



LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

DEAN C. LOGAN
Registrar-Recorder/County Clerk

Departmental Language Access Plan for Election Programs

Los Angeles County Registrar-Recorder/County Clerk



Department Contact Person: Daylyn Presley, Public Information Specialist dpresley@rrcc.lacounty.gov

Departmental Language Access Liaison: Adrian Avelar, Executive Assistant aavelar@rrcc.lacounty.gov

Effective July 1, 2025 – June 30, 2026

Departmental Language Access Plan for Election Programs

Los Angeles County Registrar-Recorder/County Clerk

Department Mission

The Los Angeles County Registrar's office is responsible for the registration of voters, maintenance of voter files, conduct of federal, state, local and special elections, and the verification of initiative, referendum and recall petitions. The Department's mission guides this work:

Serving Los Angeles County by providing essential records management and election services in a fair, accessible, and transparent manner.

The Department is committed to carrying out this mission by focusing on reducing barriers, increasing access, and enabling an independent voting experience. Los Angeles County is the most populous and diverse county in the country. Access to the ballot is a critical component of the success of our democracy, and by providing translated materials, multilingual election workers, and culturally appropriate outreach, we ensure all eligible voters can exercise their right to vote. The Department understands the importance of high-quality in-language voting services to our Non-English-Speaking (NES) and Limited English Proficient (LEP) communities.

Elections Threshold Languages

Access to the ballot and the election process are rights protected by federal and state law. The Registrar-Recorder/County Clerk provides election services in the following languages:

Armenian	Chinese	Khmer
Farsi	Korean	Spanish
Tagalog	Vietnamese	Hindi
Japanese	Thai	Russian
Bengali	Burmese	Gujarati
Indonesian	Mongolian	Telugu

Threshold languages are determined by two primary sources, the Federal Voting Rights Act of 1965 (VRA) and California Elections Code Section 14201. These legal requirements have different language determination methodologies and requirements.

The VRA covers those localities with more than 10,000 or over 5% of the total voting-age residents in a single political subdivision who are members of a single language minority group, have depressed literacy rates, and do not speak fluent English. Political subdivisions also may be covered through a separate determination for Native American Reservations. In July 2006,

Congress amended the VRA of 1965. Among other changes, the sunset date for minority language assistance provisions was extended to August 5, 2032.

The Department provides election services in the following languages under the VRA as designated by the U.S. Department of Justice (DOJ): Cambodian (Khmer), Chinese (including Taiwanese), Filipino (Tagalog), Spanish, Korean, and Vietnamese. The VRA requires that all election information available in English must also be available in the designated languages so that all eligible voters will have an equitable opportunity to register to vote, be informed of elections, and exercise their right to vote.

California Elections Code Section 14201 mandates that a sample ballot be printed in applicable languages and posted in the affected polling place if 3% or more of the voting-age residents in that precinct are members of a single-language minority and lack sufficient skills in English. All threshold languages are determined following each census.

The Department provides election services in the following languages based on California Elections Code Section 14201 and designation by the California Secretary of State: Armenian, Bengali, Burmese, Farsi, Gujarati, Hindi, Indonesian, Japanese, Khmer, Mongolian, Russian, Telugu, and Thai. The Department exceeds the level of service required by California Elections Code Section 14201 and provides the same comprehensive level of service required by the VRA for all supported languages.

Language Access Policy

The Department is deeply committed to ensuring that our election services are inclusive, equitable, and reflect the rich diversity of our electorate. We recognize that our community is comprised of individuals from various cultural and linguistic backgrounds, and our mission is to provide the support and resources to Non-English-Speaking (NES) and Limited English Proficient (LEP) communities and voters to ensure they can actively participate in the democratic process.

Language access for voting is made available through a multi-tiered approach to create a fully in-language voting experience that is accessible, secure, and independent. Eligible voters can register to vote using an in-language voter registration form available on the California Secretary of State's website or by requesting a translated paper form from our office. As part of the registration process, voters can request to receive their election materials in one of the 19 supported threshold languages. After opting in, the voter will receive fully translated versions of official election materials such as the Sample Ballot, Vote by Mail ballot, and any other mailings for each election. Voters can update their language preference at any time, and the Department sends out a mailer before every major election to provide voters with the opportunity to do so.

The in-person voting experience offers NES and LEP voters options and resources for voting in their preferred language. Every Los Angeles County Vote Center is equipped with Voting Solutions for All People Ballot Marking Devices (BMD) where voters can access and mark their

ballot in any of the 19 supported languages. The BMDs are also equipped with accessible technology like the audio ballot, available in any of the 19 supported languages. The BMD voting experience is fully in-language and provides voters with the ability to change the language at any time.

The Department recruits and trains Multilingual Election Workers who assist voters in the 19 supported languages at Vote Centers. These workers are strategically assigned throughout the county based on the needs of the community as determined by a data-driven process. Multilingual Election Workers ensure that NES and LEP voters can cast their ballot and access critical services such as Conditional Voter Registration at a Vote Center. All official materials and postings at the Vote Center are available in all 19 supported languages.

The Department operates a Multilingual Hotline to support our Vote Centers when a voter requires assistance in a language where there is not a bilingual election worker at the Vote Center. This hotline is open during regular Vote Center hours, and staff are available to assist voters over the phone in any of the 19 supported languages. Mobile devices are made available at the Vote Center to connect voters to the Multilingual Hotline. Once connected, hotline staff assisted NES and LEP voters and provided critical information.

The Department provides all official election materials and resources in the language of the voter's choice. This includes but is not limited to the following:

- Official Ballots
- Ballot Instructions
- Sample Ballots
- Voter Information Guides
- Voter Registration Applications
- Official Election Postings
- Voter Education and Outreach Materials
- Departmental Websites

Key Terms and Definitions

1. **Ballot Marking Device (BMD)** – The voting device owned and developed by the Registrar-Recorder/County Clerk as part of the Voting Solutions for All People system. All in-person voters use the BMD device to mark and cast their ballot. The BMD can be used in any of our threshold languages and has accessibility features.
2. **Interpreting** – The transmission of a message from one language into another using spoken or sign language and expressing it accurately and with appropriate cultural relevance without adding, deleting, or changing the content, register, or tone of the message.

3. **Language Request Form** – A voter outreach sent to voters in advance of a major countywide election, providing voters with an opportunity to request voting materials in any of our threshold languages.
4. **Limited English Proficient (LEP)** – Refers to persons whose preferred language is non-English, do not speak English and/or have a limited ability to read, write, speak, or understand English, and interpretation or translation services are required to communicate and access services. American Sign Language is subject to this definition.
5. **Multilingual Election Worker** – An Election Worker who has been recruited and trained to assist voters in at least one other language in addition to English.
6. **Multilingual Hotline** – A service available to voters during an election to answer questions and provide information in any of our threshold languages. The Multilingual Hotline is also used for interpretation services at a Vote Center when a Multilingual Election Worker is not available in a specific language.
7. **Preferred Language** – The language that a voter prefers to receive their official election materials in. A voter can select their preferred language at registration and it can be updated at any time. All official election materials and any other official communications will be provided in the voter's preferred language.
8. **Threshold Language** – Refers to the 18 threshold languages supported by the Department. These languages are determined by federal and state law.
9. **Translation** – Using written language to transmit text from one language into another while preserving the meaning, register, and tone of the message.
10. **Vote by Mail Ballot** – A voter's official ballot that is sent by mail for each election. The voter can return their Vote by Mail ballot using a pre-paid envelope, a ballot drop box, or at a Vote Center.
11. **Voting Experience** – The sum of all interactions experienced by a voter in exercising their right to vote and accessing voting services. This includes all official election materials, the physical location, interactions with staff, and interfacing with any voting devices or technology.
12. **Vital Documents** – All paper or electronic materials that are necessary for a voter to exercise their right to vote. All vital documents are available in the 18 threshold languages.

Identifying Preferred Languages

A voter's preferred language is captured in their official voter registration. The Department sends all official election material and official communications to voters in their preferred language. This language preference can be selected at registration and updated at any time. A Language Request Form is sent to voters in advance of a major statewide election to provide registered voters with an opportunity to update their language preference.

At the Vote Center, Election Workers are trained on how to identify voters who require assistance in a language other than English. Election Workers wear stickers with their name and any languages that they speak to help voters identify someone who can assist them. In addition, there is a “Multilingual Point-To Guide” available at the check-in station that allows a voter to identify their preferred language visually. The Election Worker can use that information to connect with the Multilingual Hotline for interpretation services over the phone.

Notification of Language Assistance

The Department mails a Language Request Form that allows voters to easily update their language preferences to all registered voters every two years prior to statewide election cycles to ensure our voter rolls are current. Language preference data is captured within our voter registration process and is a component of the voter’s official record within our office. At the time of registration, voters are provided with the option to request their official election materials in their preferred language. Once the request is received, the Department mails the voter all official election materials in their selected language for all future elections.

The departmental websites provide critical information regarding language access services available for voters. This information includes what languages are available and how to request materials in the language of their choice. More information can be found here:

<https://www.lavote.gov/home/voting-elections/voter-education/multilingual-services-program>

All official election postings are translated into all supported languages at the Vote Centers. Multilingual Election Workers are available and wear stickers informing the public of which languages they speak. The Ballot Marking Device is equipped to serve voters in all 19 supported languages and has instructions informing voters of this functionality.

Monitoring Language Assistance Effectiveness

The Department conducts an extensive review of all translated materials to ensure their accuracy and effectiveness. The multilingual hotline assists voters in all 19 supported languages. This hotline tracks voter interactions and gathers valuable information such as language, duration of assistance, topic, and resolution.

Complaint Process

Language access complaints are fielded through our website, the multilingual call center phone number at (800) 815-2666, and the Department’s email address voterinfo@rrcc.lacounty.gov. Language access issues are investigated and resolved in real-time. The multilingual call center takes steps to assist the voter if there is a need. In addition, language assistance resources are dispatched to remedy the situation if needed. Post-election surveys are conducted after each major election to assess and improve the overall election experience for both voters and Election Workers. The latest survey was administered following the March 2024 Presidential Primary Election, and the Department received over 36,000 responses.

Community Outreach & Engagement

The Department's voter education and outreach campaign is designed with a commitment to an in-language support model. This campaign includes a voter education and outreach program that maximizes every dollar spent and utilizes impactful tactics through paid advertising, community-based outreach, and partnerships with hyper-local and ethnic news media.

The Department established the Community and Voter Outreach Committee (CVOC) to engage the public, community-based organizations, advocacy organizations, and other election stakeholders in Los Angeles County. Through the CVOC, stakeholders are given an active and collaborative role in working with the Department to ensure that elections are fair, accessible, and transparent for all voters. Recognizing the importance of language access in elections, the Department established the Language Accessibility Advisory Committee (LAAC) to focus on issues related to language accessibility in elections. The LAAC serves as a key source of input on important aspects of the voter experience for Non-English-Speaking and Limited English Proficient communities and voters such as printed election materials, Multilingual Election Workers, and translation services.

Information on the CVOC and LAAC is available on our website:

[Community Voter Outreach Committee](#)

[Language Accessibility Advisory Committee](#)

Departmental Language Access Plan for Election Programs

Los Angeles County Registrar-Recorder/County Clerk

REFERENCE SECTION FOR INTERNAL USE

Demographic Analysis & Determination of Priority Languages

Threshold languages supported by the Department are determined by two main sources, the Federal Voting Rights Act of 1965 (VRA) and California Elections Code Section 14201. These legal requirements have different language determination methodologies and requirements. The VRA covers those localities with more than 10,000 or over 5% of the total voting-age residents in a single political subdivision who are members of a single language minority group, have depressed literacy rates, and do not speak fluent English. Political subdivisions also may be covered through a separate determination for Native American Reservations. In July 2006, Congress amended the VRA of 1965. Among other changes, the sunset date for minority language assistance provisions was extended to August 5, 2032.

The Department provides election services in the following languages under the VRA as designated by the U.S. Department of Justice (DOJ): Cambodian (Khmer), Chinese (including Taiwanese), Filipino (Tagalog), Spanish, Korean, and Vietnamese. The VRA requires that all election information available in English must also be available in the designated languages so that all eligible voters will have an equitable opportunity to register to vote, be informed of elections, and exercise their right to vote.

California Elections Code Section 14201 mandates that a sample ballot be printed in applicable languages and posted in the affected polling place if 3% or more of the voting-age residents in that precinct are members of a single-language minority and lack sufficient skills in English. All threshold languages are determined following each census.

The Department provides election services in the following languages based on California Elections Code Section 14201 and designation by the California Secretary of State: Armenian, Bengali, Burmese, Farsi, Gujarati, Hindi, Indonesian, Japanese, Khmer, Mongolian, Russian, Telugu, and Thai. The Department exceeds the level of service required by California Elections Code Section 14201 and provides the same comprehensive level of service required by the VRA for all supported languages.

Bilingual Staff Policy

The Department is committed to ensuring bilingual staffing resources are available to support voters and the administration of the election. Multilingual election workers are crucial to the Department's strategy to serve voters in our threshold languages. According to California Election Code section 12303, election officials must make a good faith effort to recruit bilingual

poll workers for any precinct where 3% or more of the voting-age residents belong to a single language minority. The Department sets recruitment targets for multilingual election workers based on a data-driven multilingual targeting process. This process utilizes Census data and additional information modeled off a surname survey conducted by Asian Americans Advancing Justice Southern California. Using this data, the Department strategically assigns multilingual election workers to Vote Centers where they will have the most significant potential impact based on the community's language needs. For example, the Department has set a standardized target of, at a minimum, one Spanish speaking election worker at every Vote Center. These election workers are critical to ensuring an accessible voting experience for Los Angeles County's diverse electorate and reducing language barriers to voting.

The Department operates one of the most mature and capable public sector translation services operations in the State of California. This group is responsible for translating and proofing official election content in all 19 election threshold languages. This translation services operation is made possible by using bilingual staffing resources recruited by the Department. This translation group manages an extraordinary amount of content while maintaining high levels of accuracy and standards to ensure all voters receive a quality and equitable experience regardless of their language preference. Some examples of their work are ballot translations, audio ballot recordings, printed ballots, official election materials, posters, signage, website content, voter education materials, voter outreach materials, mailers, and other official election materials.

Vendors and Their Qualifications

The Department receives translation services from CTS LanguageLink. This vendor supports our translation operations by providing additional resources to translate election materials. The vendor is required to do the following:

- Meet all technical production requirements.
- Produce materials in the appropriate formats.
- Must use only certified translators that have a minimum of three (3) years of professional experience in translating government materials to perform the services required under the contract.
- Translators must possess complete language proficiency in terms of reading, writing, speaking, and listening in the target languages (Armenian [Eastern], Bengali, Burmese, Chinese, Farsi, Gujarati, Hindi, Indonesian, Japanese, Khmer, Korean, Mongolian, Russian, Spanish, Tagalog/Filipino, Telugu, Thai and Vietnamese) and have professional working proficiency in English .
- Translators must be familiar with specific vocabulary utilized by Los Angeles County minority communities.
- Translators must become familiar with the translation process used by ethnic media/groups within the County.

- The vendor must provide the County Project Manager with the employee's résumé, certifications, and references for approval.
- The vendor will provide assigned employees with appropriate information, training, and necessary tools with respect to the translation and transliteration of data to be featured in the sample ballot booklets and other election documents.

Staffing agencies are utilized if the Department cannot recruit bilingual staff in a threshold language. The Department hires from a staffing master services agreement with a job category focused on multilingual staffing resources. These services are provided by a pool of vendors, which include:

- LA Business Personnel
- Good People
- HB Staffing
- Apple One

Qualifications for staff hired in this capacity are as follows:

- Performance of specialized clerical functions requiring proficiency (speaking, reading, and writing) in English and one or more of the Department's threshold languages.
- Demonstrated strong oral and written communication skills.
- Demonstrated strong customer service skills.