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

Los Angeles County Ballot Translation Audio Recordings
WELCOME

Lindsay Daniels
Democracy Fund
Elections Team Program Director
Housekeeping & Run of Show

- 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
Housekeeping & Run of Show

- 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
Housekeeping & Run of Show

- The second option provides a full transcript down the side of the screen like traditional chats.
Housekeeping & Run of Show

- 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.
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• 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.
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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
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
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)

<table>
<thead>
<tr>
<th>Original text</th>
</tr>
</thead>
<tbody>
<tr>
<td>I opened the envelope marked “ballot within” and marked the ballot(s) in the</td>
</tr>
<tr>
<td>presence of the witness, without assistance or knowledge on the part of anyone</td>
</tr>
<tr>
<td>as to the manner in which I marked it.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Final revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>I opened my envelope and marked my ballot in the presence of the witness. I</td>
</tr>
<tr>
<td>marked my ballot in secret without help.</td>
</tr>
</tbody>
</table>

Word count: **36**  
Readability: **Post-grad**

<table>
<thead>
<tr>
<th>Word count: <strong>22</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Readability: <strong>3</strong></td>
</tr>
</tbody>
</table>

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

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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

Democracy Fund | Language Access for Voters
Summit | December 2021
Demographics and Section 203 Jurisdictions

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

https://www.sos.wa.gov/elections/language-access-for-voters.aspx

Source: United States Census Bureau 2016 Section 203 Determinations Dataset
Last updated October 2021
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**
Voters’ Pamphlet, General Election

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 workflow

Translation procedures allow community review and QC

Timeline

Start

Prep source language

Send to vendor and KCE

Translation workflow

Vendor sends to community review

Translation procedures allow community review and QC

Publication

Final layout & graphics

Visual QC for voters’ pamphlet

Final translation approval

Community review input
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

**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

Enedina Chhim, Orange County Registrar of Voters | Delivering Unbiased Voter Language Assistance | December 2021
NEED HELP?

需要洽詢服務？ Càn 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)