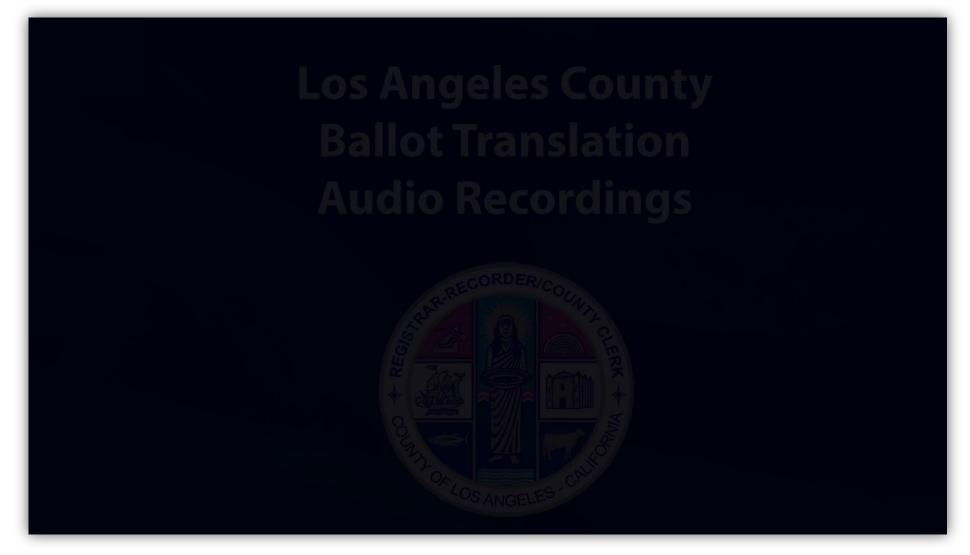


DEC. 13-14
2021

#### VIDEO INTRO: ARMENIAN & BENGALI RECORDING SESSION, LOS ANGELES COUNTY, CA





## **Lindsay Daniels**

Democracy Fund Elections Team Program Director



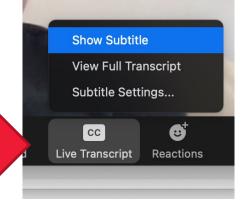
#### **WELCOME**

## **Tammy Patrick**

Democracy Fund Elections Team Senior Advisor

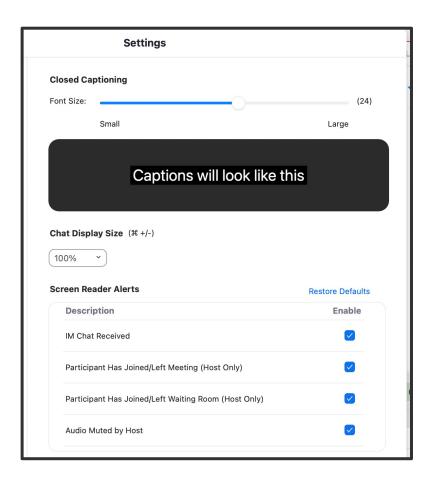


- ASL translation will be available during the broadcast and will be recorded.
- Closed captioning in English is available by selecting from a couple of viewing options:
- The top is traditional live-feed



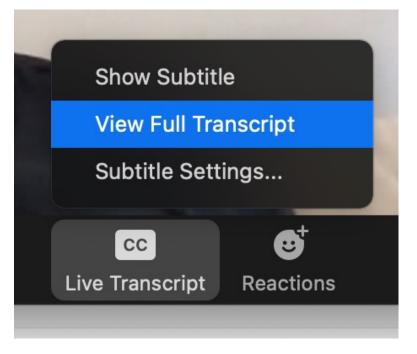


- You can change the appearance of the transcript font size
- Depending on your screen size, the optimal scale will vary
- You can move the text box on your screen





 The second option provides a full transcript down the side of the screen like traditional chats





- The Summit will be recorded and made publicly available on the Democracy Fund website along with biographies and all presentations.
- The transcript will be available in Spanish on the recorded version.



- Videos for Day 2 demonstrate the many forms that voting assistance can take—in person, on the phone, and via audio recordings.
- Familiarizing staff and poll workers with common voting instructions and the specific ballot language in advance of serving the public improves the overall voting experience



- Today's videos model how to provide assistance to voters in an unbiased, neutral way—voters should never know the individual's personal preferences nor be influenced by them.
- Impartial, nonpartisan assistance is a critical element in ensuring equitable voter participation.

- Today's four sessions:
  - Session 1 Translation of Ballot "Legalese"
  - Session 2 Election Administration Assistance 101
  - Session 3 Partnerships
  - Session 4 Media Engagement



#### VIDEO #1: NAVAJO BALLOT LANGUAGE 2020 PRESIDENTIAL RACE—COCONINO COUNTY, ARIZONA





# Day 2 Session 1: Translation of Ballot "Legalese"



## **Rebecca Stewart**

Democracy Fund
Senior Communications Associate



## Jason N. Chavez

Arizona Secretary of State's Office Election Outreach Manager



### Fernando Sánchez

Center for Civic Design
Researcher and Language Access Lead



## Jason Chavez, Arizona Secretary of State's Office



## Fernando Sanchez, Center for Civic Design



# Quality of the original language matters

- Information in plain language is easier to translate
- Choose simpler words carefully
- Shorter sentences
- Positive, active voice

#### Post graduate to early primary (Virginia)

Original text	Final revision
I opened the envelope marked "ballot within" and marked the ballot(s) in the presence of the witness, without assistance or knowledge on the part of anyone as to the manner in which I marked it.	I opened my envelope and marked my ballot in the presence of the witness. I marked my ballot in secret without help.
Word count: 36	Word count: 22
Readability: Post-grad	Readability: 3

CCD research on The impact of plain language on voter signature forms



# What do we see causes problems for voters?

- Inconsistent terminology across materials
- Lack of centralized language access plans
- Lack of community involvement in the translation process
- Election offices using Google Translate



# Solutions to the problem: consistency

- Choose terminology for new terms early
  - Preferencia vs Clasificación

- Plan early for language access
  - Centralized word banks, feedback processes, community relationships

# Solutions to the problems: community

- Involve community organizations and other institutions in the translation process
  - Poor translations can confuse and discourage voters
- Build language access into all election administration processes, not as an additional layer

#### Contact

Fernando Sánchez

Fernando@civicdesign.org

Center for Civic Design

https://civicdesign.org/

Twitter: @civicdesign



#### VIDEO #2: KOREAN & CHINESE VOTER ASSISTANCE, ORANGE COUNTY, CA





# Day 2 Session 2: Election Administration Assistance 101



## **Heather Creek**

Democracy Fund Strategy and Learning Manager



## **Lucy Barefoot**

Washington Secretary of State's Office Voter Education & Outreach Specialist



## **Enedina Chhim**

Orange County, CA Registrar of Voters Community Outreach Manager



# Ensuring Proper Translation in Washington State Elections

Lucy Barefoot

Lucy.Barefoot@sos.wa.gov

Voter Education and Outreach Specialist

Office of the Secretary of State

# Washington State

#### **Vote by Mail State**

Population

7.7 million

Registered voters

4.8 million

#### VRA, Section 203 counties, Spanish

Adams County, 2002

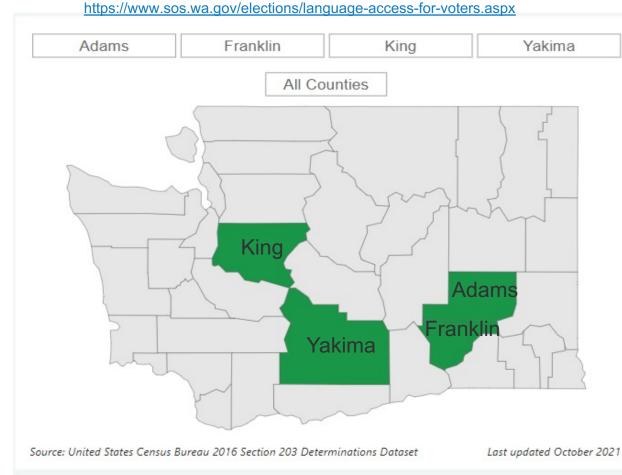
Franklin County, 2002

Yakima County, 1976 and 2002

King County, 2021

#### **Chinese and Vietnamese**

King County, 2002 and 2011





#### Language Access for Voters Meetings started in 2010

- Language Access Meetings
   May Prep
   Dec Debrief and Prep
- Glossary
- Language Assistance Plan Know
   Plan Implement
- Connect with other counties





- Ballot in Spanish could be translated in three different ways depending on the linguistic variation.
- The counties and OSOS decided to use only one translation statewide.
- The example shows the Spanish translation for Official Ballot

#### **Ballot envelopes from four WA State Counties**



ELECTRONIC SERVICE REC

#### Online ballot from VoteWA

#### Official Ballot

Election: PRIMARY 2021 - 08/03/2021

Precinct: 30-705 - 30705.1 - Pierce County

Ballot Style: PIER\_STY0705

#### **Boleta oficial**

Elecciones: Primarias 2021 - 08/03/2021

Recinto: 30-701 - 30701.0 - Pierce County

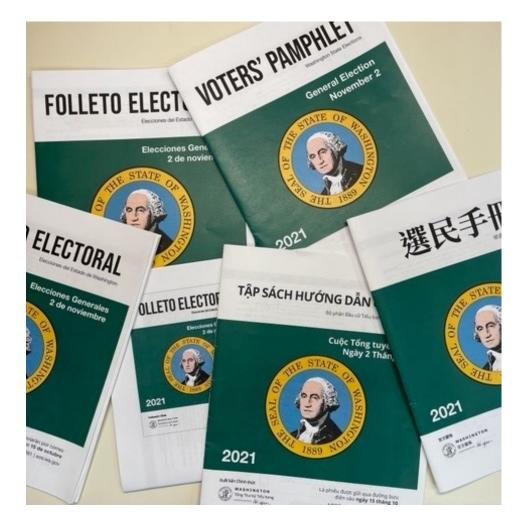
Estilo de la boleta: PIER STY0701

#### Mailed to 4.3 million households

24-32 editions, combine with some counties and 5 language editions

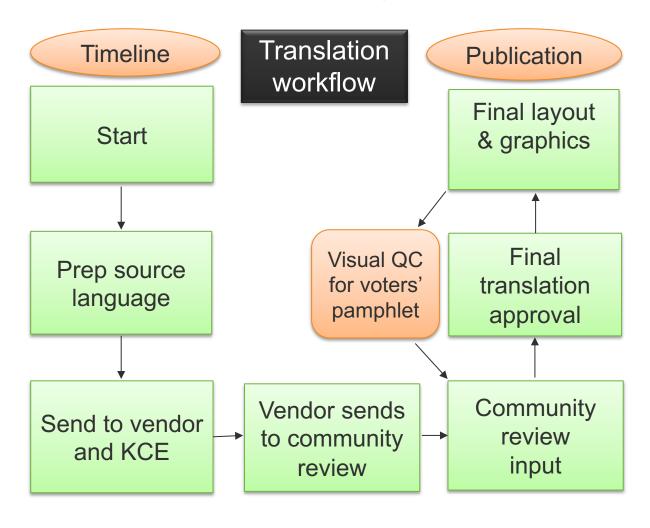
- 2 Bilingual Spanish Editions
- 1 Chinese Edition
- 1 Vietnamese Edition
- 1 Statewide Spanish Edition

Voter Information, 4-11 pages Statewide measures, full text Statewide races





## Translation procedures allow community review and QC





## Voter reg forms in 23 languages

VoteWA (5 languages)

- Online Voter registration
- Online Ballot Marking
- Online Voters' Guide

Printed Voter's Pamphlet

1 statewide Spanish edition





#### Language Assistance Plan, by and for the counties of Washington State

**Voter Registration** — OSOS and Section 203 Counties provide by phone, mail, in person, at state agencies and online.

- Voter registration form
- Voter registration card
- Signature letter
- Confirmation letter

**Ballot materials** — Section 203 Counties provide these materials by mail and upon request by phone, mail, in person, and online.

- Ballot
- Ballot instructions
- Ballot envelopes
- Sample ballots
- Provisional ballots
- Legal notices
- Drop boxes
- Office titles
- Signage related to voting and elections

**Outreach materials** — OSOS and counties provide by phone, mail, in person, and online.

- Voters' pamphlet (state measures, state races, educational pages) – mailed to every residence, up to four elections
- Online voter guide personalized guide at VoteWA.gov
- Online ballot marking
   Democracy Fund | Language Access for Voters Summit | December 2021

#### Website information

Voter registration information

VoteWA public portal (notices to voters, registration updates,

online guide, ballot status)

Replacement ballot instructions

**Ballot instructions** 

Personalized online voter guide

Candidate statements and information

Initiatives and referenda

**Election deadlines** 

Calendar

Accessible voting locations

Drop box locations

Contact information

Legal notices

Mental competency information

Voters with disabilities information

Felony conviction and voting rights info

Military voting information

Messages regarding website maintenance

Notices as needed

\*New Social media

Multilingual campaign



#### Thank you!





## **Delivering Unbiased Voter Language Assistance**



#### OC VOTE CENTERS – TRAINING PROGRAM





# **NEED HELP?**

需要洽詢服務? Cần giúp đỡ?

¿Necesitas ayuda? 도움이 필요하세요?

मदद चाहिए? Kailangan ng tulong?

كمك خواستن؟

助けが必要?



# Language Assistance Training

- Online Training
- Classroom Presentation

Hands-on Practice/Vote Center Lab - Simulation

Video Conferencing Services (Video/Phone)

