

# 2016

## Voter Experience Index



The Voter Experience Index was developed to improve the voter experience. It is a collection of research, publications and “how-to” guides produced by members of Future of California Elections and partners.



Modernizing Elections.  
*Expanding Participation.*

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How to use this Index:

1. Select the stage of the voting process you would like information on via the columned sections. Select the category of information via the chapter. Go to the page number that covers both the chapter and the section.
2. The resources are listed alphabetically within each section.

## **Chapter 1. Plain Language - Section 1. Voter Registration**

*Resources coming soon*

## **Chapter 1. Plain Language - Section 2. Voting Information**

***Best Practices Manual for Official Voter Information Guides, February 2015.*** The League of Women Voters of California Education Fund. This manual was developed as an easy-to-use resource for election officials and community groups working to educate and engage California voters. The manual is available for download in PDF format.

<https://cavotes.org/announcement/2015/feb/best-practices-manual-official-voter-information-guides-released>

***Voter Guide Best Practices Webinars, April 2015.*** The League of Women Voters of California Education Fund. This resource is a series of four webinars and accompanying PowerPoint presentations developed to help implement the voter guide recommendations from the *Best Practices Manual for Official Voter Information Guides*. The topics include best practices for developing and reviewing voter guides, how to use layout and visual presentation in voter guides, how to use voter guides to close the civic literacy gap, and how to use plain language in voter guides.

<http://bit.ly/VoterGuideWebinars>

## **Chapter 1. Plain Language - Section 3. Voting**

*Resources coming soon*

## **Chapter 2. Language Assistance - Section 1. Voter Registration**

**Providing Language Assistance in California Elections, June 2015.** National Association of Latino Elected and Appointed Officials (NALEO) Educational Fund. This webinar provides an overview of the federal and state language assistance requirements in California. The webinar provides information on what county election officials can do to improve compliance with these statutes and provides innovative ideas on how to use community advisory groups for effective language assistance.

<https://cc.readytalk.com/play?id=6t5ouf>

## **Chapter 2. Language Assistance - Section 2. Voting Information**

***Bilingual Poll Worker Recruitment List.*** Asian Americans Advancing Justice – Los Angeles. This resource provides counties with a list of places where lawful permanent resident poll workers can be recruited or where information can be distributed for the purpose of recruitment.

[http://advancingjustice-la.org/sites/default/files/Bilingual Poll Worker Recruitment List.pdf](http://advancingjustice-la.org/sites/default/files/Bilingual%20Poll%20Worker%20Recruitment%20List.pdf)

***Fact Sheet: Language Assistance During Elections.*** Asian Americans Advancing Justice – Los Angeles. This fact sheet outlines when a county is required to provide language assistance, what type of assistance they are required to provide and includes a list of Asian language coverage in California.

<http://advancingjustice-la.org/sites/default/files/LanguageAssistanceFactSheet.pdf>

***Help Asian Americans Protect Their Voting Rights, February 2012.*** Asian Americans Advancing Justice – Los Angeles. This handbook provides a detailed overview of Section 203 of the Voting Rights Act and is as a guide to ensure proper language assistance during elections.

<http://www.supportthevoter.gov/materials-research/> (FOCE.15)

***The Many Voices of Our Democracy, August 2013.*** Asian Americans Advancing Justice – Los Angeles. This infographic provides a map of the currently covered and potential future jurisdictions for Asian languages, facts of Asian Americans in the electorate process, language assistance statistics by county and state as well as recommendations for best practices.

<http://www.supportthevoter.gov/materials-research/> (FOCE.16)

**Providing Language Assistance in California Elections, June 2015.** National Association of Latino Elected and Appointed Officials (NALEO) Educational Fund. This webinar provides an overview of the federal and state language assistance requirements in California. The webinar provides information on what county election officials can do to improve compliance with these statutes and provides innovative ideas on how to use community advisory groups for effective language assistance.

<https://cc.readytalk.com/play?id=6t5ouf>

***Voices of Democracy: Asian Americans and Language Access During the 2012 Elections.*** Asian Americans Advancing Justice – Los Angeles. This resource provides information regarding common language assistance issues that occur on Election Day and includes best practices and recommendations for effective language assistance under Section 203 of the Voting Rights Act.

<http://www.supportthevoter.gov/materials-research/> (FOCE.10)

## **Chapter 2. Language Assistance - Section 3. Voting**

**Providing Language Assistance in California Elections, June 2015.** National Association of Latino Elected and Appointed Officials (NALEO) Educational Fund. This webinar provides an overview of the federal and state language assistance requirements in California. The webinar provides information on what county election officials can do to improve compliance with these statutes and provides innovative ideas on how to use community advisory groups for effective language assistance.

<https://cc.readytalk.com/play?id=6t5ouf>

## **Chapter 3. Disability Access - Section 1. Voter Registration**

***How Regional Centers Can Help You Register to Vote, December 2013.*** Disability Rights California. This document provides information on how regional centers can help voters with disabilities register to vote.

<http://www.disabilityrightsca.org/pubs/549001.pdf>

***Voters with Disabilities, September 2014.*** Disability Rights California. This booklet outlines resources for voters with disabilities, including how to register to vote, how to vote, the laws that protect voters with disabilities, and how Disability Rights California can help.

<http://www.disabilityrightsca.org/pubs/541201.pdf>

## **Chapter 3. Disability Access - Section 2. Voting Information**

***Best Processes to Reduce and Eliminate Accessibility Barriers for Voters with Disabilities, August 2013.*** Disability Rights California. This report provides information about common participation barriers for voters with disabilities in the electoral process, voter education materials, polling place accessibility, accessible voting systems, and vote-by-mail paper ballots. Additionally, the report provides recommendations for reducing these barriers.

<http://www.supportthevoter.gov/materials-research/> (FOCE.12)

***How Can I Vote if I Am Hospitalized, September 2010.*** Disability Rights California. This publication provides answers to frequently asked questions about voting rights for those hospitalized.

<http://www.disabilityrightsca.org/pubs/541701.pdf>

***Right to Vote When You Are in a Facility or under a Conservatorship, October 2003.*** Disability Rights California. This resource outlines the voting rights for voters who are residents of facilities or under a conservatorship.

<http://www.disabilityrightsca.org/pubs/541401.pdf>

***Voters with Disabilities, September 2014.*** Disability Rights California. This booklet outlines resources for voters with disabilities, including how to register to vote, how to vote, the laws that protect voters with disabilities, and how Disability Rights California can help.

<http://www.disabilityrightsca.org/pubs/541201.pdf>

***Voting Rights of Individuals Who Have Been Placed out of County, September 2014.*** Disability Rights California. This publication outlines the rights of voters placed in facilities outside the county they call home and provides contact information for assistance and further information.

<http://www.disabilityrightsca.org/pubs/547101.pdf>

***You Can Vote Even if You Can't Sign Your Name, September 2014.*** Disability Rights California. This resource outlines the options for voters who aren't physically able to sign their name on their ballot.

<http://www.disabilityrightsca.org/pubs/547301.pdf>

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***Best Processes to Reduce and Eliminate Accessibility Barriers for Voters with Disabilities, August 2013.*** Disability Rights California. This report provides information about common participation barriers for voters with disabilities in the electoral process, voter education materials, polling place accessibility, accessible voting systems, and vote-by-mail paper ballots. Additionally, the report provides recommendations for reducing these barriers.

<http://www.supportthevoter.gov/materials-research/> (FOCE.12)

***Voters with Disabilities, September 2014.*** Disability Rights California. This booklet outlines resources for voters with disabilities, including how to register to vote, how to vote, the laws that protect voters with disabilities, and how Disability Rights California can help.

<http://www.disabilityrightsca.org/pubs/541201.pdf>

## **Chapter 4. Online/Mobile Formats - Section 1. Voter Registration**

*Resources coming soon*

## **Chapter 4. Online/Mobile Formats - Section 2. Voting Information**

***Best Practices Manual for Official Voter Information Guides, February 2015.*** The League of Women Voters of California Education Fund. This manual was developed as an easy-to-use resource for election officials and community groups working to educate and engage California voters. The manual is available for download in PDF format.

<https://cavotes.org/announcement/2015/feb/best-practices-manual-official-voter-information-guides-released>

**Directory of County Election Offices.** California Voter Foundation. This webpage provides a directory of county election offices in California, including the name of the county official, address, phone number and a list of the available online voter look-up tools.

<http://www.calvoter.org/voter/government/ceo.html>

***Easy Voter Guide (EVG), since 1994.*** The League of Women Voters of California Education Fund. This website provides online PDF versions of the *Easy Voter Guide* in English, Spanish, Chinese, Vietnamese, and Korean. HTML versions are available in English and Spanish. The *EVG* project also includes evergreen materials to help voters understand the electoral process, for example “Voting is as Easy as 1-2-3” and “Fast Facts.”

<http://easyvoterguide.org>

***The League of Women Voters of California Education Fund.*** The League of Women Voters of California Education Fund. This website provides voters with voting information, upcoming events, and issues such as state and local finances, redistricting, ballot measures, etc.

<https://cavotes.org>

***Smart Voter, since 1996.*** The League of Women Voters of California Education Fund. Smart Voter was the first website to offer personalized election information based on a voter’s address. This website is made available to the public through partnerships with the LWVCEF and election officials to provide one of the most comprehensive and reliable sources of unbiased voter information about the contests on a voter’s ballot.

<http://smartvoter.org>

***Voter’s Edge California, since April 2014.*** The League of Women Voters of California Education Fund. This website is a partnership between the LWVCEF’s Smart Voter and MapLight. Voter’s Edge CA provides a comprehensive nonpartisan online voter guide for California’s voters, including a personalized ballot look-up feature and campaign funding sources.

<http://votersedge.org/california>



**Voter Guide Best Practices Webinars, April 2015.** The League of Women Voters of California Education Fund. This resource is a series of four webinars and accompanying PowerPoint presentations developed to help implement the voter guide recommendations from the *Best Practices Manual for Official Voter Information Guides*. The topics include best practices for developing and reviewing voter guides, how to use layout and visual presentation in voter guides, how to use voter guides to close the civic literacy gap, and how to use plain language in voter guides.

<http://bit.ly/VoterGuideWebinars>

## **Chapter 4. Online/Mobile Formats - Section 3. Voting**

**Verified Voting Foundation:** In California, we help ensure reliable and secure elections by requiring voting systems that can be audited. Statutes call for a post-election manual tally of a portion of the ballots to provide a check against the functioning of the electronic vote counting mechanisms. These requirements are not currently met by online and mobile voting systems. While it is feasible to transmit a *blank ballot* to a remote voter such as someone in the military or overseas via electronic means, there are unsolved security and privacy problems with marking and/or transmitting *votes* online. Online and mobile technologies do serve in many positive and very effective ways in elections. Online/mobile has become an essential piece of the communications and outreach toolkit of election officials, and a very useful means for finding polling places, voter registration, finding out who and what is on the ballot. These two documents can help explain some of the issues.

**The Computer Technologists' Statement on Internet Voting.** Verified Voting Foundation. This resource provides an overview of the kinds of issues to be resolved before doing Internet voting safely.

<https://www.verifiedvoting.org/projects/internet-voting-statement/>

***If I Can Shop and Bank Online, Why Can't I Vote?*** David Jefferson, Computer Scientist at Lawrence Livermore National Laboratory, Board Chairman of Verified Voting Foundation and Board of Directors for California Voter Foundation. In this resource, Dr. David Jefferson clarifies the hard differences between securing other kinds of online transactions vs. securing votes.

<http://www.verifiedvoting.org/resources/internet-voting/vote-online/>

## **Chapter 5. Outreach and Education - Section 1. Voter Registration**

***California Online Voter Registration Toolkit, September 2014.*** Future of California Elections. This toolkit provides outreach strategies for promoting online voter registration and includes a sample outreach email, newsletter article, social media messages and images as well as a sample press release.

<http://futureofcaelections.org/covr/>

***How to Comply with the National Voter Registration Act (NVRA), July 2014.*** American Civil Liberties Union (ACLU) of California Voting Rights Project. This toolkit was developed to help agency workers, NVRA coordinators and county election officials achieve full compliance under the NVRA statutes as well as provide answers to frequently asked questions and additional resources.

<https://www.aclusandiego.org/wp-content/uploads/2014/08/NVRA-agency-VR-toolkit-final-e-version.pdf>

***Let Me Vote FAQ, September 2014.*** American Civil Liberties Union (ACLU) of California Voting Rights Project. This document answers frequently asked questions about the formerly incarcerated's right to vote and the registration process.

[https://www.letmevotecalifornia.org/docs/faqs-about-voting\\_v2.pdf](https://www.letmevotecalifornia.org/docs/faqs-about-voting_v2.pdf)

***Right to Vote When You Are in a Facility or under a Conservatorship, October 2003.*** Disability Rights California. This resource outlines the voting rights for voters who are residents of facilities or under a conservatorship.

<http://www.disabilityrightsca.org/pubs/541401.pdf>

***Voters with Disabilities, September 2014.*** Disability Rights California. This booklet outlines resources for voters with disabilities, including how to register to vote, how to vote, the laws that protect voters with disabilities, and how Disability Rights California can help.

<http://www.disabilityrightsca.org/pubs/541201.pdf>

***Voting Rights of Individuals Who Have Been Placed out of County, September 2014.*** Disability Rights California. This publication outlines the rights of voters placed in facilities outside the county they call home and provides contact information for assistance and further information.

<http://www.disabilityrightsca.org/pubs/547101.pdf>

## **Chapter 5. Outreach and Education - Section 2. Voting Information**

***California's Top-Two Voting System, September 2014.*** Disability Rights California. This publication provides easy to understand information regarding the top-two voting system passed in 2010 in California.

<http://www.disabilityrightsca.org/pubs/556001.pdf>

***Easy Voter Guide (EVG), since 1994.*** The League of Women Voters of California Education Fund. This website provides nonpartisan statewide election information in English, Spanish, Chinese, Vietnamese, and Korean to help voters understand state ballot measures and how to vote in an easy to read format.

<http://easyvoterguide.org>

***Frequently Asked Questions about Voter Identification, October 2012.*** Disability Rights California. This resource provides Californians with useful information of their rights when it comes to voter identification on Election Day.

<http://www.disabilityrightsca.org/pubs/551501.pdf>

***Guide to California Government, 16<sup>th</sup> Edition July 2015.*** The League of Women Voters of California Education Fund. This book provides an overview of the structures of California government, including easy-to-navigate resources such as info graphics and links to related websites so readers can find and access their government easily.

<https://cavotes.org/G2CG>

***How Can I Vote if I am Hospitalized, September 2010.*** Disability Rights California. This publication provides answers to frequently asked questions about voting rights for those hospitalized.

<http://www.disabilityrightsca.org/pubs/541701.pdf>

***Improving California's Vote-by-Mail Process: A Three-County Study, August 2014.*** California Voter Foundation. This report identifies the top three reasons why some vote-by-mail ballots go uncounted - received too late, lack of voter's signature or the signature on the ballot does not compare to the one on file. The report also provides legislative and administrative recommendations to help decrease the number of uncounted vote-by-mail ballots.

<http://www.calvoter.org/issues/votereng/votbymail/study/findings.html>

***Let Me Vote FAQ, September 2014.*** American Civil Liberties Union (ACLU) of California Voting Rights Project. This document answers frequently asked questions about the formerly incarcerated's right to vote and the registration process.

[https://www.letmevotega.org/docs/faqs-about-voting\\_v2.pdf](https://www.letmevotega.org/docs/faqs-about-voting_v2.pdf)

## **Chapter 5. Outreach and Education - Section 3. Voting**

***Vote By Mail Toolkit, October 2014.*** Future of California Elections. This toolkit includes simple messaging for outreach and education to help voters cast a successful vote-by-mail ballot.  
<http://futureofcaelections.org/VBMToolkit/>

***You Can Vote Even if You Can't Sign Your Name, September 2014.*** Disability Rights California. This resource outlines the options for voters who aren't physically able to sign their name on their ballot.  
<http://www.disabilityrightsca.org/pubs/547301.pdf>

## **Chapter 6. Convenience - Section 1. Voter Registration**

*Resources coming soon*

## **Chapter 6. Convenience - Section 2. Voting Information**

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Future of  
**CALIFORNIA  
ELECTIONS**

Modernizing Elections.  
Expanding Participation.

**Future of California Elections**  
*a project of Community Partners, Inc. funded  
by The James Irvine Foundation*  
1000 North Alameda Street, Suite 240  
Los Angeles, CA 90012

**[www.futureofcaelections.org](http://www.futureofcaelections.org)**  
**[info@futureofcaelections.org](mailto:info@futureofcaelections.org)**