



**30th Annual
National Conference
San Francisco, CA**

2014 Professional Practices Program

Making ESL Voters Feel Welcome

Fairfax County, VA

Submitted by:

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www.fairfaxcounty.gov/elections

Making ESL Voters Feel Welcome

Submitted by Fairfax County – Summer 2014

Abstract of the Program:

While providing election-related material in Korean is not required under Sec. 203 of the Voting Rights Act, the Office of Elections and key members of the API community formed a groundbreaking partnership in 2013 to better serve the significant community of Korean and other Asian and Pacific Islander (API) voters in Fairfax County for whom English is a second Language (ESL). This informal collaboration is helping the Office of Elections communicate and outreach more effectively with the various API communities in Fairfax County, and is empowering the API ESL voters to become effectively engaged in the voting process.

The Need for the Program:

With a population of 1.1 million stretching across 395 square miles just outside of Washington, D.C., Fairfax County is the largest jurisdiction in Virginia. The county's population is diverse, with approximately 10% of its voters having become citizens by naturalization. Eighteen percent of the county's residents are of API heritage according to recent U.S. Census data.

Although Fairfax County does not fall under the Section 203 mandates of the Voting Rights Act for Asian languages, the Office of Elections recognized it needed to focus more attention on the county's growing Asian-American population for whom English is not their primary language. While API Americans overall have one of the highest education rates, the incidence within the county of limited English proficiency among this population is also high. Further, their historical participation rate in the electoral process has lagged behind other groups. Korean is the largest language need in Fairfax County, based on county demographic data, as well as data collected through surveys conducted by the Asian American Legal Defense and Education Fund (AALDEF).

Description of the Program:

Working with the Honorable Grace Han Wolf, an elected council member for Herndon (a town within Fairfax County), the Office of Elections reached out to key members of the Asian community to form a small working group. First meeting in June 2013, its purpose was to discuss ways to improve outreach to API voters in general and API ESL language voters in particular. Participants included leaders of the Council of Korean Americans and the National Korean American Service and Education Consortium.

The initial meeting brought an enthusiastic response and a commitment for continued collaboration to improve outreach and better address language and cultural differences that could detract from the voter experience. Key recommendations included providing Korean-language forms and voter information, increasing bilingual assistance for voters, and making better use of Asian language media. The working group was delighted to help the elections staff connect with community leaders and the Korean language media, and assisted office staff in improving cultural sensitivity in conducting their outreach programs.

Being resource scarce, all agreed that it was not necessary to create a state voter registration application in Korean, given the national form. However translating other materials would be helpful. As a result, the county now offers an application for an absentee ballot with instructions, as well as a Korean version of the voter information palm card containing key deadlines and other election guidance. In addition, there was agreement regarding the specific locational need for bilingual election assistance at polling places and satellite in-person absentee voting locations with large Korean-speaking populations. For the November 2013 election, the Office of Elections launched this program at 15 of 238 precincts, and four of its eight satellite locations. The Korean language voting materials were distributed to satellite voting facilities, libraries and each of the offices of each of the county's Board of Supervisors' members. Additionally, they were distributed by the working group partners to Korean language places of worship, businesses and other groups.

The initial working group has become an ongoing, expanding, enthusiastic partnership that meets periodically to plan further steps. Having succeeded beyond expectations with Korean, the group is focusing this year on the Vietnamese language need, the county's second highest API ESL group.

Results/Success of the Program:

Because Fairfax API community activists believed this was the first time a locality had voluntarily provided Korean language assistance not required by federal or state law, they called a press conference with the Korean media in October 2013 to publicize the efforts. Attendance, enthusiasm, and coverage of the initiative by the national and area Korean language media were excellent, exceeding expectations. This resulted in improved coverage of other, subsequent voter information that needs to get out to the community, such as registration and absentee voting deadlines.

Another direct result of the civic engagement and welcoming atmosphere fostered by the partnership and the office outreach and improved voter information stream that resulted, has been a much needed increase in Asian Americans serving as election officers. In 2013, Fairfax County achieved approximately a 15% increase in election officers who are bilingual in various Asian languages (Chinese Mandarin, Korean, and Vietnamese) compared to November 2012. Vigorous recruitment continues. Recently, Fairfax County's election officer application was updated to include an invitation message in Korean and Vietnamese, as well as Spanish. Since creating the new brochure, there has been another surge in applicants.

An unexpected success is that our Asian-language media contacts are now included in the Fairfax County Office of Public Affairs' distribution list for press releases. This has improved overall county outreach to its citizens on matters other than elections-related topics.

The Asian American community partnership with the Office of Elections is making voting more accessible to a significant, formerly underserved population within Fairfax County. It offers an outstanding model for engaging with sub-communities within a large locality. And importantly, citizens who had not previously been as engaged in civic affairs are now feeling more a part of the larger community.



2013년 11월 5일
총선거
부재자 투표
정보

버지니아주, 페어팩스 카운티

선거 정보를 원하시면, 다음으로 연락주십시오:

www.fairfaxcounty.gov/elections

전화: 703-222-0776

TTY: 711

이메일: voting@fairfaxcounty.gov

부재자 신청 마감일

우편, 팩스, 또는 이메일 신청:
10월 29일 오후 5시

부재자가 직접 신청:
11월 2일 오후 5시

작성한 신청서 보내는 곳:

팩스: 703-324-3725

이메일: absenteeballot@fairfaxcounty.gov

부재자가 직접 투표할 수 있는 장소 및 시간은
뒷면에 기재되어 있습니다.

부재자 투표용지가 집계되려면 반드시 선거일
오후 7시까지 선거 사무소에 도착해야 합니다.

유권자 등록 마감일

직접: 10월 15일 오후 5시

우편: 10월 15일 소인

선거 도우미 필요!

도움을 주실 방법은 웹사이트를 참고하십시오.
www.fairfaxcounty.gov/elections



카운티의 모든 투표 시설에는 노인 및 장애인
유권자들을 위한 투표 장치가 마련되어
있습니다.

페어팩스 카운티 선거 사무소 제작
2013년 9월 30일 수정



**NOVEMBER 5, 2013
GENERAL ELECTION
ABSENTEE VOTING
INFORMATION**

County of Fairfax, Virginia

For election information, contact us at:

www.fairfaxcounty.gov/elections

Phone: 703-222-0776

TTY: 711

E-mail: voting@fairfaxcounty.gov

ABSENTEE APPLICATION DEADLINES

By Mail, Fax, or e-mail:
OCTOBER 29 at 5:00 p.m.

Absentee in-person:
NOVEMBER 2 at 5:00 p.m.

Send Completed Applications to:

Fax: 703-324-3725

E-mail: absenteeballot@fairfaxcounty.gov

In-person absentee voting locations and
times listed on the reverse side

Absentee ballots *must* be received at the
Office of Elections by 7:00 p.m. on Election
Day in order to be counted.

VOTER REGISTRATION DEADLINE

In person: October 15 at 5:00 p.m.

By mail: Postmarked by October 15

ELECTION OFFICERS NEEDED!

Find out how you can help at
www.fairfaxcounty.gov/elections



All County Voting Facilities are Accessible
Curbside Voting Available for Seniors and
Voters with Disabilities

Produced by the Fairfax County Office of Elections
Revised 09/03/2013



Virginia Absentee Ballot
Application Form

버지니아 부재자 투표 신청서

이 양식의 한국어 번역은 페어팩스 카운티 선거사무소 (Office of Elections)가 제공하였습니다.

영어로 작성하여 주십시오



귀하의 부재 투표 신청 및 투표용지 현황을
확인하시려면 귀하 지역의 총 등록원 또는 주(州)
선거 관리 위원회의 무료 전화로 연락하시거나,
주(州) 선거 관리 위원회의
웹사이트(www.sbe.virginia.gov)를 통해
확인하십시오.

주(州) 선거관리 위원회 연락처:

전화: (804) 864-8901 Toll Free: (800) 552-9745

팩스: (804) 371-0194 TTY: (800) 260-3466

이메일: info@sbe.virginia.gov

경고: 선거에서 의도적으로 한 번 이상 투표하거나 이 서식에 현저한
허위진술을 하는 것은 선거법 위반으로 간주되며 버지니아주 법에 의해
중죄로 처벌받을 수 있습니다. 위반할 시 10년 이하의 징역, 또는 징역
12개월 및/또는 2,500달러 이하의 벌금형에 처해집니다.

사생활 보호법 공지:

이 신청서는 신원 확인 및 사기 예방의 목적으로 귀하의 사회 보장
번호를 포함한 개인 정보를 수집합니다. 귀하의 사회 보장 번호의
뒷자리 4개 또는 부재 투표 자격을 결정하는데 필요한 기타
정보들을 제공하지 않을 경우에는 신청이 거부될 것입니다. 연방법
(사생활 보호법) 및 주(州)법(버지니아 법규 § 24.2-
701 및 정부 자료수집 및 보급법)에 의해 이러한 정보 수집을
승인하며 공적 목적으로만 사용 가능합니다.

기사입력: 10/04/13 04:49

인쇄하기

페어팩스 선거에 한인 인력 배치



새로운 블로바 페어팩스카운티 수퍼바이저 위원장은 오는 11월 5일(화)선거부터 한국어 선거자료가 배포되고 한인 인력이 배치된다고 밝혔다.

블로바 위원장은 3일 페어팩스카운티 선거관리위원회가 마련한 기자회견에 참석, 한인 유권자들의 편의를 위한 카운티의 결정을 발표했다.

카운티에 따르면 11월 5일 선거를 위해 ▷4개 투표소에 한인 선거 인력이 배치되고 ▷선거관련 한국어 종합 안내지가 마련됐으며 ▷VA 유권자 등록 신청서·부재자 투표 신청서도 한국어로 준비됐다.

블로바 위원장은 "페어팩스 카운티 구성원의 다양성은 카운티 최고의 자산(asset)이며, 그 중에서도 한인들이야말로 그 다양성을 이끄는 주역"이라며 "한국어 서비스가 언어장벽을 가진 한인의 투표 참여에 도움되길 바란다"고 말했다.

카운티 당국이 이같은 계획을 마련한 배경에는 지역 한인 대표들의 적극 건의와 협력이 있었다.

그레이스 한 올프 헌든 시의원, 샘 윤 CKA(한인지도자위원회) 회장, 그리고 미주한인교육봉사단체(이하 미교협)의 김동윤씨 등이 지난 4월부터 카운티 선관위와 여러차례 회의를 통해 카운티에 이의 필요성을 주장하고 결과를 얻어냈다.

<본보 9월20일·10월1일자 A-2면>

Making Voters Feel Welcome, No Matter Their Language

County election officials have stepped up outreach efforts and volunteer recruitment efforts.

By Victoria Ross

"I was touched with the Korean community's efforts to help us translate materials and provide volunteers. ... And so we're trying to encourage other pockets. My next target is Vietnamese. We've also printed recruitment brochures in Farsi, Arabic, Chinese, Korean, French, and Spanish." –Cameron Quinn, chief election officer

It's been nearly a year since more than 450,000 Fairfax County voters cast their ballots at 237 precincts in the 2012 presidential election, and for most voters, the process was quick and painless.

But long lines and even longer wait times at some polls frustrated voters and prompted Fairfax County to investigate what went wrong.

Making sure that history does not repeat itself, Board of Supervisors Chairman Sharon Bulova set up a special bipartisan Election Commission less than two weeks after the 2012 election to look into what caused the long lines, whether poll workers were trained properly and why some voters just gave up and went home.

This year, Cameron Quinn, the county's chief election official, and the county's Electoral Board have been working together to implement some of the 50 recommendations made by the bipartisan committee in May.

"We've been doing a number of things since January to improve outreach and make things go smoothly for every voter this year," Quinn said last week. "We've done a lot more targeting of messages to people who need it, senior and disabled population, and we've been able to provide more bi-lingual volunteers at precincts that need language assistance."

In addition to printing all voting materials in English and Spanish, a federal requirement, Quinn said the county will have English/Spanish bi-lingual volunteers at every precinct, as well as Korean-speaking volunteers at some polling precincts with large Korean populations.

"I was touched with Korean community's efforts to help us translate materials and provide volunteers," Quinn said. "And so we're trying to encourage other pockets. My next target is Vietnamese. We've also printed recruitment brochures in Farsi, Arabic, Chinese Korean, French, and Spanish."

Another key improvement was raising the pay of election volunteers, from \$100 to \$175 per day, which Quinn said has helped in the effort to recruit more volunteers.

The county also encouraged absentee voting, starting the process three weeks earlier at satellite sites. As of Oct. 23, Quinn said there have been more than 17,248 absentee applications, a 50 percent increase from 2012.

The Electoral Board agreed with the vast majority of the recommendations the commission made and most of those recommendations are being implemented right now or will implemented in the future," said Brian Schoeneman, a Fairfax County attorney and secretary of the Electoral Board.



Cameron Quinn, Fairfax County's chief elections officer, displays voting materials in Korean, Spanish and French, one of the language outreach efforts to make all voters feel welcome on Election Day 2013.



Kyungwoon Hong of Centreville, a Korean-American election volunteer, helps Korean voters navigate the voting process.

Be an Election Officer!

Fairfax County, the largest county in Virginia, needs 3,000+ Election Officers to conduct elections.

For more information:

www.fairfaxcounty.gov/elections

E-mail: elect@fairfaxcounty.gov

Call: 703-324-4735

Thank you for your interest in serving as an Election Officer in Fairfax County.

Gracias por su interés en trabajar como un oficial electoral en Fairfax County.

Cảm ơn quý vị đã quan tâm đến việc phục vụ cộng đồng trong vai trò Nhân Viên Phòng Phiếu tại Quận Fairfax.

페어팩스 카운티 선거 관리관으로 지원 해 주심을 감사드립니다



Fairfax County Office of Elections
12000 Government Center Parkway
Suite 323, Fairfax, VA 22035

To request reasonable ADA accommodations

Call the Electoral Board 703-324-4735 Fax: 703-324-4706

TTY: 711 (Virginia Relay)

E-mail: elect@fairfaxcounty.gov



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S, V, K

Serve Your
Community,
Serve as an
Election Officer

Ayude a su comunidad
trabaje como un
oficial electoral

Phụng Sự Cộng Đồng
Trong vai trò
Nhân Viên Phòng Phiếu

선거 관리관이 되어
커뮤니티에 봉사하세요



Office of Elections
Fairfax County,
Virginia

PLACE
STAMP
HERE

FAIRFAX COUNTY OFFICE OF ELECTIONS
PO BOX 10161
FAIRFAX, VA 22038-8061

ATTN: Election Officer Coordinator