

2024 Election Cycle

# Voter Outreach and Education Plan

# Riverside County Registrar of Voters



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# EXECUTIVE SUMMARY

Riverside County is the fourth largest county in the state of California. Riverside County is comprised of 28 cities that incorporate urban and rural communities. In the November 2022 Statewide General Election, there were 1.3M registered voters. The Registrar of Voters (ROV) conducts all federal, state, county, city, school district, and special district elections for the citizens of the County. The ROV is responsible for conducting efficient and impartial elections and providing a means for all eligible citizens in the County to exercise their voting rights and privileges, as provided by the laws and regulations that govern elections in California. The ROV is working with community-based organizations to enhance community outreach efforts and spread the word about the voter registration and voting process. This voter outreach and education plan will expand knowledge of the Registrar of Voter's efforts to enhance outreach to those areas that have had lower voter turnout rates in comparison to the County at large.

This plan will focus on:

- Targeted Voter Outreach and Education conducted in both English and Spanish
- Spanish Translation of Registrar of Voters Public-Facing Documents
- Spanish Interpretation of Registrar of Voters Meetings and Hearings
- Spanish-language ballots and election materials

## Voter Outreach and Education

The Registrar of Voters will focus on Voter Outreach and Education for each of the 2024, 2026, 2028, and 2030 Riverside County Board of Supervisors primary elections, and for each of the 2024, 2026, 2028, and 2030 general elections in which a Board of Supervisors election occurs, and for any Board of Supervisors special election that may occur.

Additionally, for each supervisorial district in which there is a contested election for the Riverside County Board of Supervisors, the County will fund pre-election voter outreach and education efforts at a minimum level of at least one dollar and seventy-five cents (\$1.75) per each registered voter who lives in a city, census-designated place ("CDP"), or other unincorporated census area within that supervisorial district whose turnout rate for the most recent statewide primary election in a non-presidential election year (measured as the percentage of votes cast to registered voters, according to the County Registrar of Voters' Statement of Votes) was lower than the countywide voter turnout rate for that election. The \$1.75 per each registered voter was agreed upon per the settlement agreement in *Inland Empire United, et al v. County of Riverside, et al*.

Communities (cities, CDPs, and other unincorporated census areas) have been identified as areas that should be targeted for voter outreach efforts according to previous voting data. The Riverside County Statement of Vote for the 2022 primary election was used to calculate the lowest voter turnout rate and highest turnout rate. The average turnout rate for the County as a whole was 28.79%, so each community that had a lower turnout rate than 28.79% will be included in the list of communities that are targeted for the voter outreach and education efforts for the 2024 and 2026 election cycles.

The ROV will target voter education and outreach only to those communities in Supervisorial Districts 1 and 3 in the upcoming March and November 2024 primary and general elections, and then only if there is a contested supervisorial race in each of the districts identified. The ROV has reviewed the cities, census-designated places (CDP), and unincorporated communities that lie within Supervisorial Districts 1 and 3 and has included those two districts in the voter education and outreach efforts. Listed below are the communities the ROV will focus its voter outreach and education efforts in the upcoming March and November 2024 primary and general elections:

Locality	District	Type	Registered Voters	Votes Cast (Primary Election '22)	Votes Cast as % of Reg. Voters
LAKE RIVERSIDE	3	Unincorporated	1	0	0.00%
RANCHO CALIF	3	Unincorporated	6	0	0.00%
SBDO NF	3	Unincorporated	1	0	0.00%
GOOD HOPE	1	CDP	2739	361	13.18%
PERRIS	1	City	34916	4635	13.27%
AGUANGA	3	Unincorporated	7	1	14.29%
MEAD VALLEY	1	CDP	8666	1247	14.39%
LAKE ELSINORE /2	1	Unincorporated	2836	511	18.02%
HEMET /5	3	Unincorporated	2132	392	18.39%
HOMELAND	3	Unincorporated	1610	314	19.50%
JURUPA VALLEY	1, 2	City	51018	10529	20.64%
GREEN ACRES	3	Unincorporated	1087	227	20.88%
ANZA	3	Unincorporated	19	4	21.05%
HIGHGROVE	1	CDP	5107	1162	22.75%
SAGE	3	Unincorporated	52	12	23.08%
ALESSANDRO HTS	1	Unincorporated	237	55	23.21%
WINCHESTER	3	CDP	3176	742	23.36%
MEADOWBROOK	1	CDP	805	352	23.96%
CORONA /1	1	Unincorporated	717	173	24.13%
MARCH ARB	1	Unincorporated	267	65	24.34%
EAST HEMET	3	Unincorporated	9712	2377	24.47%
PECHANGA RES	3	Unincorporated	369	92	24.93%
FRENCH VALLEY	3	Unincorporated	11475	2895	25.23%
RIVERSIDE	1	City	160602	41737	25.99%
EAST MENIFEE	3	Unincorporated	5746	1496	26.04%
ROMOLAND	3	Unincorporated	1013	266	26.26%
BOX SPRINGS MTN	1	Unincorporated	145	40	27.59%
VALLE VISTA	3, 5	CDP	7314	2018	27.59%
UNIVERSITY CITY	1	Unincorporated	319	90	28.21%
LAKE MATHEWS	1	Unincorporated	112	32	28.57%

In conjunction with the Registrar of Voters Public Information Officer, Communications Consultant, and interested Community groups, there will be an ongoing effort to identify the best media sources, outlets, and events within the target areas, as well as continuous collaboration on content and material.

# INNOVATIVE VOTER OUTREACH, ENGAGEMENT, AND EDUCATION

According to the Census, Riverside County's estimated population is approximately 2,486,747. It is the fourth largest county in California and the tenth largest in the nation. Riverside County is also one of the largest and most diverse regions, lending itself to being one of the most diverse voting populations in the country, with a notable variety of languages, ethnicities, and cultures represented. The most spoken non-English language in Riverside County is Spanish, which is spoken by 50.27% of the population.

Throughout the 2024 election cycle and beyond, the Interim Registrar and the outreach team will focus on outreach and voter education and will attend events in communities across Riverside County. To better serve the community and implement the requirements for language assistance, the Riverside County ROV supports an ongoing effort to maintain and improve our community outreach program, including conducting innovative multilingual outreach, engaging voters in the electoral process, and maintaining established partnerships with community-based organizations. We will continue to build community partnerships and conduct presentations to ensure our constituents, both English-speaking and Spanish-speaking, are aware of the voting process and available services.

## **Voter Outreach and Education Program**

The principal tactics of the voter outreach campaign will include print and newspaper ads, billboards, and digital campaigns. We will continue to participate in events that we have historically attended, as well as develop creative and more effective ways of communicating with voters. The Riverside County Registrar of Voters continues to prioritize increasing efficiency, accountability, and transparency in all areas, implementing requirements to be more strategic in the prioritization and delivery of programs, services, and other social initiatives.

To ensure public awareness of new methods of voting brought from new legislation, registration opportunities, and more, the ROV regularly conducts engagement programs directed toward the 1.3 million voters of Riverside County. The ROV will work diligently to improve the voter experience in the 2024 election cycle. The ROV will conduct numerous outreach projects to voters using a multi-media marketing plan by utilizing social media, YouTube, print and broadcast media, billboards, hiring a communications consultant, and two direct mailers.

The Outreach Division will consist of the Interim Registrar, a communications consultant, a Public Information Officer, and two managers. The ROV staff members will serve as liaisons to the voters and language communities we serve. The ROV staff members are responsible for delivering voter outreach and voter education to Riverside County residents by meeting with diverse community groups and associations, attending community meetings and networking events, and staffing of information booths at community festivals and events. The Registrar of Voters is looking at further opportunities to continue outreach including extra staffing.

We will develop annual and long-term community outreach plans, continue to seek out outreach opportunities to engage voters, and offer programs to citizens at community and neighborhood events

throughout the County. The outreach program will be enhanced and upgraded with voter registration training and voter education while highlighting the importance and power of voting. We are committed to cultivating new relationships with community organizations and stakeholders, as well as strengthening our existing relationships with community partners.

### **Elements of the Outreach Program**

To increase our presence in the community, and to fulfill our mission to educate the public on voting and elections, our office will increase its attendance at meetings, events, and festivals that draw residents from across the County. The elements of the outreach program include the following:

- Development of basic information regarding voter registration, voting procedures, current elections, use of the vote center voting system, vote-by-mail process, and other relevant election information.
- Voter education presentations, conducted with the use of visual aids such as PowerPoint presentations, vote center voting system demonstrations, and other outreach materials.
- Network-building with diverse community organizations. Over the years, a solid foundation for networking has been established with various community organizations such as senior centers, Spanish-speaking community committees, high schools, colleges and universities, health care organizations, and other community-based agencies.

### **Community Outreach Program Toolkit**

In our efforts to effectively reach out to voters in various communities as well as the general public, we will develop various innovative and unique outreach program features:

#### *Development and dissemination of outreach materials*

The materials to be used for outreach events include, but are not limited to:

- Registration forms
- Generic information brochures (e.g., Life of the Ballot)
- Election Security brochures
- Vote Center brochures
- Election Officer Recruitment Brochure and Application
- FAQ's

These materials will be translated into Spanish and will include information specific to the voting or registration process, vote-by-mail procedures, and the current election.

#### *Utilization of Modern Communication Technology*

As internet usage is widespread among voters, we have been able to use this medium to effectively communicate with tech-savvy voters as well as other stakeholders in the electoral process.

The Riverside County Registrar of Voters has recently launched a new website that is very user-friendly. The new website is more dynamic, video-paced, and mobile-responsive. The website is also translated into Spanish, so voters with limited English proficiency will still be able to access the same information. It serves as an easy-to-access information source for all things elections. Currently, voters can access the following election-related information:

- The new way to vote VCA: vote anywhere, voting at home, and ballot drop boxes
- Voter registration: register, update, and verify
- Vote-by-mail ballot return options: vote center drop-off, ballot drop boxes, and USPS
- Election information and results
- Various means of contacting the Registrar of Voters' office
- Convenient access to download Voter Information Guides
- Convenient access to download numerous applications and forms
- Convenient access to download remote accessible ballots
- Links to numerous local and statewide election information
- Election calendar
- Candidate handbook
- Other information related to voting and elections

As more information and documentation is available, the ROV website is constantly updated to reflect current information in English and Spanish.

### *Digital Campaign*

The ROV maintains continuous efforts to reach out to all communities through a variety of digital media. Our efforts will also be reflected in our expansion to popular social media outlets, such as Twitter, YouTube, Facebook, and WhatsApp. The English and Spanish media campaign will contain a variety of resources designed to reach voters within the targeted communities, including:

- Broadcast television commercials
- Audit of the County website by a communication consultant
- Branding and messaging
- E-newsletters
- Radio/streaming commercials
- High-resolution informational videos (in English and Spanish)
- Brochures
- Flyers, posters, banners, and advertisements
- Infographics and FAQs
- Billboards
- Social media posts, direct mail, print, and more

### *Network-building with Local Media Outlets*

With the assistance of the County's Public Information Officer and the ROV Public Information Officer close and cooperative relationships have been established with local media outlets in Riverside County communities. To make the best use of local media outlets, news articles were published and shared regarding important election information, notices of elections, and press releases, as well as radio announcements, and local television ads. In addition, a series of short, focused videos on different subjects with open captions will be produced for various purposes.

### *Partnership with Community-Based Organizations*

A great part of successfully maintaining a Community Outreach Program is continuing to establish partnerships with community-based groups and organizations. We will continue to meet with dedicated



individuals from various organizations across Riverside County, including advocacy groups, civic groups, citizen leagues, senior centers, churches, local diocese, and other agencies.

At the ROV office, success comes from our passion for administering fair and accurate elections. This is the core of our mission as we serve the registered voters and citizens of Riverside County. Our approach to election management includes community relations that extend beyond compliance with legal requirements. We believe that input from the community is vital to an open and transparent process.

## **Community Engagement Program**

Our community engagement initiative is crucial to running successful elections. At every step of the way, our devotion to engaging voters in new and unique ways ensures people are aware of the voting process and the services we provide.

### *Mobile Community Voting Unit*

To enhance our recruitment efforts and conduct more effective and visible voter education, we will utilize our fully ADA-accessible custom-made Mobile Voting Unit R.O.V.E.R. (Registration, Outreach, Voting, Educational, Resource). The mobility of this platform promotes voter engagement and participation and allows the ROV to reach underrepresented populations and be at high-density locations to provide outreach and voter education opportunities. This unit is also on standby in the event there is a need to set up a vote center in the event of an emergency.

The Mobile Voting Unit will also serve as an educational tool at community events, providing the public an opportunity to interact with voting machines and learn about voting and elections.

At the Mobile Voting Unit, in the event of an emergency vote center, a voter will be able to access the same services they would at any Vote Center. Mobile Voting Unit Services include:

- Vote (only during an election period)
- Update their voter registration record
- Have a ballot reprinted
- Drop off a vote-by-mail ballot
- Register to vote
- Receive assistance

### *High School Voter Education Weeks*

The ROV office has a strong relationship with high schools through its High School Voter Education Weeks program. The California Education Code designates the last two full weeks in April and September to be High School Voter Education Weeks. This also provides an opportunity for our office to leverage relationships with high schools to provide pre-registration opportunities, information on how elections are conducted, and to foster an environment that cultivates lifelong voters and active citizens.

The Registrar of Voters will continue to work together with schools, so we can educate and encourage our young citizens to register to vote and cast their votes to ensure their voices are heard. In addition

to the High School Voter Education Weeks program, the ROV will conduct voter education in January/February 2024, to encourage registration and participation in the 2024 Primary.

### *Colleges and Universities*

There are multiple colleges and universities with campuses in Riverside County. The ROV will use the University of California and Moreno Valley College campus as an in-person voting locations and drop-off sites in the 2024 election cycle. The ROV will continue to work on building relationships with colleges and universities through hosting tabling events on campus where voting and election information is provided, conducting voter registration training to student organizations, and speaking to classes and at student club meetings.

### *Nonprofit and Business Partners*

The ROV will continue to partner with nonprofit groups/organizations, business associations, and chambers of commerce to provide speaking engagements, voter registration training, and information tabling at meetings.

### *Partnership with United States Citizenship and Immigration Services (USCIS)*

The ROV will partner with USCIS at its citizenship ceremonies in Riverside County to provide voter registration forms, voter information, and voter education to newly sworn-in naturalized citizens.

### *Speaking Engagement Program*

The Speaking Engagement Program will be an integral part of the Registrar of Voters' goal of aiding voters of many different backgrounds throughout Riverside County. The focus is to provide small and large-scale communication to the community. Speaking engagements include attending various community meetings and events and conducting non-partisan, neutral, and culturally sensitive presentations.

The program will target all voters, covering a broad demographic area, to promote services, build partnerships, and interact with various communities.

Targeted groups have included, but are not limited, to the following:

- Community groups
- Rotary clubs
- Parent Teacher Associations
- Cultural clubs
- Service agencies
- Senior citizen centers
- Youth groups
- Churches
- Universities
- Student organizations
- Non-profit organizations
- Citizenship classes
- Professional associations

- Public service agencies

Speaking engagement groups may be as small as five to ten people or as large as several hundred people and presentations will be adapted to fit each audience with specialized information. In addition, the ROV will establish working relationships with government agencies and city officials to raise public awareness of the electoral process and implement voter education.

## **COMPREHENSIVE FULL-SCALE LANGUAGE SERVICES**

The ROV will provide Spanish Interpretation of ROV meetings and hearings. We will make available to members of the public real-time Spanish-language interpretation of all ROV meetings and hearings, including interpretation of all public proceedings and public comments, without requiring any advance request. For members of the public attending ROV meetings or hearings in person, the Registrar will provide real-time Spanish interpretation through individual headsets provided to members of the public upon their request at the meeting or hearing. For members of the public attending and viewing ROV meetings or hearings remotely (when applicable), the Registrar will provide real-time simultaneous Spanish interpretation through the Zoom meeting platform.

The proactive approach to language assistance by the Riverside County Registrar of Voters has created a comprehensive language service program for voters who need language assistance. The scope of our services consists of five main components:

- Dedicated Bilingual Staff;
- Voter Education and Outreach Plan;
- Translation of election materials;
- Language assistance; and
- Bilingual Team Leads and Election Officers at all Vote Centers.

### **Bilingual Permanent and Temporary Staff**

The ROV hires temporary employees representing the federal and state-mandated languages of Spanish, Tagalog, Vietnamese, Chinese, and Korean. Their primary role is to act as liaisons between the ROV and the language communities.

Our bilingual permanent staff have a variety of qualifications such as testing by the County of Riverside Human Resources Department, degrees specializing in languages, and extensive translation experience.

### **Translation of Spanish-language ballots and Election Materials**

The ROV during the 2024 election cycle will make available Spanish translations of all ROV legally required public-facing documents, including voter registration materials, materials related to the County Election Administration Plan, and all official notices and forms (including all documents posted on the

Registrar’s public websites), and will make the Spanish-language translated versions of those documents available within twenty-four (24) hours of the time the English-language versions of those documents are made available, and at the same location and in the same format as the English-language documents.

Additionally, the Registrar of Voters will abide by the requirements of Section 203 of the federal Voting Rights Act (“VRA”) (52 U.S.C. § 10503) for Spanish-language ballots, election materials, and voter assistance in all Board of Supervisors elections.

*Scope of Translation*

<b>Types of Spanish Translated Election Materials</b>	
<b>Category</b>	<b>Items</b>
Voting Materials	Paper Ballot (for Vote Centers and vote-by-mail), Electronic ballot (text and audio), County Voter Information Guide, vote-by-mail instructions, and various public-facing forms.
Vote Center Information	Signs that direct voters and inform them of procedures and their rights, including Special Notice, Voter Regulations, Elections in California, ballot drop box regulations, and bilingual name badges.
Election Publications	Official documents such as election notices.
Voter Outreach and Education	Print materials such as brochures, flyers, and surveys. Electronic media such as our website, social media, and PowerPoint presentations.
Website	Voteinfo.net provides important information on voter registration, voting, results, elections, candidates, data & research, media, community, and recruitment information. The website has been translated into English and Spanish. Voters can access many services conveniently from their computers or mobile devices.

- Since 2023, our website has been entirely translated into Spanish identical to the English format, to offer web visitors an informative experience. We have restructured and launched our new website to enhance navigation accessibility and create a more mobile-friendly layout. As there will be changes to voting and elections in Riverside County in 2024, the website has been redesigned to reflect the new changes with up-to-date information.
- Bilingual ROV staff are responsible for the quality of translations in their assigned language, whether that is through direct translation of internal documents or after proofing translations from external vendors.

- The ROV contracts with external vendors for translations to comply with statutory requirements and to manage a large number of translations during a major election cycle.

### *Quality Assurance*

- The successful translation of election materials for an election cycle requires a multiphase translation process and rigorous quality control to ensure that all the translations of election materials are error-free.

### *Translation Timeline*

- We have developed an internal system of managing timelines for the translating and proofing of essential election materials so that all language materials can reach voters in an efficient and timely manner.

### *Approval Procedure*

- From the completion of the first draft translation to the approval of the final translation, all documents must go through a multiple-step approval process which includes reviewing by the bilingual staff, editing, and revising, second proofing by another bilingual staff member of the same language, and final approval by managerial staff members.

### *Distribution of Translated Election Materials*

- Riverside County voters who need language assistance can access our translated election materials through many channels. Voters can obtain election information by visiting our office, browsing our website, requesting by phone, mail, or email, or attending our outreach events. Registration forms can be picked up at government offices or community centers throughout the County.

## **Language Assistance**

Language assistance can be obtained through several ways: at Public Meetings with live interpretation, translated Public Service Announcements (videos), the County Voter Information Guides provided at the Vote Centers and mailed to voters, the Remote Accessible Vote-by-Mail System, video conferencing at the Vote Centers (new service available for the 2024 election cycle), and the public phone bank.

### *Election Administration Plan*

The Registrar of Voters created the Election Administration Plan to provide the foundation and guidelines to outline the future of voting and elections in Riverside County. On October 17, 2023, the California Secretary of State approved the County's plan. For the March 5, 2024, Presidential Primary Election, we will host eight public voter education workshops to the public to get their feedback and opinions. We will offer live interpretation in Spanish, Tagalog, Vietnamese, Chinese, and Korean. The public workshops will raise the awareness of the community voters about the changes in voting and elections, as well as Vote Center Team Lead employment opportunities, paid Election Officer volunteers, or Bilingual Customer Services Representatives (CSR).

Due to the significant interest in the 2024 election cycle, the number of voters in Riverside County is anticipated to grow to approximately 1.4 million voters between the primary and general elections and

the ROV will scale up its outreach efforts accordingly.

### *Election Period Language Assistance.*

In addition to our regular language services that are available leading up to the election period, we also ensure that voters can receive adequate assistance in a variety of ways during the election period.

### *Translated Ballots*

At any Vote Center, electronic, paper, and audio ballots are available in supported languages. Voters will vote on a paper ballot and they can request a translated ballot from the Vote Center Election Officers for the federally mandated languages and a reference ballot for Section 14201 languages. If a voter chooses to use the Accessible Voting Unit ballot marking device, it will immediately direct his or her attention to a display of language options on the screen. Any accompanying audio to the electronic ballot is also translated.

### *Vote Center Signs*

The Voter's Bill of Rights and Voter Instructions signs have undergone a significant change with the transition to Vote Centers as these are translated and posted on one single display stand. The single sign allows for better visibility for voters and makes it easier for Vote Center CSRs to direct voters to the sign for assistance through written translation.

### *Translated Voter Information Guide*

The translated County Voter Information Guide sent to voters via mail before the election is also available at all Vote Centers and on the ROV website. The English County Voter Information Guide will be mailed to voters 40 days before the March and November 2024 elections. The Spanish County Voter Information Guide will follow online within 24 hours. All measures and candidate statements are compiled into a comprehensive Voter Information Guide since voters can go to any Vote Center and seek assistance outside of their voting precinct.

### *Public Phone Bank*

We provide a strong base of bilingual support to limited-English proficient (LEP) voters. Our public phone bank is staffed with bilingual operators in all federally mandated languages to assist voters with election-related questions before, during, and after the election to provide quality customer service.

Language voters may also call a toll-free voter phone line to ask questions and receive voting and election-related information. The toll-free phone number is 1-800-773-VOTE (8683).

### *Video Conferencing*

During the Election Period, our bilingual Team Leads and Election Officers will be available to support language voters at any Vote Centers through Video Conferencing. This tool will allow visual interaction between the LEP voters who need language assistance. The objective is to assist with accuracy, neutrality, compassion, and respect. Video Conferencing will provide the platform to virtually connect all parties and offer voters effective language assistance.

### *Online Information*

Our fully translated website provides a wealth of information and online services for voters 24 hours

a day. Voters can go online to check in the Spanish Language Vote Center locations, verify registration status, view voter information guide, and other important up-to-date election information.

## **Bilingual Team Leads and Election Officers at all Vote Centers**

At every Vote Center, voters will still have alternate options to receive effective in-language assistance such as translated written materials, assistance over a telephone call, and assistance through video conferencing. Bilingual Team Leads and Election Officers are stationed at all Vote Centers to help voters understand the voting process and explain voting procedures whenever necessary. They will be identified by the language indicated on the name badge they wear.

During the Voting Period, besides the Bilingual Team Leads and Election Officers at all Voter Centers, we will also have Spanish Language Rovers who are fully trained in case of special requests or emergencies.

All recruited Vote Center Team Leads must attend a three-week academy to work at a Vote Center. We strive to ensure all voters have a positive experience and equal opportunity to cast a ballot.

### *Bilingual Support Staff*

In the months preceding an election, the number of staff members working at the Registrar of Voters increases from 50 to 900 plus. Many of these supportive staff members are bilingual in one of the five minority languages to meet the diverse needs of Riverside County's language communities. The supporting staff is assigned as either public phone bank operators, vote center team leads and drop-off support staff, or bilingual translation material proofreaders.

### *Voter Education Workshops for Language Communities*

The ROV will host multiple voter education workshops during the 2024 election cycle to provide voting and election information for all voters and the County's federal and state-required languages, these languages include Spanish, Tagalog, Vietnamese, Chinese, and Korean.

Each workshop will include information about the Vote Center model, voting equipment demonstrations, language assistance services, ballot drop-off options, and methods to request translated election materials. Information about the workshops will be announced at least 10 days in advance of the date and will be shared with the Language Accessibility Advisory Committee (LAAC) and the Voting Accessibility Advisory Committee (VAAC).

## **Efficiency Evaluation**

At the conclusion of every primary and general election, each phase of the above-mentioned outreach and education plan will be evaluated in order to see what areas worked well or what areas need to be improved on to better enhance voter outreach.



# CONCLUSION

The ROV is committed to complying with voter outreach and education goals and exceeding the language requirements set forth by the Voting Rights Act for every election. We pride ourselves on maintaining a comprehensive language services program in all supported languages.

As a result of our proactive approach to voter outreach, voter education, and language assistance programs, the number of registered voters as well as the number of language requests have continued to increase in communities throughout the County.

Looking forward, we believe that it is essential to continue improving our voter outreach and education community programs to better serve the needs of voters who require assistance. We have identified several goals for our program implementation during the 2024 election cycle and in the future:

## *Expanded Language Services under the Vote Center Model*

We will continue to take an innovative approach to developing voter outreach, voter education, and language services under the transition to the Vote Center model. In addition to the existing translated materials and phone support, our team will launch video conferencing, which allows a voter to make a call using a cell phone or laptop device at a Vote Center to speak to a language staff member in the office. During the 2024 election cycle, we believe numerous voters will benefit from this new service, expanding our ability to support language voters. With the experience of a full election cycle in 2022 under the Vote Center model, we will continue to research and identify best practices to see how expanding voter outreach, voter education, and language services under the Vote Center model can better serve our community.

## *Robust Community Outreach Programs*

An integral part of our voter outreach, voter education, and language assistance program is to increase understanding of the electoral process. An increase in awareness will lead to more community involvement as well as utilization of our services. Considering this need, we will expand our speaking engagement program to help voters understand their voting rights and actively participate in the election process. The County of Riverside will continue to strive at the expansion of voter education and look for opportunities to continue outreach within our community.