

Language Access Survey Results

April-May, 2017

Secretary of State

Language Accessibility Advisory Committee (LAAC)

CACEO Voter's With Specific Needs Subcommittee

Local LAACs

Do you have a separate advisory group for different languages?

Our one advisory group covers all language minorities in our county

We have multiple advisory groups, covering the following languages:

Alameda		Spanish Chinese Tagalog/Filipino Vietnamese
Calaveras	X	
Los Angeles	X	
Napa		At the moment we only have a Spanish Language advisory group pending determination of Tagalog and Chinese status
Orange	X	
Riverside	X	
San Benito	X	
San Bernardino		One for Spanish, one for all other languages.
Ventura	X	

How often does your advisory group meet?

Quarterly Other

Alameda	X	
Calaveras	X	
Los Angeles		Every other month for VAAC; LAAC/ML Subcommittee has not met for 2 years
Napa		Before and after each election
Orange	X	
Riverside	X	
San Benito		Monthly (10-12 times per year) & Biweekly during election seasons
San Bernardino	X	
Ventura	X	

How is the agenda set?

Alameda	Suggestions by committee members Registrar of Voters suggestions
Calaveras	The Elections Office drafts the agenda and asks the members if there are any items they would like placed on the agenda.
Los Angeles	Agenda is set by co-chairs (one member from our department and one from community group).
Napa	Created by Registrar of Voters based on input from prior meeting plus any new information such as SB 450, conditional voter registration etc.
Orange	Department head sets the agenda
Riverside	ROV generates the agenda
San Benito	The agenda is created to meet the six core values of the group: 1) Fair and Transparent Elections, 2) Voter Registration of All Eligible Voters, 3) Access to Accurate and Timely Information, 4) Access to Language Specific Materials , 5) Access to polling places for disabled or elderly persons, 6) Community Involvement. Group members are also encourage to submit agenda topics.
San Bernardino	Elections Office Staff
Ventura	The agenda is set by group consensus.

How many members does your advisory group have?

Alameda	Each group has a different number of members
Calaveras	At the current date we have 4 VAAC/LAAC members and 2 applications for members who need to be appointed to the board.
Los Angeles	11 members for VAAC and 5-7 members for ML Subcommittee
Napa	14
Orange	5-7
Riverside	5
San Benito	10 active members. 4-6 members that attend sporadically
San Bernardino	Varies - 2 to 10
Ventura	There are six members who attend the meetings on a regular basis.

Do advisory group members apply to join?

Alameda	Membership established through partnerships with community organizations, poll workers, voters and public
Calaveras	There are periodic appointments/selections of members. Everyone is welcome to the meetings, and there are no regular members. Membership is informal.
Los Angeles	There are periodic appointments/selections of members
Napa	There are periodic appointments/selections of members
Orange	There are periodic appointments/selections of members
Riverside	Membership is informal
San Benito	Everyone is welcomed. The Program Coordinator however does seek out members of the community that are involve or have experience with the groups six core values.
San Bernardino	Membership is informal
Ventura	Membership is informal

Do members serve as individuals, as representatives of organizations, or both?

Alameda	Both
Calaveras	Both
Los Angeles	Both
Napa	Members serve as individuals
Orange	Both
Riverside	Both
San Benito	Both
San Bernardino	Members serve as individuals
Ventura	Both

How long are members asked to serve for?

Alameda	There is no service time requirement for members.
Calaveras	We have not specified how long they will serve for that will be on the meeting agenda in September when all members can be present.
Los Angeles	No limit
Napa	No set term
Orange	2 years
Riverside	n/a
San Benito	No term limits.
San Bernardino	N/A
Ventura	All community members are informal members and are asked to contribute to the committee for as long as they can.

What issues or tasks does the advisory group work on (for example, do they assist in reviewing translations, help plan community outreach, help recruit bilingual poll workers, etc.)?

Alameda	The committees assist with the review of election materials, processes, best practices, outreach and education to the language communities.
Calaveras	We would like the advisory group to assist in all of the above mentioned tasks.
Los Angeles	ML subcommittee used to do all the examples listed above
Napa	Community outreach; drafting of ballot material; recruit bilingual vote center workers
Orange	Review training materials and observe Election Day operations
Riverside	Review translations help plan community outreach help recruit bilingual poll workers
San Benito	Advise the elections department on any significant problems currently encountered by the Spanish-speaking population; Monitor the various services made available to Spanish-speaking voters by the elections department and make recommendations on how the department can help ensure effective and efficient delivery of those services; Advise the elections department of any significant problems encountered by senior or disabled communities; Review the needs of voters in the County, and recommend comprehensive goals and objectives for effectively meeting those goals; Advise the Elections Department on how best to cooperate with businesses, organizations, and non-profits in order to maximize the availability of information to meet the specific electoral needs of the community, with the objective of increasing voter participation
San Bernardino	All of the above.
Ventura	The advisory groups plan community outreaches, suggests improvements to bilingual recruitment program and provides recommendations for ADA poll survey accessibility and equipment.

Does your advisory group vote to approve or disapprove any items?

	Yes	No	Details
Alameda		No	
Calaveras		No	
Los Angeles	Yes		
Napa		No	
Orange		No	
Riverside		No	
San Benito	Yes	No	Translation of election-related materials; dissemination of Spanish-language information; general training for poll workers and outreach opportunities.
San Bernardino		No	
Ventura		No	

Does your advisory group have a chair?

	Yes	No	Role
Alameda	Yes		The Deputy Registrar of Voters serves as the chair of the overall committee. Each language group has a coordinator from the ROV. The coordinator works directly with their group to organize meetings, events and other activities.
Calaveras		No	At this time we do not have a chair our group just recently established so we may have a chair in the future. The responsibility of the chair would be to set the agenda, provide public notice of the meeting, determine a meeting location and set up a toll-free conference call in number. The chair may be one of the elections staff members.
Los Angeles	Yes		Set agenda, provide input to our department, represent advisory group and report its activities
Napa		No	
Orange		No	
Riverside	Yes		Create agenda, send invites, respond to inquiries, conduct meetings, forward recommendations to management
San Benito		No	
San Bernardino		No	
Ventura	Yes		The Chair sets meeting dates and is the primary solicitor for agenda items and networks on behalf of the LAAC and VAAC.

What have you found as the most helpful contributions from your advisory group?

Alameda	The groups are truly partners with ROV. This partnership has provided invaluable insight and education to the ROV with better ways to support each individual language community.
Calaveras	We have not had the opportunity to utilize our LAAC portion of the advisory group yet.
Los Angeles	Election day issue feedback; improve services; advocate new and innovative ways to assist voters
Napa	Outreach to community groups and recruitment of bilingual poll workers (several members now serve as poll workers)
Orange	Feedback regarding community needs
Riverside	Bilingual poll worker recruitment
San Benito	Clarify expectations and objectives. Make contributing easier. Use tasks, give preparation or thinking time. Encourage responsibility. Ask the group to come up with solutions. Be open and use transparent dialogue.
San Bernardino	Education on needs of voters.
Ventura	Each member offers a unique and personal perspective on the election process and voter experience which provides necessary insight to the various communities in the county.

What are some of the challenges of working with an advisory group?

Alameda	The challenges at times have been the differences between the members. Such as, translating materials to support all who require the assistance. There is clearly a difference in the translations required by generation. This is usually a point of discussion amongst our members.
Calaveras	We have not experienced any challenges in working with the advisory group, the challenge we are facing is finding people to serve in the Language capacity for our combined VAAC/LAAC.
Los Angeles	Turnover rate for community based-organization is high and we have to continue providing "training" to new representative to keep the momentum; some of the technical assistance issue, e.g. proofreading translation glossaries, is huge and the County does not have budget to compensate this effort.
Napa	They are a great asset
Orange	Coordinating efforts
Riverside	Active and consistent participation
San Benito	People get involve for different reasons. It is important to balance the groups expectations and objectives with members concerns or desires. When examining a problem, perspective from all types of people are needed, but also adds a level of difficulty.
San Bernardino	Getting members to attend regularly.
Ventura	Some members of the public view elections as only being relevant every two years or so; therefore, we often have difficulty in garnering interest and participation on a year-round basis.

What are some of the successful tactics you've found for recruiting and retaining advisory group members?

Alameda	Recruiting is done through outreach events, website and networking amongst our partnerships. The retention of our membership has been successful by regular communication, holding appreciation events (luncheons) for our members and working together.
Calaveras	We were very successful in recruiting for our VAAC/LAAC, however the members are primarily focused on Voting Accessible portion of the committee.
Los Angeles	Word of mouth; and an engaging community co-chair is the key for recruiting members. In addition, it's easier to recruit members during big election year.
Orange	Reaching out individually, building on existing relationships, keeping them informed and engaged
Riverside	Advance notices for meetings
San Benito	Being radical - do the opposite, change the routine. Be imaginative and foster a convivial environment.
Ventura	Holding regular meetings and networking at community and state events has helped recruit and retain LAAC and VAAC members.

What are some of the challenges you've found in recruiting and retaining advisory group members?

Alameda	We have been very fortunate in the recruitment and retention of our committee members. There have been very few issues.
Calaveras	Finding members who are able to contribute to the Language portion of the VAAC/LAAC.
Los Angeles	Setting up meeting - conference call is often needed so members do not need to drive to the location. Putting an appealing agenda so members can continue engaging during so-called "off election year". Meeting needs of the community representatives on feedback that's difficult to achieve, e.g. make sure every polling place have translated provisional envelope in all mandated languages (how many envelope will be packed into an election day supply box?)
Orange	Busy schedules, attendance
Riverside	Time constraints Lack of Interest
San Benito	Encouraging participation. It is difficult to reach out to populations who are generally overlooked, discriminated against, and excluded. This includes reaching out to minority populations and people who are economically disadvantaged.
San Bernardino	Maintaining interest of members in off years.
Ventura	Interest in Elections wanes in odd-years.

