a number of ways: at Public Meetings with live interpretation, translated Public Service Announcements (videos), a translated reference ballots binder at Vote Centers, the Voter Information Guide at the Vote Centers and mailed to voters, Vote Center Translation Guide at Vote Centers, the Remote Accessible Vote-by-Mail System, video conferencing at Vote Centers, and the public phone bank.

Overview

The Registrar of Voters created the Election Administration Plan to provide the foundation and guidelines to outline the future of voting and elections in Orange County. Additionally, we also implemented a comprehensive Voter Education and Outreach Plan (VEOP) to reach 1.6 million voters at the time of publication about the upcoming changes and transition to the Vote Centers. We hosted 30+ public meetings where we presented the Vote Center model to the public to get their feedback and opinions about possible Vote Center locations and

election administration plan. We offered live interpretation in Spanish, Vietnamese, Chinese and Korean at 10 public meetings to raise the awareness of the language community voters about the changes in voting and elections, as well as Vote Center Customer Service Representative employment opportunities, as Bilingual Customer Service Representatives contributes to meeting the in-person language assistance requirements.

Due to the significant interest in the 2020 election cycle, the number of voters in Orange County grew to 1.8 million voters between the primary to general election and the Orange County Registrar of Voters scaled up its outreach efforts accordingly.

Election Period Language Assistance

In addition to our regular language services that are available leading up to the election period, we also ensure that voters can receive adequate assistance in a variety of ways during the election period.

Translated Ballots

At any Vote Center, electronic, paper and audio ballots are available in all supported languages. Voters will vote on paper and they can request a translated ballot from the Vote Center CSRs for the federally mandated languages and a reference ballot for Section 14201 languages. If a voter chooses to use the assistive ballot marking device, it will immediately direct his or her attention to a display of language options on the screen. Any accompanying audio to the electronic ballot is also translated.

Vote Center Signs

The Voter's Bill of Rights and Voter Instructions signs have undergone a significant change with the transition to Vote Centers as these are translated and posted on one single display stand. The single sign allows for better visibility for voters and makes it easier for Vote Center CSRs to direct voters to the sign for assistance through written translation. A new language assistance card has also been added to the single sign to show the various language services available in a centralized location.

Translated Voter Information Guide

The translated Voter Information Guide sent to voters via mail before the election is also available at all Vote Centers. 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.

“Translated reference ballot in Farsi (Persian), Gujarati, Hindi, Japanese and Tagalog will be available in the Language Assistance Binder at the Vote Center.”

All measures and candidate statements are compiled into a single comprehensive Voter Information Guide since voters can go to any Vote Center and seek assistance outside of their voting precinct.

Public Phone Bank

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

Language voters may also call a toll-free voter phone line to ask questions and receive voting and election-related information. The toll-free phone number is 1-888-628-6837. There is be one toll-free number to serve the public, including language communities.

Video Conferencing

During Election Period, our Bilingual Community Program Specialists will be available to support language voters at any Vote Centers through Video Conferencing. This tool will allow the visual interaction between the LEP voters who needs language assistance and our Bilingual Community Program Specialists and the Vote Center CSRs. The objective is to provide assistance with accuracy, neutrality, compassion and respect. Video Conferencing will provide the platform to virtually connect all parties and offer voters effective language assistance.

Bilingual Outreach Staff

During the election period, Bilingual Community Program Specialists and bilingual election aides are readily available to answer voters' questions. They also respond to bilingual assistance issues at Vote Centers and help dispatch backup bilingual CSRs 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 Vote Center 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.

“Bilingual Customer Service Representatives at the Vote Centers go through an extensive training program to ensure the quality services we provide.”



Bilingual badge for CSRs

Bilingual Customer Service Representative at Targeted Vote Centers

The Registrar of Voters follows the requirements for identifying which Vote Centers require in-person language assistance under the Voter’s Choice Act (VCA) as established in Elections Code 4005. Specifically, this is determined through identifying which Vote Centers are located in or adjacent to a precinct that meets language requirements under the federal Voting Rights Act (VRA) for in-person language assistance. At every Vote Center, voters will still have alternate options to receive effective in-language assistance such as translated written materials, assistance over a telephone call, and assistance through video conferencing. Bilingual CSRs are stationed at targeted Vote Centers 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.

During the Voting Period, besides the Bilingual CSRs at targeted Voter Centers, we also have a Rapid Deployment Team (RDT) and our Bilingual Community Program Specialists who are fully trained as CSRs and they can take replace any CSR at any Vote Center in case of special request or emergency.

Staffing a few hundred bilingual CSR at targeted precincts throughout the county is an integral part of our language services. It requires several months of planning for our Administrative Services Team to recruit, then our Training Team will train and Election Services team will assign bilingual CSRs appropriately.

| Required and Recruited Hiring Bilingual CSR of 2020 Elections | | | | |
|---|------------|------------|------------|------------|
| Language | Primary | | General | |
| | Required | Recruited | Required | Recruited |
| Spanish | 105 | 156 | 69 | 212 |
| Vietnamese | 51 | 55 | 49 | 69 |
| Chinese | 8 | 40 | 5 | 29 |
| Korean | 28 | 32 | 13 | 35 |
| Total | 192 | 283 | 136 | 345 |

All recruited CSRs must attend a three-day training session in order to work at the Vote Center. Aside from English proficiency, our bilingual CSRs are also fluent in one of the federally mandated languages required for Orange County. We strive to ensure all voters have a positive experience and equal opportunity to cast a ballot.

Bilingual Support Staff

In the months preceding an election, the number of staff members working at the Registrar of Voters increases from 61 to 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, CSRs, or bilingual translation material proofreaders.

Voter Education and Outreach Plan

The Registrar of Votes is committed to cultivating new relationships with community organizations and stakeholders, as well as strengthening our existing relationships with community partners during the transition to the vote center model. We are on the cutting edge of outreach and our community engagement efforts span Orange County. At every step along the way, our devotion to engage voters in a new and unique way will ensure the awareness of people about the voting and election services we provide.

In 2020, the Registrar of Voters continued to participate in events that have been historically attended, as well as to develop creative and more effective methods of communicating to voters. The Voter Education and Outreach Plan (VEOP) will shows the outreach events we attended and planned to attend, outlined new communication strategies that increased our presence in the community, and provided the details of how resources will be allocated more efficiently through the analysis of key data points. However due to the COVID-19 pandemic, many events were cancelled leading up to the 2020 General Election and some pivoted to an online setting. When it was possible, the Registrar of Voters would share information to be provided through these channels and scheduled speaking engagements.

Voter Education Workshops for Language Communities

Following the final publication of the Election Administration Plan, the Registrar of Voters hosted multiple voter education workshops to

“OCROV works closely with our language community partners to conduct outreach activities and voter education to provide the most updated information about the changes in voting and elections.”

provide voting and election information for each of Orange County's federal and state required languages. In 2020, these languages included Spanish, Vietnamese, Chinese, Korean, Farsi, Gujarati, Hindi, Japanese, and Tagalog.

Each workshop included information about the Vote Center model, voting equipment demonstrations, language assistance services, ballot drop-off options, and methods to request translated election materials. Information about the workshops was announced at least 10 days in advance of the date and was shared with the Language Accessibility Advisory Committee (LAAC) and language community organizations.

The Registrar of Voters partnered with its LAAC and its language community partners to determine the number of workshops, workshop dates, times, and locations, and what materials to distribute to best serve voters with language needs.

INNOVATIVE MULTILINGUAL OUTREACH

According to the Census, Orange County's estimated population is approximately 3,176,000. It is the third largest county in California and the sixth largest in the nation. Orange County is also one of the largest and most diverse regions in the world, lending itself to being one of the most diverse voting populations in the country, with a notable variety of languages, ethnicities, and cultures represented. 16.5% of Orange County Residents are foreign-born naturalized citizens. 46.6% of Orange County residents speak other languages. The most spoken non-English language in Orange County is Spanish, which is spoken by 25% of the population.

Under the provisions of Section 203(c), Orange County is required to provide language assistance in Spanish, Vietnamese, Korean and Chinese. To better serve the community and implement the requirements for language assistance, the Orange County Registrar of Voters supports an ongoing effort to maintain and improving our community outreach program, including conducting innovative multilingual outreach, engaging voters in the electoral process, and maintaining established partnerships with community-based organizations. We build community partnerships and conduct presentations to ensure people are aware of the voting process and available services.

Throughout the year, the community outreach team attends numerous events in communities across Orange County. Our Community Program Specialists and Community Engagement Specialists have actively participated in much community outreach, speaking engagements, and workshop events, in addition to being actively involved in the communities regardless of whether there is an upcoming election. The following table illustrates the number and type of events we have participated in from January 2012 to December 2020. The Orange County Registrar of Voters continues to follow health and safety guidelines to help slow the spread of COVID-19; starting in April 2020, our community outreach plan has switched from in-person to virtual events.

"Under the provisions of Section 203(c), Orange County is required to provide language assistance in Spanish, Vietnamese, Korean and Chinese."

| 2012 - 2020 Orange County Community Events Participation | |
|--|------------------|
| Type of Events | Number of Events |
| Community Outreach | 1,054 |
| Speaking Engagement | 713 |
| Vote Center Community Workshops - 2019 only * | 42 |

*Vote Center Community Workshops were conducted in 2019 in order to comply with the Election Administration Plan (EAP) and to provide vote center planning updates, outreach information, and opportunities to share public input.

Voter Education and Community Outreach Program

The Orange County Registrar of Voters is committed to cultivating new relationships with community organizations and stakeholders, as well as strengthening our existing relationships with community partners.



There were several recent changes that required extensive community outreach and public education. For example, the California Voter’s Choice Act was passed in 2016 which modernizes elections and voting for the 21st century. A new voting system was approved for implementation by the Board of Supervisors on September 10, 2019 and was used for the first time in the 2020 Presidential Primary Election.

The principal tactics of the voter outreach campaign included print and newspaper ads, outdoor ads, digital campaigns, and audio ads on music streaming platforms. We also continued to participate in events that we have historically attended, as well as developed creative and more effective ways of communicating with voters. The Orange County Registrar of Voters continues to prioritize increasing efficiency, accountability and transparency in all public sectors, implementing requirements 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 apparent.

To ensure public awareness of new methods of voting, registration opportunities, and more, the Registrar of Voters regularly conducts engagement programs directed towards the 3.18 million residents of Orange County. The Orange County Registrar of Voters worked diligently to improve the voter experience as we transitioned to the Vote Center model in the 2020 Presidential Primary Election. The Orange County Registrar of Voters conducted numerous outreach projects to voters using a multi-media marketing plan, utilizing YouTube, print and broadcast media, and three direct mailers. By January 2020, the Orange County Registrar of Voters held approximately 100 meetings since May 2019, and 42 public meetings when the Voter's Choice Act only requires three public meetings.

The Outreach Division consists of five Community Program Specialists and one manager. The Community Program Specialists act as liaisons between the Orange County Registrar of Voters and the language communities we serve. These staff members are responsible for translating election materials and conducting voter outreach and education throughout Orange County in the four languages that are required pursuant to federal law (Spanish, Chinese, Vietnamese, and Korean). To provide election information and voter education to Orange County residents, Community Program Specialists meet with diverse community groups and associations, attend community meetings and networking events, and staff information booths at community festivals and events.

We develop annual and long-term community outreach plans, continue to seek out outreach opportunities to engage voters, and offer programs to citizens at community and neighborhood events throughout the county. Since the inception of the unit, our outreach program has been enhanced and upgraded voter registration training and voter education while highlighting the importance and power of

“The Community Outreach Program is designed to ensure input is received from the community and voting and election information is presented to the public.”

voting.

Community Outreach Program Mission

Overall, the Community Outreach Program is designed to ensure input is received from the community and voting and election information is presented to the public. In addition, it ensures that compliance of federal and state language assistance mandates is achieved, especially pertaining to statutory outreach to language communities. Voter education is a key component of community outreach.

Elements of the Outreach Program

In an effort to increase our presence in the community, and to fulfill our mission to educate the public on voting and elections, our office will increase its attendance at meetings, events and festivals that draw residents from across the county. The elements of the outreach program include the following:

- Development of basic information regarding voter registration, voting procedures, current elections, use of the vote center voting system, vote-by-mail process, and other election information.
- Voter education presentations, conducted with the use of visual aids such as PowerPoint presentations, electronic poll books, vote center 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, high schools, 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

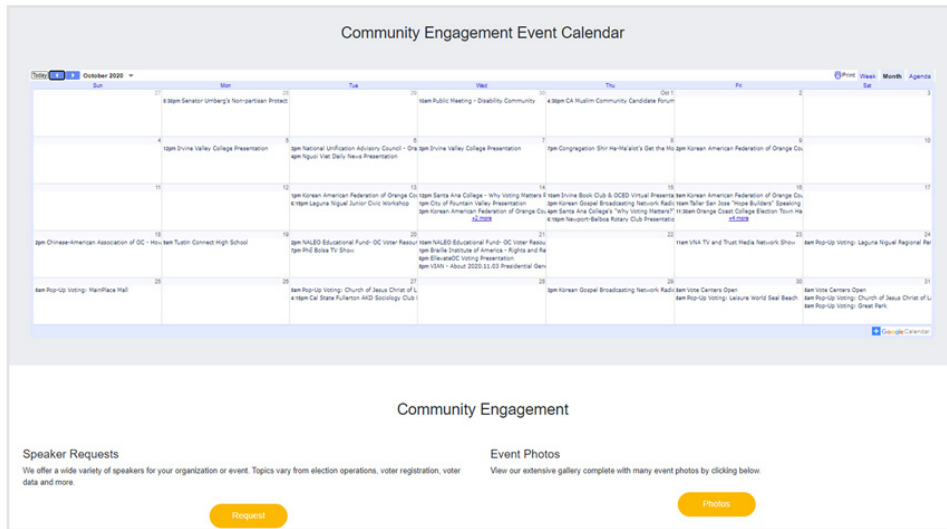
The materials used for outreach events include:

- Registration forms
- Generic information brochures
- Election Security brochures

- Vote Center brochures
- Vote Center Customer Service Representative recruitment cards
- 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, and the current election.

Utilization of Modern Communication Technology

As internet usage is 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.



The Orange County Registrar of Voters has also launched a new website that features simple-to-locate buttons on maps and static pages. The new website is more dynamic, video-paced, and mobile-friendly. The website is also translated into Spanish, Chinese, Vietnamese, and Korean, so most voters with limited-English proficiency will still be able to access information. It 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:

- The new way to vote: vote anywhere, voting at home, and ballot drop boxes.
- Voter registration: register, update, and verify.
- Vote-by-mail ballot return options: vote center drop off, ballot drop boxes, and USPS.
- Election information and results.
- Various means of contacting the Registrar of Voters' office

“The Orange County Registrar of Voters has also launched a new website that features simple-to-locate buttons on maps and static pages.”

- Convenient access to download Voter Information Guides (including practice ballots) in all languages
- Convenient access to download numerous applications and forms in all languages
- Convenient access to download remote accessible ballots in all languages
- Links to numerous local and statewide election information
- Events calendar
- Other information related to voting and elections

As more information is available, the Orange County Registrar of Voters' website is constantly updated to reflect current information.

Digital Campaign

The Orange County Registrar of Voters maintains continuous efforts in reaching out to all communities. The entire digital campaign was aired in five languages – English, Chinese, Korean, Spanish, and Vietnamese. Our efforts were also reflected in our web expansion to such popular social media networks as Twitter, Instagram, YouTube, and Facebook. The Social Media Kit contained a variety of resource designed to outreach to voters within the communities, which included:

- 30-second broadcast television commercials
- 30-second radio/streaming commercials
- High-resolution informational videos (in all supported languages)
- Brochures
- Flyers, posters, banners, and advertisements
- Images, FAQs, and logos
- Social media posts and more

Communication and Outreach Plan during COVID-19

One of the primary goals for the 2020 Presidential Primary Election was to communicate how voting had changed from the polling place model to Vote Center model. For the 2020 Presidential General Election, the primary goal was to emphasize voter safety regardless of voting method and raise awareness of the ability to vote by mail. Our messaging detailed how voters can ensure their ballot would be counted and how in-person voting can be done safely in the COVID-19 environment.

Our communication efforts increased to include 73 outdoor advertisements, 470 transit ads in the 2020 Presidential Primary

Election, and 320 outdoor transit ads and 26 print ads for the 2020 Presidential General Election in multiple languages. Print ads were increased to include multiple versions in English, Spanish, Vietnamese, Korean, and Chinese. Direct mail was distributed to all of Orange County's 1.7 million total registered voters, and the content and messaging would change depending on voter data and demographics (for example, their language needs, zip code, etc.). The direct mail's messaging emphasized the ease of voting safely and securely from home and advertised all available voting options.

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 communication. To make the best use of local media outlets, news articles were published and shared regarding important election information, notices of elections, and press releases, as well as radio announcements, and local television ads which addressed each of the four required language communities. In addition, a series of short, focused videos on different subjects with open captions and in all supporting languages were produced for various purposes. This series was also in full rotation on all Orange County cable television and streaming radio, such as Pandora and Spotify.

Partnership with Community-Based Organizations

A great part of successfully maintaining a Community Outreach Program is continuing established partnerships with community-based groups and 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.

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. 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.

Community Election Working Group

In 2009, the Department established the Community Election Working Group (CEW) as a diverse 25-member community advisory

board committed to making sure elections are open and accessible. The advisory group serves this purpose – bringing together diverse backgrounds – with each member committed to making sure elections are open and accessible.

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, providing representation for voters and being a mode of dispensing important election information to the community. CEW agendas and information can be found online at ocvote.com/community/community-election-working-group/.

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, Vote Center Customer Service Representatives (formerly Poll Workers), younger voting population (voters age 18 to 25) and at-large positions.

Community Election Working Subcommittee: Voting Accessibility Advisory Committee & Language Accessibility Advisory Committees

Implemented in early 2017, the Voting Accessibility Advisory Committee (VAAC) and the Language Accessibility Advisory Committee (LAAC) are two independent committees of the Community Election Working that meet to consider the needs of voters with disabilities and voters in language minority communities pertaining to Vote Centers and all mail-ballot elections.

The mission of the VAAC is to advise and assist the Orange County Registrar of Voters with providing services to voters with accessibility needs and meeting state and federal requirements, so all opportunities to provide equal access are explored. The VAAC also provides recommendations identifying and prioritizing activities, programs, and policies to ensure voters with disabilities can independently cast a ballot. The responsibilities of the committee include the following: providing expertise on accessibility matters; incorporating accessibility procedures into operations; and providing feedback regarding accessibility standards and outreaching to voters with accessibility needs.

The mission of the LAAC is to advise and assist the Orange County

“Voting Accessibility Advisory Committee (VAAC) and the Language Accessibility Advisory Committee (LAAC) are two independent committees of the Community Election Working.”

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 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 engaging 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 is 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, serve as an election worker, and/or learn about elections in general. We offer

“The Orange County Registrar of Voters determines the number of voters who request language assistance through voter registration records.”

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.

Methods to Identify Language Communities

The Orange County Registrar of Voters determines the number of voters who request language assistance through voter registration records. Voters may also notify the Orange County Registrar of Voters of their language preference via telephone, fax, email, or online. Sources such as the United States Census Bureau help identify areas where there may be communities that have limited English proficiency and may need language assistance.

Mission of Community Engagement Program

Aside from providing outreach to voters needing bilingual assistance and voters with disabilities, the Community Engagement Program also seeks 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 worker database, and raise public awareness about Orange County elections in general.

Community Engagement Program Methodology

Our Community Engagement Program spans a wide spectrum of unique programs designed to ensure all eligible voters can participate in the electoral process. The Orange County Registrar of Voters



Registrar Neal Kelley (right) shaking hands with Steven Choi (left) during the Ribbon Cutting Ceremony at The Source

selects events based on anticipated attendance, location, and target audience, especially 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:

Mobile Community Engagement Unit and Pop-Up Mobile Voting Unit

To enhance our recruitment efforts and conduct more effective and visible voter education, we utilize our fully ADA accessible custom-made Mobile Community Engagement Unit and custom-wrapped Pop-Up Mobile Voting Unit. The mobility of this platform promotes voter engagement and participation and allows the Orange County Registrar of Voters to reach underrepresented populations and be at high-density locations to provide voting opportunities, voting information, and provide a positive voter experience.

The Mobile Community Engagement Unit and Pop-Up Mobile Voting Unit also served as educational tools at high-school voter education events and community events, providing the public an opportunity to interact with voting machines and learn about voting and elections.



Pop-up Mobile Voting Unit

The Pop-Up Mobile Voting Unit was utilized in the 2020 election cycle. Voters were notified in the Voter Information Guide and Vote-by-Mail instructions of mobile voting opportunities. Details such as locations and dates and hours of operations were also published in the Voter Information Guide and the Orange County Registrar of Voters' website.

At pop-up voting, a voter will be able to receive the same services he/she would receive as at any Vote Center. Services include:

- Vote (only during an election period)

- Update their voter registration record
- Have a ballot reprinted
- Drop off a vote-by-mail ballot
- Register to vote
- Receive assistance

Pop-up voting is a highly useful addition to the Orange County Registrar of Voters' continuous outreach efforts in demonstrating voting, election operations, and democracy in action.

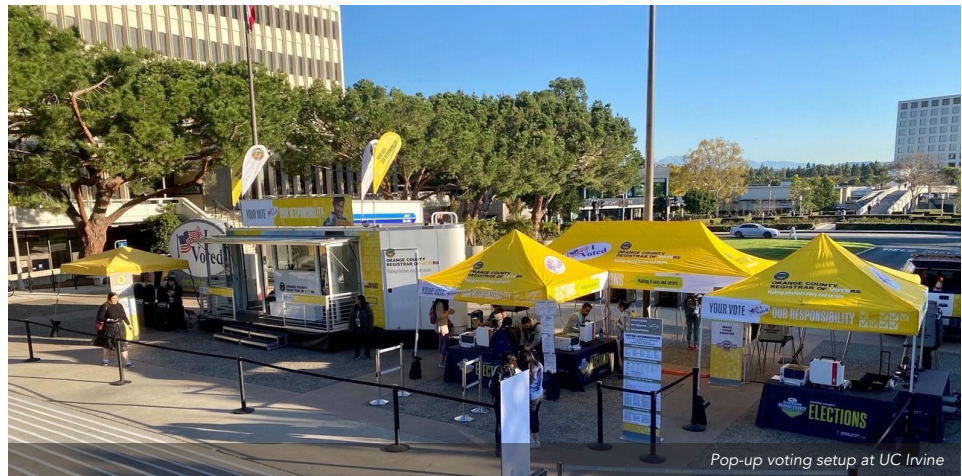


Orange County Registrar of Voters Community Program Specialists

Pictures below are of pop-up voting in the 2020 Presidential Primary Election at the University of California, Irvine campus.



Voters waiting in line at UC Irvine on the Election Day



Pop-up voting setup at UC Irvine

High School Voter Education Weeks

The Orange County Registrar of Voters’ office has a strong relationship with high schools through its High School Voter Education Weeks program. The California Education Code designates the last two full weeks in April and September to be High School Voter Education Weeks. This also provides an opportunity for our office to leverage relationships with high schools to provide pre-registration opportunities, information on how elections are conducted, and to foster an environment that cultivates lifelong voters and active citizens.



Speaking engagement at Northwood High School



Speaking engagement at VIAN club meeting

Working together with schools, we can educate and encourage our young citizens to register to vote and cast their votes to ensure their voices are heard.

College and Universities

There are approximately 28 colleges and universities with campuses in Orange County. The Orange County Registrar of Voters has built relationships with colleges and universities through hosting tabling events on campus where voting and election information is provided, voter registration training to student organizations, and speaking engagements during classes and at student club meetings.

Additionally, the Orange County Registrar of Voters has brought its Mobile Community Engagement Unit and Pop-Up Mobile Voting Unit on school campuses to draw attention of students, faculty and staff.

Nonprofit and Business Partners

The Orange County Registrar of Voters also partners with nonprofit groups/organizations, business associations, and chambers of commerce to provide speaking engagements, voter registration

training, and information tabling at meetings. These partners include, but are not limited to: the Asian American Senior Citizens Service Center, the Korean American Center, the Hispanic Chamber of Commerce of Orange County, and the Vietnamese American Chamber of Commerce.

Partnership with United States Citizenship and Immigration Services (USCIS)

The Orange County Registrar of Voters also partners with USCIS at its citizenship ceremonies in Orange County to provide voter registration forms, voter information and voter education to newly sworn-in naturalized citizens. At a single event, the Orange County Registrar of Voters is reaching out to thousands of newly proud citizens who are eligible to become registered voters.



Citizenship Ceremony



Citizenship Ceremony

An Active Presence in the Community

Speaking Engagement Program

The Speaking Engagement Program is an integral part of the Registrar of Voters' goal of aiding voters of many different backgrounds throughout Orange County. The focus is to provide small and large-scale communication to the community. Speaking engagements include attending various community meetings and events and conducting non-partisan, neutral, and culturally sensitive presentations.

The program consists of 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 promote services, build partnerships, and interact 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



Public meeting for the Chinese-speaking community

Speaking engagement groups may be as small as five to ten people or as large as several hundred people and presentations are adapted to fit each audience with specialized information. In addition, the Orange County Registrar of Voters has established working relationships with government agencies and city officials to raise public awareness of the electoral process and implement voter education.

Conclusion

In order to provide for 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 is constantly reviewed to improve tactics and enhance serving our communities. Our efforts reaching out to language-based communities goes beyond meeting the statutory requirements. Engaging the general public in innovative programs has ensured awareness and understanding of the services provided, as well as of the electoral process as a whole. We strive to meet the outreach and public education needs of the entire community while highlighting the importance of voting and democracy.

The Chart below demonstrates events our Community Program Specialists attended throughout Orange County to promote our programs and services as an election office.

| Sample of Speaking Engagements and Community Events Attended in Orange County | | |
|--|---------------|--|
| Event Name | City | Host Organization |
| Newport Beach Chamber of Commerce Gov. Affairs Committee Meeting | Newport Beach | Newport Beach Chamber of Commerce |
| Asian American Senior Citizens Service Center Speaking Engagement | Santa Ana | Asian American Senior Citizens Service Center (AASCSC) |
| Global Fest at Chapman University | Orange | Chapman University |
| El Toro Water District Community Advisory Group Meeting | Lake Forest | El Toro Water District |
| Laguna Niguel Rotary Club Presentation | Laguna Niguel | Laguna Niguel Rotary Club |
| Asian Cultural Festival | Irvine | Pretend City Children’s Museum |
| Orange County Public Library - Placentia Library | Placentia | Orange County Public Library (OCPL) |
| Korean Community Meeting | Buena Park | The Source OC |
| Black History Parade | Anaheim | OC Heritage Council |
| Spanish Community Meeting Los Amigos of OC | Anaheim | Los Amigos of OC Weekly Community Forum |
| USVA Tet Lunar New Year Festival | Costa Mesa | Union of Vietnamese Student Association (UVSA) |

| | | |
|--|------------------|--|
| Dana Point Chamber of Commerce Meeting | Dana Point | Dana Point Chamber of Commerce |
| Segerstrom Center-Plaza Argyros - "Dia de los Los Reyes Magos" | Costa Mesa | Stay Connected OC |
| Asian Americans Advancing Justice | Westminster | Asian Americans Advancing Justice |
| Holiday Tree Lighting | Irvine | City of Irvine |
| Oasis Senior Center Speaking Engagement | Corona Del Mar | Oasis Senior Center and the City of Newport Beach |
| HBAS Community Resource Fair | Huntington Beach | Huntington Beach Adult School (HBAS) |
| Citizenship Ceremony | Anaheim | US Immigration Services |
| Silverado Days | Buena Park | City of Buena Park |
| Irvine Global Village Festival | Irvine | City of Irvine |
| Fountain Valley Rotary Club Meeting | Fountain Valley | Fountain Valley Rotary Club |
| Tustin Tiller Days | Tustin | City of Tustin |
| Brea Wellness Festival | Brea | City of Brea |
| Fiestas Patrias | Santa Ana | City of Santa Ana |
| SOKA International Festival | Aliso Viejo | Soka University |
| Emergency and Prevention Workshop | Santa Ana | Overseas Community Care Network of Orange County (OCCNOC) |
| Orange International Street Fair | Orange | City of Orange |
| OC Fair | Costa Mesa | The OC Fair & Event Center Board |
| Korean American Chamber of Commerce's Breakfast with Police Chiefs | Garden Grove | Korean American Chamber of Commerce-Orange County |
| Cinco de Mayo Fiesta Anaheim | Anaheim | Fiesta United, Inc. |
| Beckman High School Meet the Professionals Fair | Irvine | Beckman High School |
| Laguna Niguel High School Job & College Fair | Laguna Niguel | Laguna Niguel High School |
| Lunar New Year Celebration | Irvine | South Coast Chinese Cultural Association/Irvine Chinese School (SCCCA/ICS) |
| National Voter Registration Day | Irvine | University of California, Irvine (UCI) |

PROFILES OF LANGUAGE COMMUNITIES

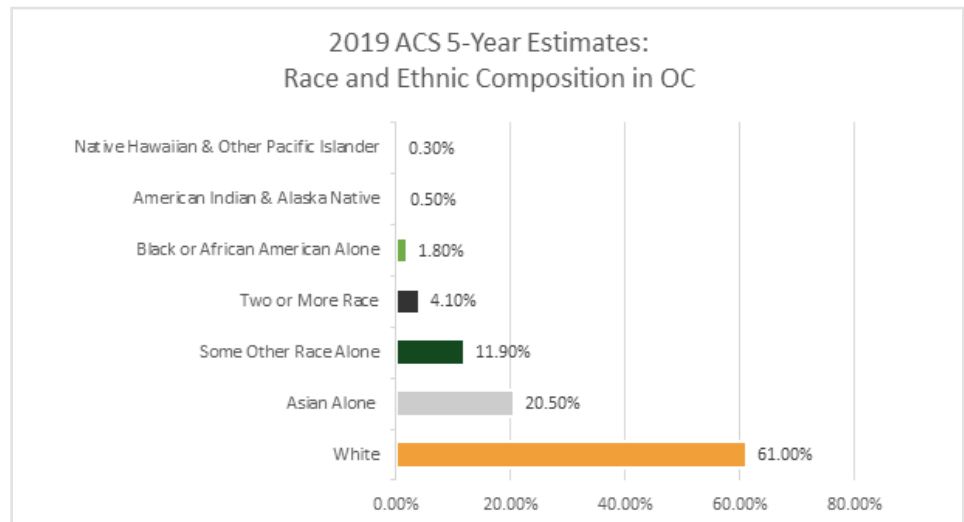
Demographic Characteristics of Language Minority Communities in Orange County

Racial/Ethnic Composition in Orange County

As the nation’s fifth largest election jurisdiction with approximately 1.8 million active voters, Orange County has one of the most diverse voting populations in the country.

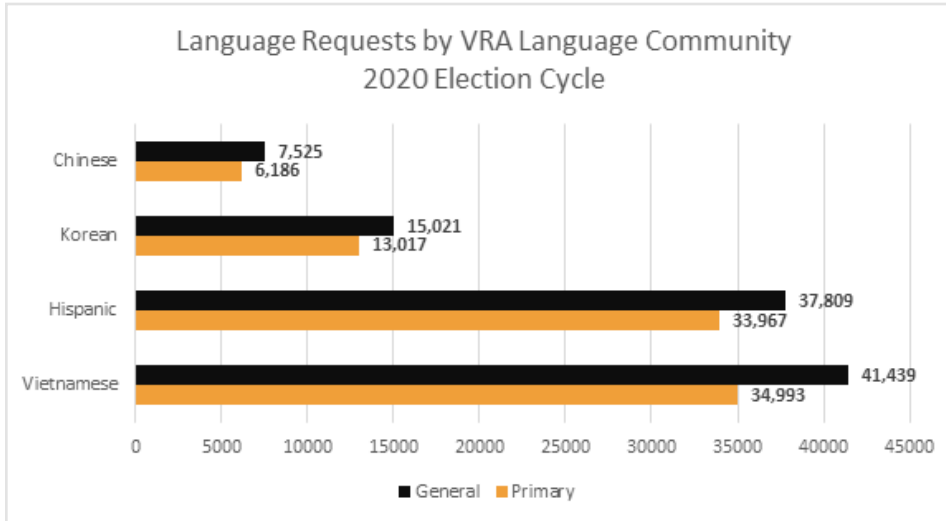
According to the 2019 American Community Survey (ACS) 5-Year Estimate (Table ID: DP05), the total population of Orange County is estimated to be 3,168,044. This figure is comprised of 61.0% White, 20.5% Asian alone and 11.9% some other race alone, 4.1% two or more races, 1.8% Black or African American alone, 0.5% American Indian & Alaska Native, and 0.3% Native Hawaiian & Other Pacific Islander.

Of the total population in Orange County, approximately 34.1% indicated that they were Hispanic or Latino regardless of race, compared to 18.0% of the total population in the US.



Language Requests in VRA Language Communities

The chart below shows the language requests by each VRA language community in Orange County for the 2020 Election cycle. From Primary to General, the language requests of VRA language communities all increased by at least 11% and up to 22%.

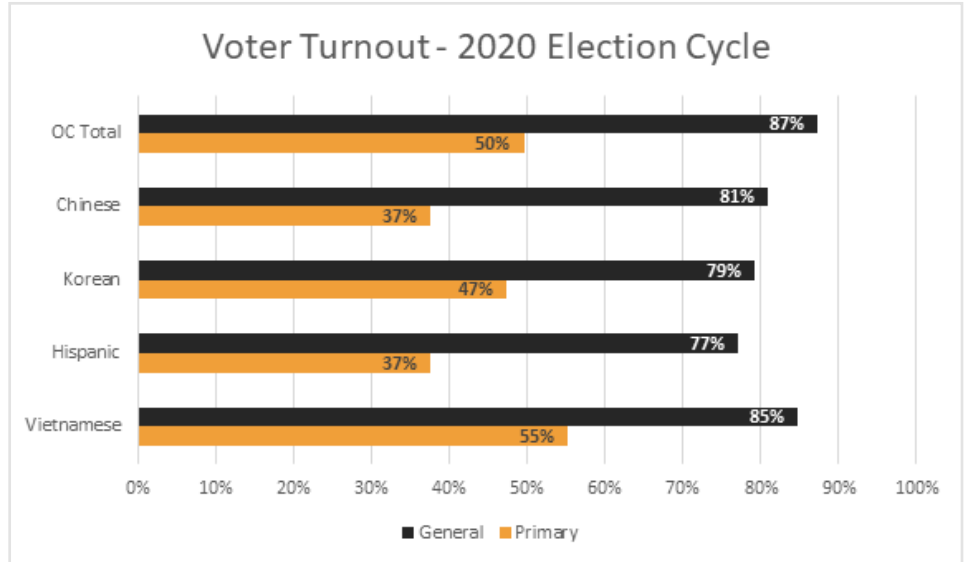


Voter Turnout by Language Request in the VRA Language Communities

Below is a table showing the number of voters who requested VRA language election materials and voted in the 2020 Presidential Primary and General Elections:

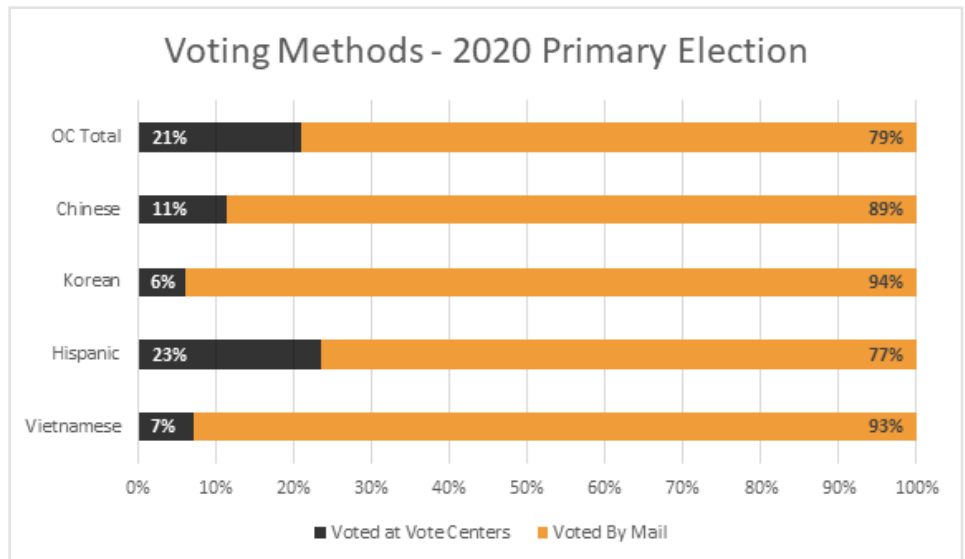
| Language | 2020 Primary | 2020 General |
|------------|--------------|--------------|
| Chinese | 2,323 | 6,083 |
| Korean | 6,169 | 11,899 |
| Vietnamese | 13,181 | 35,138 |
| Hispanic | 18,760 | 29,137 |

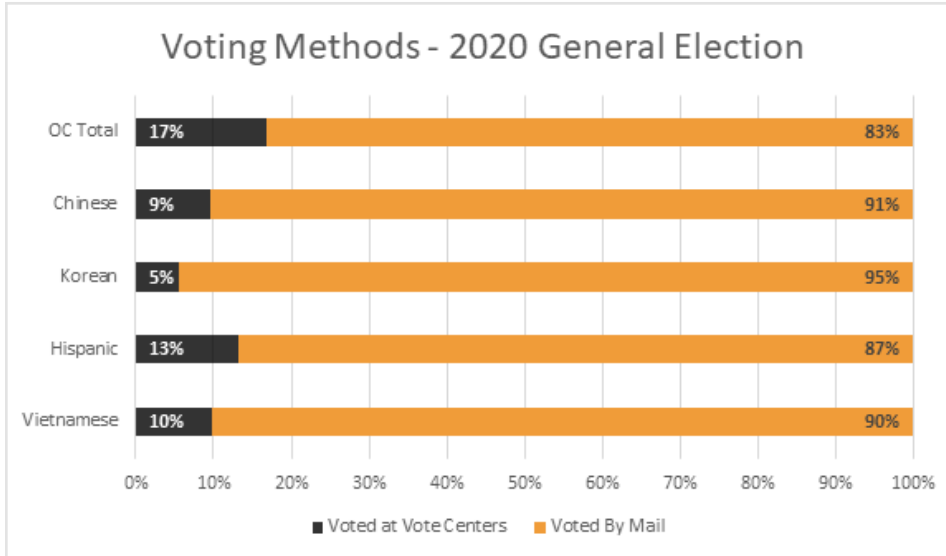
The turnout rates of the VRA language communities in previous elections have consistently been lower than the county voter turnout rates. In the 2020 Presidential Primary Election, the voter turnout rates of the VRA language communities based on the language requests remained lower than that of the county turnout rate except for the Vietnamese community with a 55% voter turnout rate. In the 2020 Presidential General Election, the turnout rates of the language communities were also lower than the county turnout rate, which is similar to past elections, as shown in the chart below:



Voting Methods

The percentage of vote-by-mail voters in Orange County has continuously increased in each election cycle since 2004 and surpassed the 50% mark starting with the 2012 election cycle. The following chart shows the voting methods chosen by VRA language communities in the 2020 Presidential Primary Election. One noteworthy fact is that the percentage of vote-by-mail voters of the Asian language communities far surpassed that of Orange County as a whole, while the Hispanic community has fewer voters who choose to vote by mail than voters in the County in general.





In the 2020 Presidential General Election, the percentage of voters in the VRA language communities choosing to vote by mail was higher than that of Orange County voters as a whole. The Korean community had the highest rate of voters who voted by mail, followed by the Chinese community, Vietnamese community, and Hispanic community, in that order.

“In the 2020 Presidential General Election, the percentage of voters in the VRA language communities choosing to vote by mail was higher than that of Orange County voters as a whole.”

LATINO COMMUNITY PROFILE

Voter Experience

Oscar Rodriguez, Oak View ComUNIDAD

Oscar has been involved in the Latino Community and is well respected for helping Spanish-speaking voters exercise their right to vote in the Oak View Community in Huntington Beach. He has been voting since he turned 18 and has always voted in every Primary and General Election.



“New Generations of Latino Community Leaders are actively participating in the electoral process.”

Oscar’s Voter Experience in His Words

I consider myself privileged to have been brought up by amazing teachers, leaders, and most importantly community. My parents came to this country with nothing and have accomplished so much. I have been able to go to college and learn the inequities that exist in our society (though college is not needed for this) and because of this I have been able to be part of a network of resources. It would be selfish to not share those resources with my community. Being active gives me something to look forward too every day.

Overall my experience with voting has been positive, I really like the new vote center system where there are many options to vote at any Vote Center in OC because it gives me plenty of time to vote during lunch break in Santa Ana. During the Primary Election I went to vote at a vote center over the weekend. I have witnessed low voter turnout for various reasons including people not having transportation to go vote in my community, thanks to vote-by-mail it has helped people become aware of their different options of voting. Spanish language election materials also help Latinos understand what is on the ballot and what they can vote for during election time.

Oscar’s values of education, advocacy and empowerment are forces that allow our diverse communities to thrive.

Community Overview

Orange County has a total population of 3,175,692 according to the 2019 ACS 1-year Estimates Data and 1,081,091 is Latino population, with an estimated 400,000 Latinos as registered voters and whom are mostly concentrated in the Northern and Central Orange County areas.

Demographics

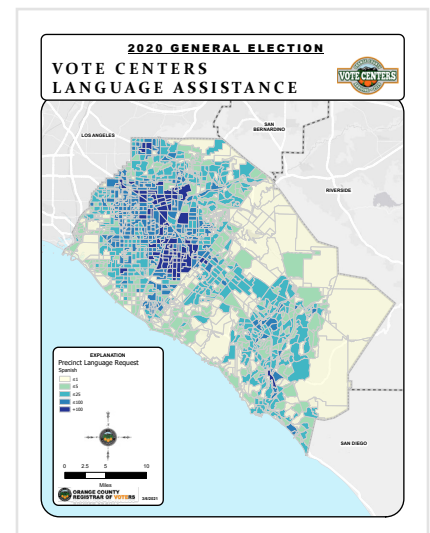
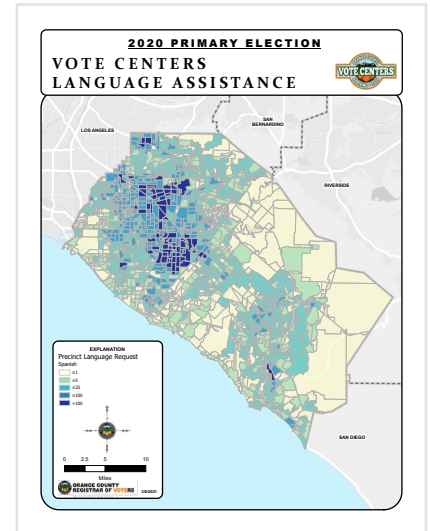
With a large portion of the population being Latino, There are major demographics and political change throughout California, including Orange County where the Latinos make up to 40 percent of the population. The makeup of Orange County Cities as the Latino population continues to grow. The Latino population is diverse with a heritage to Spanish-speaking countries in Latin America and Spain.

Latino Community in Orange County

Among the registered voters in Orange County, the number of current voters who requested Spanish translated materials is 37,809 of the 2020 Presidential General Election. Below is the chart listing the top 5 cities of voters requesting Spanish language voting materials in the 2020 election cycle:

| Number of Language Requests - Spanish | |
|---------------------------------------|--------------|
| 2020 Primary | 2020 General |
| 33,967 | 37,809 |

| Top 5 Cities with Language Request - Spanish | |
|--|------------------------|
| 2020 Primary | 2020 General |
| 1. Santa Ana: 10,954 | 1. Santa Ana: 11,872 |
| 2. Anaheim: 7,105 | 2. Anaheim: 7,532 |
| 3. Garden Grove: 2,250 | 3. Garden Grove: 2,532 |
| 4. Fullerton: 1,505 | 4. Orange: 1,624 |
| 5. Orange: 1,370 | 5. Fullerton: 1,554 |



“The Latino Community is the largest VRA language Community in Orange County. Spanish language request voters turnout is at 77%.”

Spanish Language - Latino Community Voter Trends

During the 2020 Presidential Primary Election the turnout of voters who requested Spanish language was 13,181; only a 39% of those voters who request Spanish language materials, while the overall turnout of Orange County was 50%. In the Presidential General Election, turnout of voters with Spanish language materials request grew to 77% turnout, a 38% increase compared to the 2020 Primary Presidential Election:

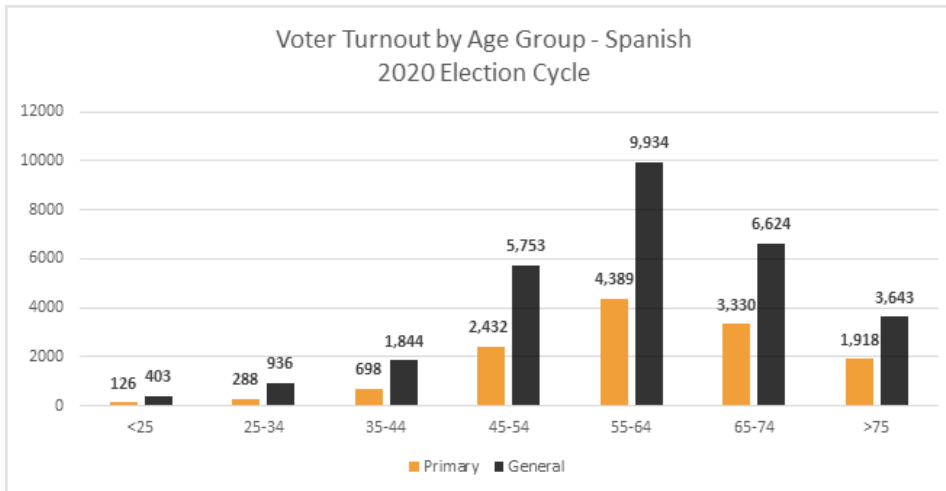
Voter Turnout by Age

2020 Presidential Primary Election Orange County Voter Turnout

| Registered Voters with Spanish Language Requests in Orange County Voter Turnout by Age | | | |
|---|------------------|-----------------|-------------|
| Age Group | At Polling Place | By Vote by Mail | Grand Total |
| <25 | 44 | 82 | 126 |
| 25-34 | 85 | 203 | 288 |
| 35-44 | 172 | 526 | 698 |
| 45-54 | 712 | 1,720 | 2,432 |
| 55-64 | 1,129 | 3,260 | 4,389 |
| 65-74 | 690 | 2,640 | 3,330 |
| >75 | 262 | 1,656 | 1,918 |
| Grand Total | 3,094 | 10,087 | 13,181 |

2020 Presidential General Election Orange County Voter Turnout

| Registered Voters with Spanish Language Requests in Orange County Voter Turnout by Age | | | |
|---|------------------|-----------------|-------------|
| Age Group | At Polling Place | By Vote by Mail | Grand Total |
| <25 | 81 | 322 | 403 |
| 25-34 | 186 | 750 | 936 |
| 35-44 | 333 | 1,511 | 1,844 |
| 45-54 | 948 | 4,805 | 5,753 |
| 55-64 | 1,370 | 8,564 | 9,934 |
| 65-74 | 666 | 5,958 | 6,624 |
| >75 | 253 | 3,390 | 3,643 |
| Grand Total | 3,837 | 25,300 | 29,137 |



Vote Center Language Assistance

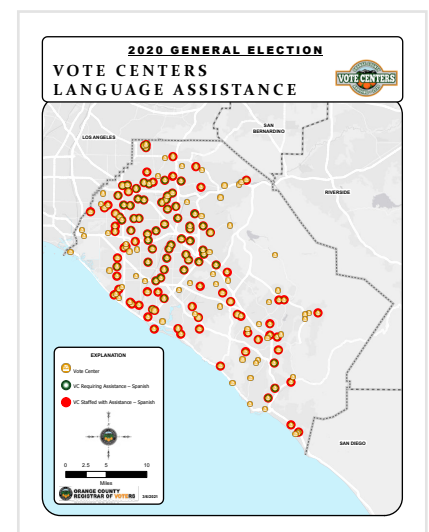
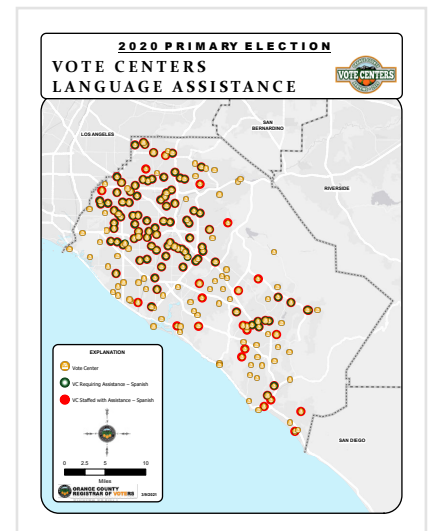
Achievements

The number of language Bilingual Customer Service Representatives (CSRs) are calculated from a combination of language requests from the precinct where the Vote Center is sited and adjacent precincts. There were 188 Vote Centers in Orange County for the Presidential Primary Election on March 3, 2020. The Registrar of Voters targeted 90 Vote Centers with 105 Spanish Bilingual Customer Service Representatives. For the 2020 Presidential General Election, the required CSRs for Spanish bilingual assistance was 69 CSRs and we staffed the 168+ Vote Centers with 212 CSRs exceeding our in-person Spanish language assistance requirements.

| Bilingual Spanish Customer Service Representatives Recruited | | | |
|--|-----------|--------------|-----------|
| 2020 Primary | | 2020 General | |
| Required | Recruited | Required | Recruited |
| 105 | 161 | 69 | 212 |

Challenges

As the election workers at the Vote Centers are now considered seasonal employees of the County, they need to submit a formal application online and pass the pre-screening process with an assessment test. Upon hiring, they are required to work full-time for the entire duration of the Vote Center operation with a commitment of 11 days or about 2 weeks including training. This can be a challenge in other language communities but not for the Spanish language community. Our community is dedicated to providing bilingual services with the Orange County Registrar of Voters and Vote Centers.



Strategies

Customer Service Representative job applications are widely marketed and processed in a timely matter through the proper online resources and community organizations. This is no longer a volunteer program and, therefore, recruitment for the position is less complicated from approximately 1000-1200 working Spanish volunteers at 900 precincts under the polling place model to 100-200 needed bilingual election workers required at approximately 150-200 Vote Centers.

Community Outreach and Voter Education

The Orange County Registrar of Voters is nationally recognized as a leader in providing comprehensive and innovative language assistance services to voters. From having dedicated bilingual staff prepare culturally appropriate translations and maintaining an extensive event calendar, the Orange County Registrar of Voters is committed to providing numerous opportunities for language communities to learn about the transition to Vote Centers.

Growth of the Latino 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 Latinos in Orange County. Our proactive approach has engaged various groups including, but not limited to grass root but now to Social Media and mainstream 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 Latino organizations, religious groups, advocates, education districts and all cities to ensure the community is educated about the election process.

We attend meetings and participate in community events 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.



(Both) Three Kings event at Segerstrom Center for the Arts - Argyros Plaza

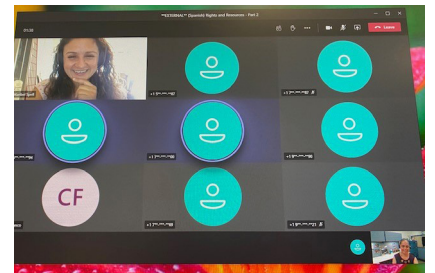
2020 Voter Education and Outreach Campaign

We are very proud to showcase our excellence in Community Outreach and educational voter projects.

| OUTREACH Hispanic Community | Month |
|--|-----------|
| <i>Vote Center Community Workshops 2020</i> | |
| Post EAP public Meeting - Spanish Community Meeting Los Amigos of OC | January |
| COVID-19 – EAP Public Meeting | August |
| <i>Events 2020</i> | |
| Segerstrom Center-Plaza Argyros - "Dia de Los Reyes Magos" | January |
| <i>Speaking Engagement 2020</i> | |
| Kiwanis of Santa Ana VC Demo | January |
| Virtual Speaking Engagements COVID-19 2020 | |
| UCLA – Latino Policy and Politics Initiative | April |
| Spanish Community Public Meeting (COVID-19 EAP) | August |
| Los Amigos of Orange County | September |
| Santa Ana College | October |
| Taller San Jose "Hope Builders" Santa Ana | October |
| Braille Institute of America - Rights and Resources Series | October |
| NALEO Educational Fund OC Voter Resource Guide | October |



Virtual speaking engagements with Santa Ana College



Virtual speaking engagements with Braille Institute of OC

The following are a few photos of our community partners' events.



EAP Public Meeting - Spanish Community Meeting Los Amigos of OC



Speaking engagement at UCLA Latino Policy & Politics Initiative

“Continuous National Partnerships and recognitions address Latino Community Outreach efforts in Orange County.”

Outreach Beyond Expectation

UCLA Latino Policy & Politics Initiative

Neal Kelley, Orange County Registrar of Voters attends UCLA Latino Policy & Politics Initiative Webinar: Protecting Democracy: Implementing Equal and Safe Access to the Ballot Box During a Global Pandemic

The UCLA Latino Policy and Politics Initiative (LPPI) and the Voting Rights Project, the marquee advocacy project of UCLA LPPI, hosted a webinar on April 2nd to discuss the importance of vote-by-mail programs in upcoming primaries and the November general election amid the coronavirus pandemic. As the ongoing public health crisis raises concerns about voter turnout, particularly in underserved communities and for voters of color, now is the time to ensure everyone will have a fair chance to participate in the important upcoming elections (<https://latino.ucla.edu/work/vote/>)

Neal Kelley an expert panelist discussing vote by mail, in-person voting, and voter registration needs for language assistance, disability and communities of color.

UCLA LPPI hosted the following experts for the webinar:

- Alex Padilla**, California Secretary of State
- Pamela Karlan**, Stanford Law School
- Neal Kelley**, Orange County Registrar
- Sonja Diaz**, UCLA Latino Policy & Politics Initiative
- Matt Barreto**, UCLA Voting Rights Project
- Chad Dunn**, UCLA Voting Rights Project

NALEO Education Fund

Orange County Registrar of Voters partnership with NALEO Education



Fund Webinar: Election 2020 and Latino Voter Participation

NALEO Education Fund and the Orange County Registrar of Voters Office Community Program Specialist Rosa M. Vizcarra recorded a webinar on Election 2020 and Latino Voter Participation. The webinar informs viewers on barriers to Latino voter turnout and resources and information on how to mitigate this through voter education – including how to vote early, safely, and securely. The Orange County Registrar of Voters shares critical information on when, where and how to vote in the upcoming elections. The recording can be found at bit.ly/election2020latinos, and a Spanish version is also available.

Media Coverage

The Orange County Registrar of Voters provided press releases, video content, and social media content for mass distribution and publication to existing media partners and seek out other trusted media sources to relay vote center communication with voters in Orange County. We were able to captive a massive voter audience through our partners with media outlets.

Challenges

The Latino community is very active and involved in civic duty. Our challenge is to educate and reach out to our community about the new voting model of Vote Centers and vote by mail. Reaching out to approximately 400,000 Latino Voters is challenging as it is for all general Orange County voters when there is a new voting system in place.

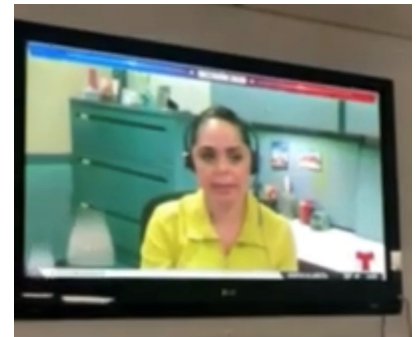
Strategies

In 2020, we continue to participate in events that have been historically attended, as well as develop creative and more effective ways of communicating to voters. This Voter Education and Outreach Plan (VEOP) highlights outreach events and, outlines new messaging strategies that will increase our presence in the community. 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 Latino areas.

Summary

According to the Census, there are millions of eligible Latino voters in the United States, including 8 million in California alone . The Latino vote is vital in Orange County as the county has very close party registrations and the continued non-party affiliated voters; every vote counts in Orange County.

“Media Coverage in Spanish Language generates Language Media Outlets to choose Orange County as a primary resource for news.”



Telemundo



Univision - Pre Election Day



Univision - Election Day

“Over 20 years of successful Voter Outreach and Community Involvement.”

There are many diverse Latino voters and Orange County has more than 400,000 eligible Latino voters and strong community involvement. The Orange County Registrar of Voters will continue its Outreach program for voter education and bilingual resources in Spanish. Since 1998, we have strived to make sure the Latino community has the appropriate resources to access electoral services, which has resulted in a one-of-a-kind program with long lasting outreach success.

VIETNAMESE COMMUNITY PROFILE

Voter Experience

Thien-Van Bui (Huntington Beach)



Thien-Van Bui immigrated to the United States with her family and became a US Citizen as well as a registered voter in 2009. She took ESL classes to improve her English and adjust to the new life in a new country, even though it was not easy. Thien-Van tries to teach her children Vietnamese because she thinks that it is important for them to know who they are.

At home, they communicate with each other in Vietnamese. Thien-Van is quite active in the community as she supports many groups that help the Vietnamese community in Orange County as well as in Vietnam.

After becoming a US Citizen, Thien-Van has learned about exercising her rights as a voter. This is something very new and exciting for her because the voting experience in Vietnam is completely different than in the U.S.

At first, she was nervous to go to any polling place to vote as she knew nothing about the election process. However, the friendly polling place workers had given her a wonderful voting experience. As a busy mom with 3 children, she chooses to be an a vote-by-mail voter. Thien-Van also requested bilingual election materials and they have been a tremendous help for her to understand what she voted for.

In 2020, Vote Centers became available to the residents of Orange County. Thien-Van was fully informed about the new changes in voting and she decided to continue to vote by mail. Thien-Van loves the

convenience of many options to vote and she takes the opportunity to spread the word to her friends and family to help them understand the new changes in voting.

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, the ability to vote anywhere with extended voting days at any Vote Center, and the vote-by-mail option with prepaid postage fees for everyone, more people are becoming familiar with the voting process. Through various means of providing voter education as well as continuous improvements in community engagement and outreach, the Orange County Registrar of Voters makes certain that the ever-evolving democratic process continues to be accessible to all eligible citizens.

Community Overview

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 the increasing needs based on voter registration, voting material requests, and the communities’ engagement in the electoral process as a whole.

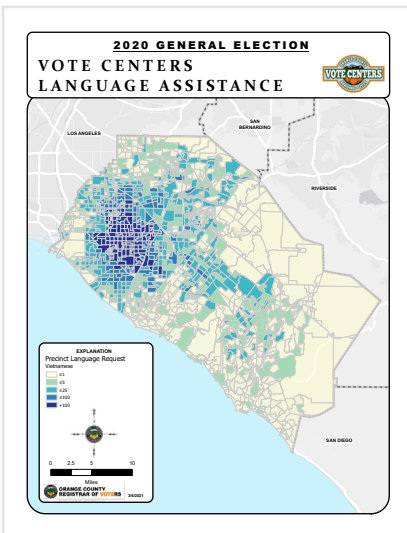
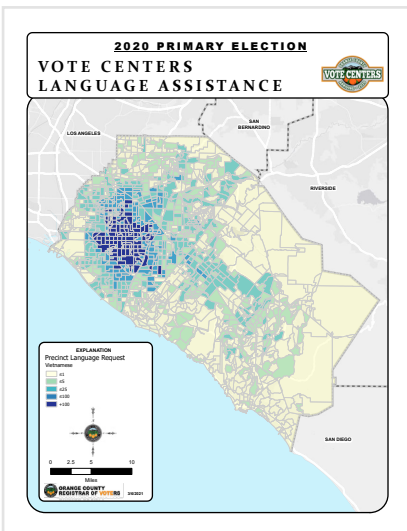
As with other community programs in the Outreach Unit, the Vietnamese Community Program continues to pursue a proactive approach to language assistance and innovative outreach programs as the number of Vietnamese-heritage voters continues to increase in the County.

Demographics

According to the 2018 American Community Survey 1-Year Estimates (Table ID: S0201), there were 204,363 Vietnamese people in Orange County comprising 31.47% of the Asian population alone (649,449) and 6.5% of the total population of Orange County (3,168,044).

Vietnamese Community in Orange County

The Vietnamese community in Orange County historically resided in central cities such as Westminster and Garden Grove. These two cities, also home to the oldest and largest Little Saigon community in the United States, rank as the highest concentration of Vietnamese community among all U.S. cities. The Vietnamese community first



emerged in those two cities and quickly spread to nearby cities. In 2020, the top 5 cities with the most Vietnamese language requests in Orange County are listed below.

| Top 5 Cities with Language Request - Vietnamese | |
|---|---------------------------|
| 2020 Primary | 2020 General |
| 1. Garden Grove: 10,319 | 1. Garden Grove: 12,104 |
| 2. Westminster: 8,069 | 2. Westminster: 9,553 |
| 3. Santa Ana: 5,171 | 3. Santa Ana: 5,896 |
| 4. Anaheim: 3,544 | 4. Anaheim: 3,698 |
| 5. Fountain Valley: 2,075 | 5. Fountain Valley: 2,370 |

“Saigon is the former name of the capital of the former South Vietnam and Little Saigon is the preferred name of the Vietnamese refugees communities through out the world.”

Vietnamese Community Voter Trends

Voter Registration by Language Request

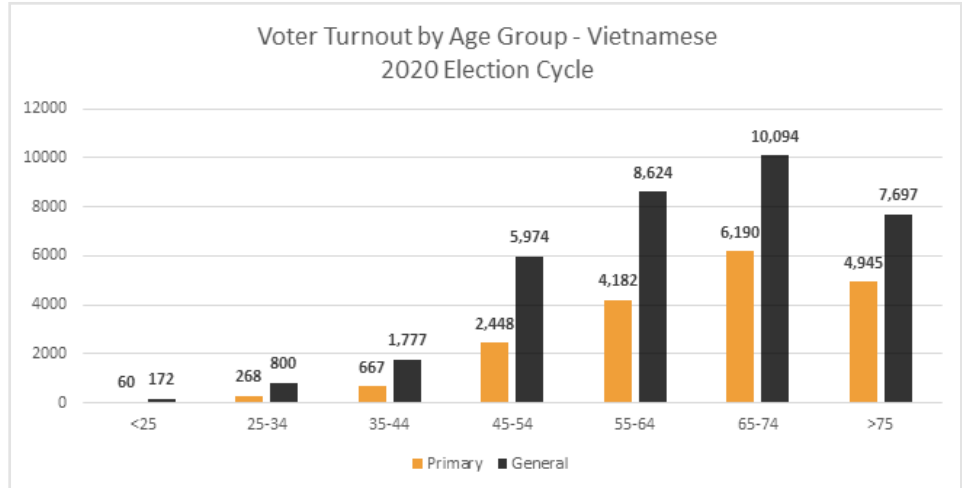
The registration statistics of the Vietnamese community is based on the number of voters who requested Vietnamese voting materials. Of the estimated 204,363 Vietnamese people in Orange County, there were 34,993 voters that requested Vietnamese election materials for the 2020 Presidential Primary Election and 41,439 for the General Election, that is an increase of 18.42% since the Primary Election.

| Number of Language Requests - Vietnamese | |
|--|--------------|
| 2020 Primary | 2020 General |
| 34,993 | 41,439 |

Voter Turnout by Language Request

The turnout rates by language request of the Orange County VRA language communities in previous elections have consistently been lower than the county voter turnout rates. However, in the 2020 Presidential Primary Election, the voter turnout rate of the Vietnamese community by language request (55%) was higher than that of the county (50%). In the 2020 Presidential General Election, the voter turnout rate of the Vietnamese community by language request was lower (85%) than that of the county (87%), but it remained the highest voter turnout rate among those of the four federally mandated languages.

“Vietnamese American voters are very active in civic engagement and the percentage of Vietnamese voter turnout remains one of the highest among the four federally mandated languages.”



Upon further examination, three age groups (55-64, 65-74, and 75+) showed the largest number of Vietnamese voters who voted in both the 2020 Presidential Primary Election and the 2020 Presidential General Election. Of these age groups, the preferred voting method was casting a vote-by-mail ballot.

Vote Center Language Assistance

Achievement

With the Vote Center model, the Orange County Registrar of Voter no longer recruits volunteers to work on Election Day at the polling places. Instead, we hire seasonal, full-time county employees to work as Customer Service Representatives (CSRs) at Vote Centers for each election.

During the Primary Election in March 2020, the number of Bilingual Vietnamese CSRs needed was calculated using the new algorithm based on cumulative language requests across Vote Center precincts plus adjacent precincts. By using this method, 55 Vietnamese CSRs were hired as seasonal county employees to offer Vietnamese language support at numerous Vote Centers while the requirement was 51. In the General Election in November 2020, 49 Vietnamese CSRs were required, and the actual Vietnamese CSRs hired were 69.



Tet Festival 2020 - Public input for Vote Center location

| Bilingual Vietnamese Customer Service Representatives Recruited | | | |
|---|-----------|--------------|-----------|
| 2020 Primary | | 2020 General | |
| Required | Recruited | Required | Recruited |
| 51 | 55 | 49 | 69 |

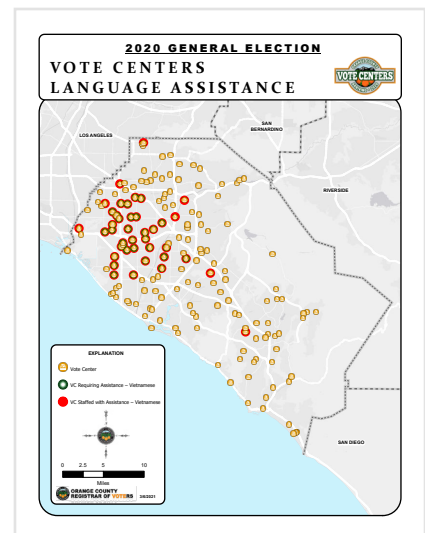
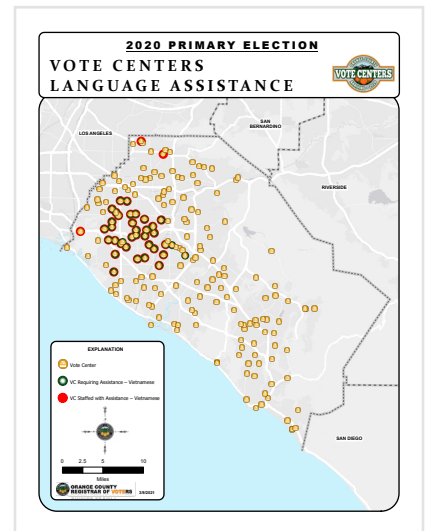
The Vietnamese Community Program Specialists provided support to recruitment efforts by conducting language testing to ensure that the CSRs would be able to communicate with Vietnamese-speaking voters. Moreover, Vietnamese Community Program Specialists in the Outreach unit also supported voters and CSRs during the election period via video conferencing and the internal bilingual hotline.

Challenges

Bilingual Vietnamese Customer Service Representatives are required to go through a rigorous hiring process which includes job application prescreening, interviews, language assessments, background checks, 3-day training classes, etc., and the utmost prerequisite is that they need to be fluent in both English and Vietnamese. Although the Vietnamese community is a growing community in general, language proficiency is a challenge when it comes to bilingual CSR recruitment. As previously mentioned, we see an increasing number of registered voters born in Vietnam, and less than half indicated that they speak English “very well.” We are confronted with an issue of having many devoted voters who would like to be serve in the election as Bilingual Vietnamese CSRs but do not meet the criteria of being fluent in English. We also face a generation gap between elderly and young voters. As active citizens, many of our elderly voters would like to serve as CSRs but may not be fluent in both Vietnamese and English, and young 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 support CSR 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 apply to work as a CSR during election periods. We also attend numerous events throughout the year to educate voters about the new changes in election and voting and continue our proactive outreach to community groups for expanding our recruitment effort.



Community Outreach and Voter Education

Community Organizations

The Vietnamese community program was established in 1998 when the Community Outreach Unit was created. Over the years, the Orange County Registrar of Voters has been working with many Vietnamese community organizations and maintaining good relationships with them through our continued community engagement program.

The collaboration with the Vietnamese community organizations has helped bring awareness of our mission to the Vietnamese American citizens and encourage them to actively participate in voting and elections. These Vietnamese community organizations include Union of Vietnamese Student Associations of Southern California, VietRise, Vietnamese Arts and Letters Association (VAALA), Asian Americans Advancing Justice, and others.

Speaking Engagements

Việc Ghi Danh Cử Tri ở Quận Orange

| Cử Tri Đã Ghi Danh | 1,735,329 (10/07/2020) |
|--------------------|---------------------------|
| Đảng Dân Chủ | 637,668 (36.75%) |
| Đảng Cộng Hòa | 594,915 (34.28%) |
| Không Chính Đảng | 418,349 (24.11%) |
| Độc Lập Hoa Kỳ | 49,084 |
| Đảng Tự Do | 17,446 |
| Hòa Bình và Tự Do | 5,833 |
| Đảng Xanh | 4,944 |

Virtual Public Meeting with Santa Ana College

The Speaking Engagement Program targeting the Vietnamese community is an integral part of the advancement of the Orange County Registrar of Voters in terms of assisting voters of many different backgrounds throughout Orange County. Our two Vietnamese Community Program Specialists cover a broad demographic area in Orange County, the area with the most Vietnamese population in the country. We aim 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.

Targeted Events

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, electronic voting, etc.), and active involvement in the electoral process. We promote voter registration and education to all Vietnamese event attendees including High School Voters Education Weeks at different high schools in Westminster and Garden Grove. We also represent our office at the annual UVSA Tet Festival, Westminster Spring Festival, Vesak Festival, and Viet Film Fest.

Current & Future 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. Additionally, we constantly post and update our website, podcasts, and social media (i.e., Facebook, Twitter, Instagram, and YouTube) to broaden our presence in the community. With an established relationship, we are able to further expand our networking capabilities to new community groups and strive to reach all citizens in the Vietnamese community in the future.

2020 Voter Education and Outreach Campaign

March 3, 2020 Presidential Primary Election

Public meetings targeting the Vietnamese community were conducted to inform Vietnamese-speaking voters of the transition to the new Vote Center model. The Vietnamese Community Program Specialists partnered with organizations and advocates of the Vietnamese community in Orange County to host the public meetings and provide voter education. These outreach efforts started in Summer 2019 and



Tet Festival 2020 - Community Engagement Team of Registrar of Voters

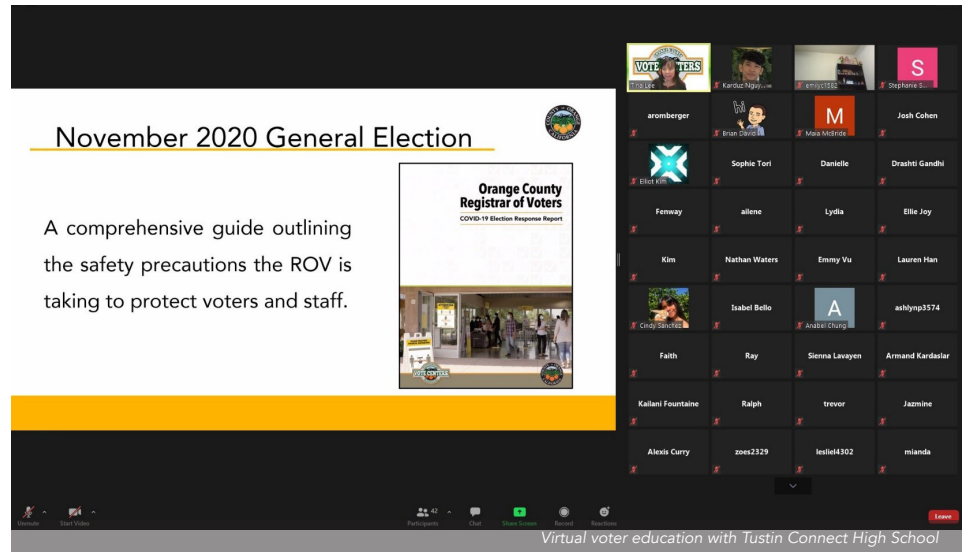
continued up until the Election Day.

November 3, 2020 Presidential General Election



Public Meeting at Garden Grove Community Center

In response to the COVID-19 pandemic, the Orange County Registrar of Voters supported video presentations and virtual meetings to continue its outreach efforts for the 2020 Presidential General Election. The pre-recorded video presentation in Vietnamese was available upon request, and public meetings were hosted on virtual platforms, which were conducted thanks to continuous partnerships with Vietnamese community advocates and organizations throughout Orange County.



KOREAN COMMUNITY PROFILE

Voter Experience

Hochan Song (Irvine)

Mr. Hochan Song has been exercising his voting rights since the 2016 Presidential General Election. As a full-time working professional, he has always been a vote-by-mail voter and found it very convenient to vote at home. He participated in the 2020 Presidential Primary and General Elections, which were conducted under the new Vote Center model, by returning his vote-by-mail ballot through a ballot drop box nearby.



Having been an active voter in South Korea before immigrating to the United States, he felt compelled to find differences in election administration between the two countries. He has learned that while Election Day in South Korea is a holiday, it is a normal business day in the United States. With his experience, he believes that designating Election Day a holiday may increase the general interest of citizens and make voting more available. He feels grateful that Orange County has always been in the forefront to make voting more accessible by offering early voting on the weekends. He hopes more people know about multiple days of voting and participate in voting with convenience.

Mr. Song learned about the Orange County Registrar of Voters' offer of translated election materials in Korean and requested the service for the 2020 Presidential Primary Election. He found the language service has been very useful as he would receive the Voter Information Guide in both English and Korean.

Community Overview

Amongst the diverse community that resides 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

At 95,369, Orange County has the second-largest Korean population among U.S. counties, according to the 2019 U.S. Census American Community Survey. The Census estimates that the Korean population makes up 3% of the entire population in Orange County.

Korean Community in Orange County

Based on the 2019 American Community Survey 1-Year Estimates, the Korea-born population in Orange County is estimated to be 67,749, while 27,620 is native.

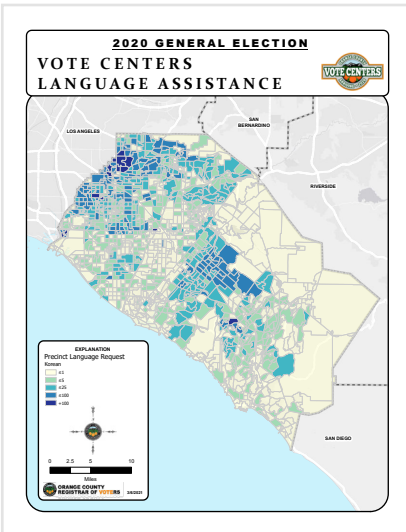
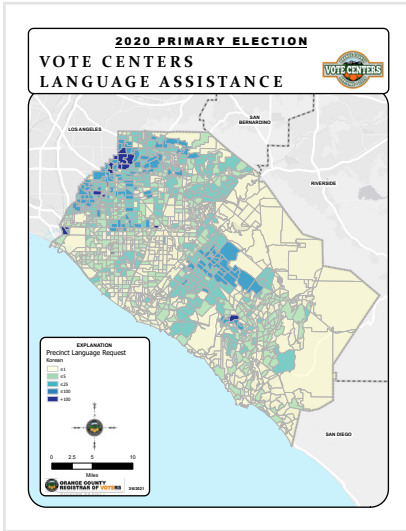
The Korean community in Orange County allegedly started building a strong presence along Garden Grove Boulevard in the City of Garden Grove during the 1970s. Since then, the Korean population in Orange County has demonstrated a huge leap for decades, developing from small communities in nearby neighborhoods of Garden Grove to a large multimedia complex in Buena Park, and to a large residential community in Irvine. While Garden Grove’s Korean business district, officially named “Orange County Koreatown” in 2019, still preserves its traditional, historic hub of the Korean community, the growing popularity of Orange County among Korean Americans adds another diverse mix in Orange County.

Korean Community Voter Trends

During Presidential Primary Election in March 2020, the turnout of voters who requested Korean language was 47%, while the overall turnout of Orange County was 50%. The gap became more substantial in Presidential General Election in November 2020 – 79% and 87%, respectively.

Voter Registration in Orange County

Among the registered voters in Orange County, the number of voters who requested Korean translated materials increased from 13,017 in the 2020 Presidential Primary Election to 15,021 in the 2020



Presidential General Election, showing a 15% increase between the two elections.

| Number of Language Requests - Korean | |
|--------------------------------------|--------------|
| 2020 Primary | 2020 General |
| 13,017 | 15,021 |

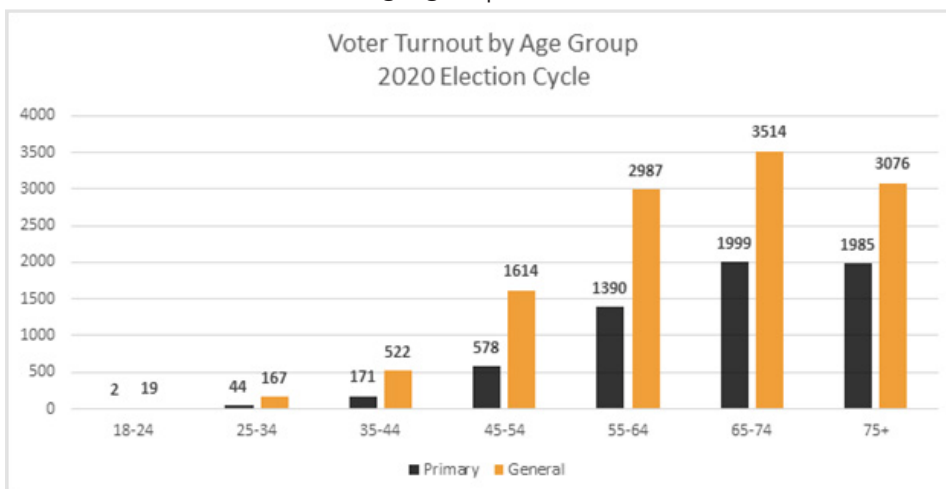
Below is the table demonstrating the top 5 cities by voters with Korean language requests:

| Top 5 Cities with Language Request - Korean | |
|---|----------------------|
| 2020 Primary | 2020 General |
| 1. Fullerton: 2,359 | 1. Fullerton: 2,658 |
| 2. Irvine: 1,754 | 2. Irvine: 1,907 |
| 3. Buena Park: 1,677 | 3. Buena Park: 1,805 |
| 4. Anaheim: 1,296 | 4. Anaheim: 1,403 |
| 5. Garden Grove: 770 | 5. Garden Grove: 846 |

The Korean American population by language requests is spread throughout the County, while the population in Northern Orange County is taking a larger proportion.

Voter Turnout by Age

The voter turnout by age group during the 2020 Presidential General Election was consistent with that of during the Primary Election as voters were more likely to participate in elections the older they were, with the top three age groups were 55-64, 65-74 and 75+ for both elections. However, there was a significant increase in voter turnout of those in the younger age groups, highlighting the 279% increase from 578 to 1,614 for the 45-54 age group.



There was a high increase in language requests among younger voters. The number of requests increased almost four times in the 25-34 age group, and more than three times in the 35-44 age group. This would be reflective of the shift of our outreach programs to an online setting, which would help younger voters know of the language services available in Korean.

Vote Center Language Assistance

Achievements

Our team has taken innovative approaches to expand language assistance for Vote Centers. As each Vote Center serves as a one-stop shop to provide comprehensive voter services, Vote Center Customer Service Representatives (CSRs) replaced our traditional volunteer-based poll workers. Now that voters can visit any of Vote Centers to return a ballot, bilingual staff requirements and placement have been reconfigured to identify Vote Centers that may have higher needs of certain languages. During Presidential Primary Election in March 2020, 28 Korean-bilingual Vote Center CSRs were required and 32 were recruited. 35 CSRs were recruited while 13 were required in the Presidential General Election in November 2020.

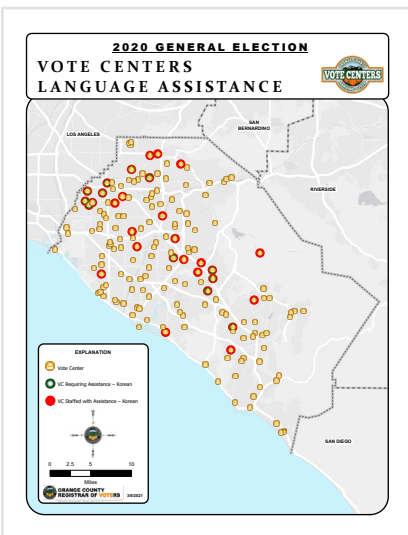
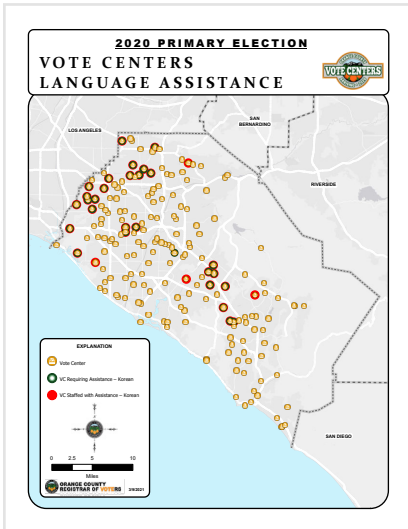
| Bilingual Korean Customer Service Representatives Recruited | | | |
|---|-----------|--------------|-----------|
| 2020 Primary | | 2020 General | |
| Required | Recruited | Required | Recruited |
| 28 | 32 | 13 | 35 |

While in-person language services were available in these sites only, the Orange County Registrar of Voters implemented video conferencing that allows a voter to video call bilingual staff in the office using a tablet stationed at a Vote Center. As always, phone support was available to assist voters.

Challenges

As the election workers at the Vote Centers are now considered as seasonal employees of the County, they need to submit a formal application online and pass the pre-screening process with an assessment test. Upon hiring, they are required to work full-time for the entire duration of the Vote Center operation. These additional conditions prevent some of our long-time poll workers to apply, mainly due to these changes in the expanded time commitment.

Strategies



While we successfully implemented new language services to voters at the Vote Centers, we plan to research and identify the best practices to provide improved services in the future. We created a brief election glossary in Korean for the Korean-bilingual Vote Center Customer Service Representatives to help themselves familiarize with key terms. In addition to the bilingual employees on-site, we also recruit additional extra-help employees to support phone calls and video conferencing from the Korean-speaking voters.

Community Outreach and Voter Education

With our transition to the Vote Center model, extensive outreach efforts have been made to inform the entire Orange County of the new ways to vote. Since the launch of our county-wide voter outreach initiative in February 2019, the Outreach Unit has proactively participated in making presentations in the four mandated languages. The Korean bilingual staff was able to attend events and speak about the new voting system to the Korean community. Cognizant of dynamic political climate and growing Korean American population in the County, numerous partnerships and collaborative efforts have been facilitated with organizations representing different generations of Korean Americans.

Challenges

There is a general lack of interest in politics within the Korean community, which stems from a lack of understanding of the United States' political system. When immigration from Korea surged between the 1960s and 1980s, many of the first-generation Korean Americans dedicated their lives as immigrants to work diligently to make ends meet. Due to the lack of sense of belonging, limited English proficiency, and difficult life circumstances, many of them tend to have less awareness of exercising their voting rights even after they become naturalized citizens.

Another challenge is to facilitate relationships with faith-based communities. Although we have attempted to partner with many of these Korean churches, some have been hesitant to work with us due to our inherent involvement in the voting and election process—despite our stance as a non-partisan government agency--and these religious organizations have chosen to abstain from any involvement in voting and elections. 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

“Cognizant of dynamic political climate and growing Korean American population in the County, numerous partnerships and collaborative efforts have been facilitated with organizations representing different generations of Korean Americans.”

electoral process for the benefit of the Korean community as a whole.

Strategies

In joint efforts with several Korean organizations, our bilingual 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. Also, continuous partnerships with local organizations and active community members will leverage advocacy efforts for civic engagement and voter participation of the Korean community. In response to the COVID-19 pandemic, we extended our partnerships with community organizations to host events virtually.

In addition, 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 in educating Korean-American voters by carrying election-related articles during election times. Prior to the General Election, the Korean American Gospel Channel, one of the biggest Korean-speaking radio channel in the United States, invited the ROV as a panelist to speak about voting and the upcoming election. Our participation in a series of radio shows allowed us to extend our outreach efforts to the Korean church communities.

Partnerships with Community Organizations

As part of the Orange County Registrar of Voters’ premiere Vote Center outreach initiative in Summer 2019, two Korean bilingual workshops took place in Buena Park and Irvine. While the workshops were spoken in English, simultaneous Korean interpretation was provided. The audience was able to ask questions and address concerns in Korean and translated presentation slides were provided.



Ribbon Cutting Ceremony at The Source

One of the significant accomplishments is our first-ever partnership with a Korean business for the installment of a ballot drop box at the heart of the Korean business district. The Source is a commercial retail development located in Buena Park. Occupied with restaurants, cafes, retail shops, and a theater, most of which originated from Korea, The Source is a vitalized multicultural entertainment hub that attracts not only Korean-Americans but also a wide range of Orange County residents. In January 2020, the Orange County Registrar of Voters and The Source co-hosted a ribbon-cutting ceremony to celebrate the installation of one of 110 ballot boxes that were open during the Presidential Primary Election in March 2020.

“One of the significant accomplishments is our first-ever partnership with a Korean business for the installment of a ballot drop box at the heart of the Korean business district.”

| Number of Ballots Returned at Select Ballot Drop Boxes - Korean Community | | |
|---|--------------|--------------|
| Location | Primary 2020 | General 2020 |
| The Source | 319 | 2,616 |
| Arirang Market in Fullerton | 643 | 3,390 |
| Korean Martyrs Catholic Center | 305 | 3,559 |

Speaking Engagements

In 2019, the Orange County Registrar of Voters conducted speaking engagements at both regional and national conferences hosted by Korean American Grassroots Conference (KAGC), the largest nationwide network of Korean American voters.



The Orange County regional conference took place in April 2019 and was attended by 100 students, community members, elected officials, and other Orange County residents. The Korean Community Program Specialist delivered a presentation on the transition to the Vote Center model starting in 2020 and led a panel session on language accessibility in government and education industries.

In July 2019, Registrar Neal Kelley joined a panel discussion at KAGC’s



Neal representing the Orange County Registrar of Voters at the Korean American Grassroots Conference 2019

“As one of the four federally mandated election jurisdictions in the nation required to provide assistance in Korean, Orange County Registrar of Voters posed the cruciality of language services in elections to a national level.”

national conference to share current and best practices for county election officials to provide Korean language services. Registrar Kelley presented data including the number of registered voters, number of vote-by-mail voters, and estimated number of Korean-language voters. As one of the four federally mandated election jurisdictions in the nation required to provide assistance in Korean, Orange County Registrar of Voters posed the cruciality of language services in elections to a national level.

Targeted Events

Another significant milestone was to work with a Korean American Gospel Channel, one of the major Korean-American radio stations, to participate in a special program for the 2020 elections.



The two live-air radio shows served as a great channel to inform the Korean community about voting and elections and to clarify stereotypes about voting.

2020 Voter Education and Outreach Campaign

Public Meetings

Pursuant to statutory requirements, we hosted a bilingual public meeting for the Korean community in advance of the 2020 Presidential General Election. Despite the technical challenges as we shifted our meeting to a virtual setting, a number of Korean voters attended and asked questions about voting. During the meeting, we delivered information on our transition to the Vote Center model, debrief of the 2020 Presidential Primary Election, and our plans for the 2020 Presidential General Election under the health and safety guidelines amid the global pandemic.

November 3, 2020 Presidential General Election

The COVID-19 pandemic caused unprecedented challenges as

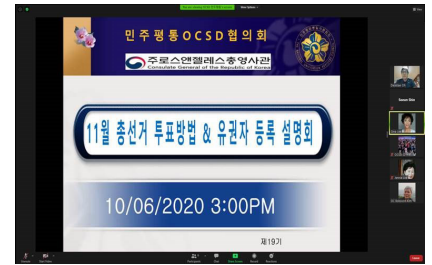


Public meeting for the Korean-speaking community

traditional outreach activities were mostly held in-person. As all speaking engagements had been shifted online, we strengthened our partnerships with local community organizations to provide information.

In October 2020, National Unification Advisory Council – Orange County/San Diego (NUAC-OC/SD) hosted an informational session to inform Korean-speaking voters about voter registration and voting in the 2020 Presidential General Election. The Orange County Registrar of Voters presented on voter registration, changes in voting, vote-by-mail, different options to return the ballot, and Korean community profile. As the NUAC is a constitutional organization under the President of South Korea, the Consul General of the Republic of Korea delivered a remark to highlight our work for the Korean community.

On the other hand, we worked with Korean American Federation of Orange County (KAFOC), the largest Korean American organization in the County, to develop and execute a comprehensive outreach plan for the Korean community. We were joined KAFOC’s virtual drop-in hours via video conferencing, allowing voters to visit the KAFOC’s office and ask questions related to voting and elections. With our support, KAFOC took the additional step of revamping their website to create a page on voting and elections, hold drop-in hours to help with voter registration, assign a point of contact to liaise between the community members and the ROV report progress and deliver questions, and work closely with Korean-speaking media outlets to disseminate information.



Speaking engagement at National Unification Advisory Council - Orange County/San Diego Chapter



Meeting with board members of Korean American Federation of Orange County

CHINESE COMMUNITY PROFILE

Voter Experience

Mike Chen (Irvine)



Mike Chen has been voting in the United States, more specifically in Orange County (OC), since 1988. However, his experience as a voter started long before that. Prior to being a U.S. citizen, Mike voted in Taiwan. His experience as a Taiwanese voter was very different compared to his American voter experience. Taiwan has a variety of factors in its election that differ from the U.S. For example, the residency requirement and voting age in Taiwan are

dissimilar to the U.S.. In addition, Taiwan uses the polling place model and only dispenses paper ballots, with no mistakes allowed and no replacement ballots.

Since moving to the U.S. and becoming a citizen, Mike has only voted in Orange County. In Taiwan, he voted with paper ballots, and, since moving to OC, he transitioned to voting in person through both paper/electronic voting and using vote-by-mail. Now, he will be transitioning his voting method once more, following with the OC's 2020 Vote Center model. In general, for Mike, transitioning from the paper ballot to the electronic ballot and from the polling place model to the Vote Center model both have learning curves. The transition requires the voter education to be conducted to properly inform voters. Voters should understand the voting process, measures, candidate statements and candidates who may not have their statements listed in the Voter Information Guide to be able to make educated decisions for themselves. Not only is informing voters of the changes important, but so is instilling the importance of voting to both long-time and new U.S. citizens alike. This is especially important for the voters that

come from countries that do not conduct voting and/or fair elections. Consequently, voter outreach should reflect this and help new U.S. citizens from these environments gain trust in the U.S. election process and see that it is just and fair.

Back when Mike first started voting in the U.S. in 1988, there was no available language assistance through translated materials. When reading election materials and ballots in English, Mike worried that he was not understanding the candidate statements and measures correctly. Instead, he had to translate the portions he did not understand himself using a dictionary, meaning that he spent a lot of time gathering information on the contents of the voting materials. Now, with the translated materials, it is much easier to understand the scope of issues at hand in relevant elections since he can read the election material in both English and Chinese. Since the election information on both the Orange County Registrar of Voters' website and in the election materials distributed by the Registrar of Voters' office, Mike has faith in the accuracy and fairness of the translations. When compared to articles or flyers distributed by other organizations or campaign offices, the information provided by the Orange County Registrar of Voters' office is much more trustworthy to Mike.

Mike has voted both through vote-by-mail and in person at a polling place prior to the Vote Center model being put into effect. The method he used depended on his situation. He preferred to vote in person, but under some circumstances, such as being out of town or away from his assigned polling place, he would vote by mail. With the new 2020 Vote Center model in effect, Mike was able to quickly drop off his ballot at a Vote Center where he happened to have a meeting without any issues. The process was efficient, and he stated that he was very satisfied with his experience with the Vote Center model.

Coincidentally, Mike is the chairman of the Irvine Chinese School/ South Coast Chinese Cultural Association, which served as a long-time polling place location in Irvine. In March and November of 2020, it served as a Vote Center location for both elections. As the chairman and a member of the Orange County Registrar of Voters' Community Election Working Group, Mike is very attuned to the changes to Vote Centers. Mike is very active and involved in election issues and promoting community involvement to help voters, especially those who require language assistance to overcome obstacles.

Community Overview

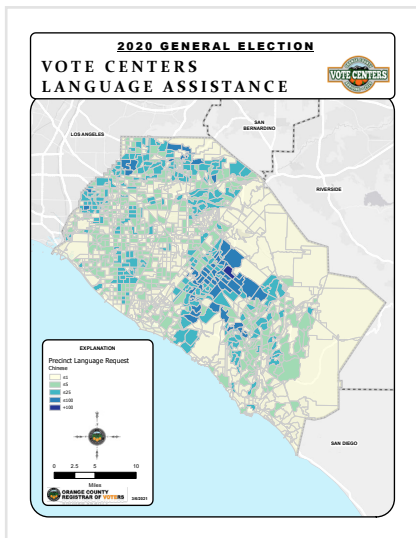
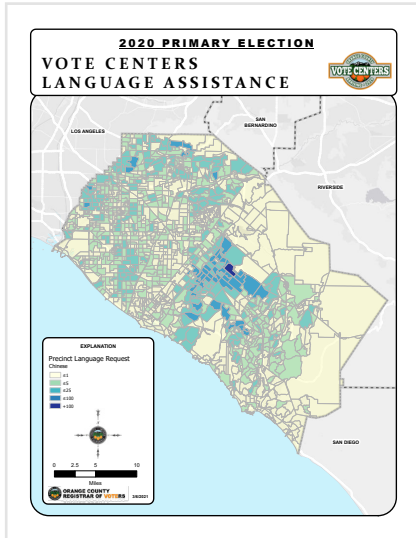
Orange County contains several sizable Chinese-speaking neighborhoods. The Chinese community consists of a diverse group of Chinese-speaking immigrants from People’s Republic of China (PRC/China), Republic of China (ROC/Taiwan), Hong Kong, and other Asian countries. They mostly reside in suburban cities in the County.

Demographics

Based on the U.S. Census Bureau and the 2019 American Community Survey 1-Year Data, there are 135,744 Chinese residents in Orange County, with 61% of the Chinese residents being US citizens. There are 97,607 Chinese American citizens in Orange County, with 45.3% being native and 54.7% being foreign-born. There are 91,536 foreign-born Chinese residents, with 58% of them being foreign-born naturalized U.S. citizens. 38% of OC’s Chinese residents indicated they speak English less than “very well.”

Mandarin (also known as Putonghua) is the prevalent spoken dialect 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 and is also used by the State of California in its translated election materials.

The 2019 American Community Survey 1-Year Data estimates there are 31,728 Chinese residents living in Irvine. Irvine has the largest concentration of Chinese population in Orange County, with 23.4% of the Orange County Chinese residents living in Irvine. 34.35% of the Chinese language requested registered voters in Orange County lived in Irvine in November 2020.



| Top 5 Cities with Language Request - Chinese | |
|--|--------------------------|
| 2020 Primary | 2020 General |
| 1. Irvine: 2,092 | 1. Irvine: 2,582 |
| 2. Anaheim: 347 | 2. Fullerton: 414 |
| 3. Fullerton: 337 | 3. Anaheim: 396 |
| 4. Huntington Beach: 252 | 4. Yorba Linda: 310 |
| 5. Yorba Linda: 232 | 5. Huntington Beach: 276 |

For the 2020 Presidential Primary Election, the total number of voters requesting Chinese language assistance was 6,186. For the 2020 Presidential General Election, the total number of voters requesting Chinese language assistance was 7,525. The top 5 cities with the

largest Chinese-American registered voters are Irvine, Fullerton, Anaheim, Yorba Linda, and Huntington Beach.

Chinese Community Voter Trends

Voter Registration in Orange County

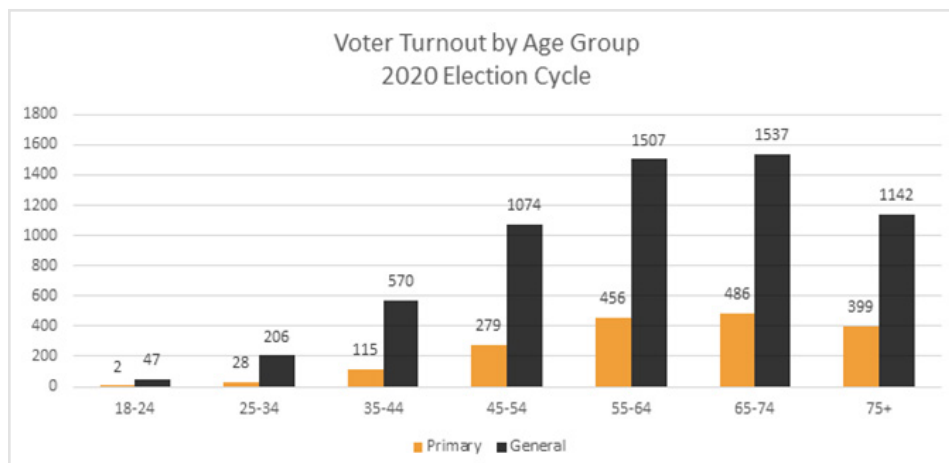
For the purpose of this section, the number of registered Chinese-American voters in Orange County is currently calculated based only on the number of registered voters requesting Chinese language assistance.

The total number of registered Chinese-American voters was 6,186 in March 2020 and 7,525 in November 2020. If birthplace had also been factored into this count, the registered Chinese-American active voters would have approximately been 21,500, while Chinese-American inactive voters would have numbered about 6,200. The percentage of registered voters requesting Chinese language assistance was about 19.74%, although over a third (37.8%) of the Chinese residents who were 5 years and older (127,590) indicated that they speak English less than “very well” in the 2019 American Community Survey 1-Year Data.

| Number of Language Requests - Chinese | |
|---------------------------------------|-----------------------|
| 2020 Primary Election | 2020 General Election |
| 6,186 | 7,525 |

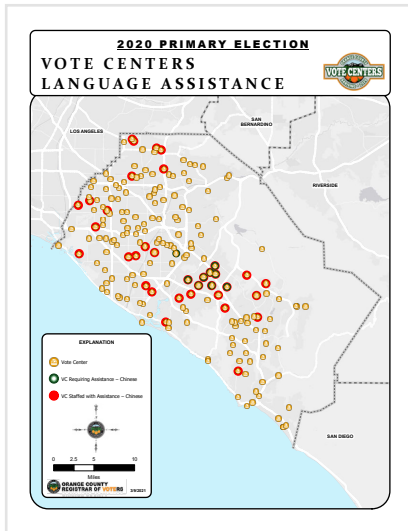
Voter Turnout by Age

Historically, the percentage of Chinese-American voter turnout in the elections has always been lower than the overall Orange County voter turnout.

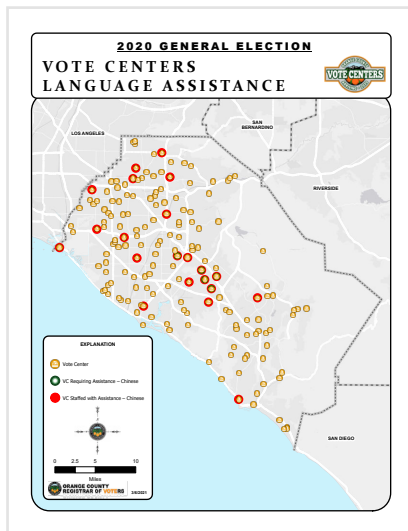


Data has been collected on voter turnout by age group and language request. Again, the Chinese community's active voter registration was 6,186 in 2020 Presidential Primary Election and 7,525 in 2020 Presidential General Election. Respectively, of these voters, 1,765 voters contributed to 26.71% of voter turnout on 2020 Presidential Primary Election and 6,083 voters contributed to 80.84% of voter turnout on 2020 Presidential General Election. As indicated in the graph below, voters in the four age groups that account for those ranging from 45 to 75+ years old were the vast majority of voters who voted in the 2020 elections.

Vote Center Language Assistance Achievements



Customer Service Representative team at the Irvine Civic Center - 2020 March Presidential Primary Election



With the Vote Center Model, the number of bilingual Chinese Customer Service Representatives (CSRs) hired to provide language assistance is determined by which Vote Centers are located in or adjacent to precincts that demonstrate language assistance needs based on the number of Chinese language requests. In addition, the Orange County Registrar of Voters also solicited the community's input regarding which Vote Centers should be staffed by bilingual Chinese CSRs. During the Primary Election in March 2020, the number of bilingual Chinese CSRs required was 8, while the actual bilingual Chinese CSRs hired and worked was 40. In November 2020, the required number of Chinese CSRs was 5, while the hired and working number was 29. In both instances, the number of bilingual Chinese CSRs exceeded the number required by law.

| Bilingual Chinese Customer Service Representatives Recruited | | | |
|--|-----------|-----------------------|-----------|
| 2020 Primary Election | | 2020 General Election | |
| Required | Recruited | Required | Recruited |
| 8 | 40 | 5 | 29 |

In addition to in-person assistance at Vote Centers, the Orange County Registrar of Voters also provides interpretation assistance via video conferencing. Video conferencing supplements in-person support to voters at the Vote Centers, especially where the bilingual CSRs of a specific language are not present. Video conferencing ensures the voters requiring language assistance will be able to interact with trained Chinese bilingual staff both verbally and visually.

Furthermore, bilingual telephone support is also available at the Vote Centers, catering to the voter's preference. For voters who need language assistance and are not at Vote Centers, the Orange County Registrar of Voters offers a public phone bank to which they may call and seek assistance. Importantly, our Chinese Community Program Specialist stands by and provides support to voters and CSRs during the election period.

Challenges

Due to the decrease in the number of Vote Center bilingual Chinese Customer Service Representatives required, the recruitment process for the Chinese community has not currently faced many challenges.

Strategies

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 a result, many Chinese-American voters who were initially not familiar with the election process have become active participants in the process.

"Video conferencing supplements in-person support to voters at the Vote Centers, especially where the bilingual CSRs of a specific language are not present."

Community Outreach and Voter Education

Partnerships with Community Organizations

OCROV is committed to cultivating new relationships with community organizations, as well as to strengthening our existing relationship with community partners. We have successfully maintained good relationships with Chinese organizations through providing active event participation and presentations.

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

Speaking Engagements



Asian American Senior Citizens Service Center
Speaking Engagement



AASCSC's 30th Anniversary and Dragon Boat Festival
Celebration - Community Engagement Event



Speaking engagement at Housing Transportation meeting

The Community Program Specialists act as liaisons between the Orange County Registrar of Voters and the language communities we serve. There is one designated Community Program Specialist for the Chinese community who is bilingual, fluent in Chinese and English. The Orange County Registrar of Voters is able to provide election information and voter education in Chinese, and the Community Program Specialist meets with community groups and associations, attends community meetings and networking events, and staffs the information booths at festivals and events. To protect the health and safety of our staff and voters as a result of the COVID-19 pandemic,

in-person speaking engagement and activities are limited. However, we continue to accept requests for virtual speaking engagements amid COVID-19. In 2020, we attended 124 community events including 14 speaking engagement events which were presented in Chinese.

Targeted Events

A majority of our targeted Chinese community events are focused in the Irvine area and directed towards the senior community, due to the proportion of Chinese-American voters who need language assistance the most being around Irvine and being elderly. The Orange County Registrar of Voters office works closely with City of Irvine, South Coast Chinese Cultural Association/Irvine Chinese School, Voting Involvement Association, and Overseas Community Care Network of Orange County (which are all based in Irvine), and with senior associations such as Asian American Senior Citizens Service Center and Irvine Evergreen Chinese Senior Association.

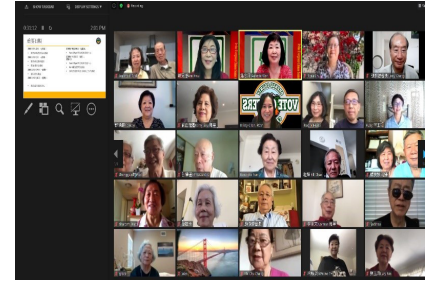
Main events targeting the Chinese community are Chinese New Year Celebration (Irvine, Santa Ana), Southern California Council of Chinese School Spring Teacher Conference (Orange), Multicultural Spring Festival (Irvine), Moon Festival (Irvine, Santa Ana), Irvine Global Village Festival (Irvine), Irvine Evergreen Chinese Senior Association Monthly Meeting (Irvine), Meet the Irvine Candidates Forum (Irvine), Lantern Festival (Costa Mesa), Winter Festival (Irvine), and New Year's Eve Gala (virtual).

2020 Voter Education and Outreach Campaign

In 2020, the Orange County Registrar of Voters continued to participate in the events that it had historically attended, as well as developed creative and more effective ways to communicate with Chinese-American voters to conduct voter education which emphasizes the new Vote Center voting model. The Orange County Registrar of Voters was also required to provide the information on changes to voting and election as a result of AB 860 and SB423 due to the COVID-19 pandemic for 2020 Presidential General Election.

March 3, 2020 Presidential Primary Election

The 2020 Presidential Primary Election is the first time Orange County conducted an election under the Vote Center model instead of the traditional polling place model. Prior to the Primary Election, in addition to our regular voter outreach methods, the Orange County Registrar of Voters sent out Chinese flyers to Chinese-American registered voters, produced Chinese subtitles and voice-overs of Vote



Virtual speaking engagements with Irvine Evergreen Chinese Senior Association



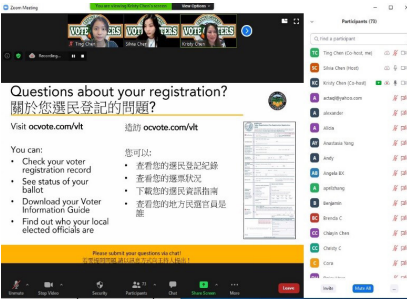
Public meeting for the Chinese-speaking community at South Coast Chinese Cultural Center

Center outreach videos posted on social media, in addition to offering interpreting services at designated public meetings.

In order to smoothly transition to the new Vote Center model, the Orange County Registrar of Voters hosted 40+ Vote Center workshops throughout the County and gathered input from the public. Twelve of those workshops were inclusive of all targeted language communities, and one was targeted at the Chinese community.

November 3, 2020 Presidential General Election

In lieu of holding in-person meetings, the Orange County Registrar of Voters held video presentations and virtual meetings to continue to conduct our outreach efforts, expand our social media presence, and create informational videos on how to vote safely during the COVID-19 crisis in the November 2020 General Election. As Orange County navigates through these unprecedented times, the Orange County Registrar of Voters works to continually innovate better ways to serve the community.



Virtual speaking engagements with The Orange Club Foundation

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 on maintaining comprehensive language services program in all supported languages.

As a result of our proactive approach to language assistance and outreach programs, the number of registered voters as well as the number of language requests 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:

Expanded Language Services under the Vote Center model

We have taken an innovative approach to developing language services under the transition to the Vote Center model. In addition to the existing translated materials and phone support, our team launched video conferencing, which allows a voter to make a call using a tablet device at a Vote Center to speak to a language staff in the office. During the 2020 election cycle, numerous voters benefited from this new service, expanding our ability to support language voters. With experience of a full election cycle under the Vote Center model, we will continue to research and identify best practices to see how expanded language services under the Vote Center model can better serve language voters.

Customized Data Analysis Tools

We utilize data analysis extensively to improve our bilingual outreach efforts 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. Hence, we continue to strive towards the automation of common queries in order to make frequently used data more accessible.

“It is essential to continue improving our bilingual community programs in order to better serve the needs of voters who require language assistance.”

“We are grateful for the community support and will continue to work with the community develop robust community outreach programs.”

Robust Community Outreach Programs

Everchanging 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. An 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.

Our team hosts a quarterly meeting with our Community Election Working Group – Language Accessibility Advisory Committee (CEW LAAC), comprised of dozens of active community members in language communities, to discuss issues pertaining to language minority communities’ voter participation. We are grateful for the community support and will continue to work with the community develop robust community outreach programs.

Conclusion

The Orange County Registrar of Voters has endeavored to promote language accessibility and provide adequate support for the language communities in the County. 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, we have instilled a value of quality translated election materials that are accurate, appropriate, and accessible.

Continued advocacy for language accessibility

As it is uncommon for election offices to have Community Program Specialists that specialize in languages mandated by the Voting Rights Act, their language expertise and extensive cultural understanding help greatly with community advocacy and feedback. Our team is committed to continuously serving as liaisons for the language communities to identify needs and interests in providing language services.

Lastly, we are glad to report that our efforts comply with the language assistance mandates of the Voting Rights Act and we have been able to provide a variety of bilingual 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.