



FORGING AHEAD

Community Voices and the Impact
of Language Access in the Electoral Process



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I. Executive Summary

California, for so many, has been a symbol of progress, pioneering, and the promise of our multicultural democracy. We are proud to live in the most diverse state in the country, where our communities are woven of a multitude of people, cultures, histories, hopes, and dreams. Whether we have lived here all our lives or made California our home more recently, we want our families and neighbors to succeed and thrive as a part of an inclusive society. As unprecedented attacks threaten our democracy and immigrant communities nationwide, California must stand in defense of our rights—to vote, to speak, to work, and to live without interference. Now is the time to lead boldly with our values of welcome and inclusion. We can do this in many ways, including by forging ahead to ensure our state has an inclusive and representative democracy. Historically, California has been a pacesetter in ensuring safe, accessible, and fair elections and in improving access to the polls for all eligible voters, including those whose primary language is not English. Our state is stronger when all voters, regardless of literacy, language proficiency, or background can vote without systemic barriers. We can and must persevere in improving access for everyone to vote.

As of 2023, over 26 million individuals—primarily but not solely immigrants—in the U.S. have limited proficiency in English.¹ California alone is home to over 6.4 million limited English proficient (“LEP”) individuals and that number continues to grow year after year.² For LEP communities, the challenges of language access have far-reaching impacts, including on the ability of eligible voters to exercise their fundamental right to vote or otherwise participate in our democracy.

Ensuring language access for eligible LEP citizens during elections has been a longstanding priority for civil rights advocates in California and beyond. Section 203 of the Voting Rights Act (VRA) establishes a federal mandate for states and local jurisdictions to provide comprehensive language assistance at the polls where population thresholds are reached. However, efforts to expand assistance beyond these federal mandates vary across the nation. For instance, in California, Section 14201 of the Elections Code adopts a lower precinct-level population threshold resulting in 21 additional languages being covered beyond the six federally mandated languages under Section 203.³



This report places explanatory notes in the footnotes and citations in the End Notes.

1 This report uses the acronym “LEP” to refer to “limited English proficient” and “limited English proficiency” interchangeably. The Census Bureau defines an LEP individual as any person age 5 and older who reports that they speak English less than “very well.” Data from U.S. Census Bureau, American Community Survey (ACS) 5-Year Estimates (2019-2023).



Other states, such as Colorado, Connecticut, and New York, maintain a lower threshold for voting-age residents than the federal 5%, thereby expanding coverage to more LEP voters. And cities and counties across the U.S., including DeKalb County, Miami-Dade County and the District of Columbia, also implement lower thresholds for coverage or designate specific language coverage beyond federal mandates.⁴ Yet, even with stronger protections for LEP voters, significant barriers remain. The quality and comprehensiveness of translated materials can be highly inconsistent. Accessing translated resources can be difficult, and community members are often not adequately informed of their language rights during elections. Moreover, entire language groups are left out of federal, state, and local coverage requirements.

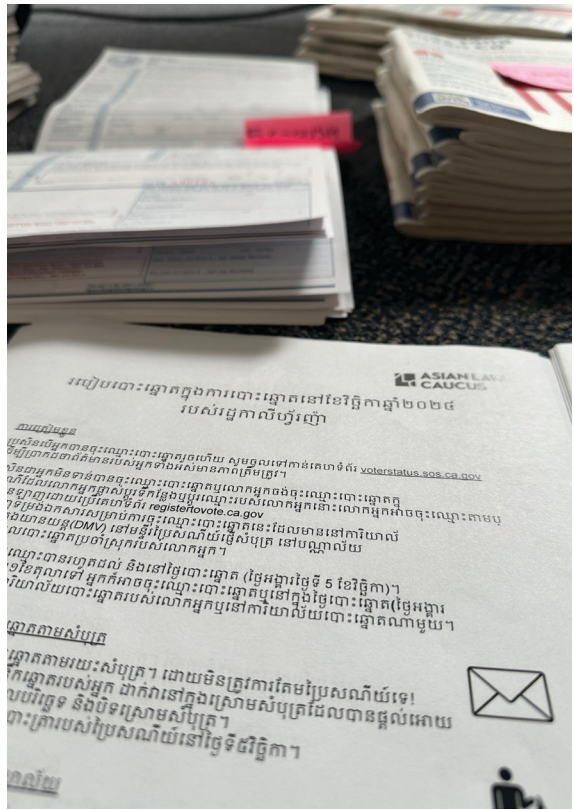
This report examines the implementation of existing language access provisions and their effect on the LEP voting experience. It also examines the experiences of voters who do not have access to in-language materials. Between March and May 2025, Asian Law Caucus conducted a series of interviews with individual LEP voters and with representatives of community-based organizations (CBOs) across California. We also interviewed voters and CBOs in Michigan to understand the impact of language access in communities that receive in-language materials based on local policies that go beyond federal law. Additionally, we conducted a phone survey of nearly 450 Chinese- and Spanish-speaking voters in California to gather quantitative data regarding the use of translated election materials by LEP voters. Drawing from this research, we suggest improvements to language access provisions, such as requiring in-language votable ballots, to create a more equitable voting experience for LEP communities.

The overarching theme from the interviews and phone survey we conducted is that access to translated election materials dramatically improves voter experiences. When LEP voters had access to such materials, particularly an in-language ballot,⁵ they had a positive experience when casting their vote. An overwhelming majority of our survey respondents said that in-language ballots were essential or very helpful. In sharp contrast, voters who needed in-language materials but did not have access to them had to go to great lengths, often relying on others, to be able to vote.

⁵ This report uses the term “in-language ballot” and “translated votable ballot” to mean an official translated ballot that can be used to cast a vote.

This report offers the following findings:

- In-language ballots are essential to LEP voters being able to cast a ballot independently; LEP voters without them must overcome significant hurdles to vote.
- The ability to vote in one’s primary language creates feelings of pride, empowerment, and trust.
- In-language ballots promote voter mobilization and civic engagement.
- Comprehensive language access is needed for LEP voters to fully understand the contests on their ballot.
- Accessing translated resources can be a challenge, and existing translated materials are not always easy for voters to use and understand.
- LEP voters heavily rely on CBOs for a wide range of election-related support, including translating ballots and voter guides when necessary.
- CBOs play an essential role in championing in-language ballots and educating voters about the democratic process.



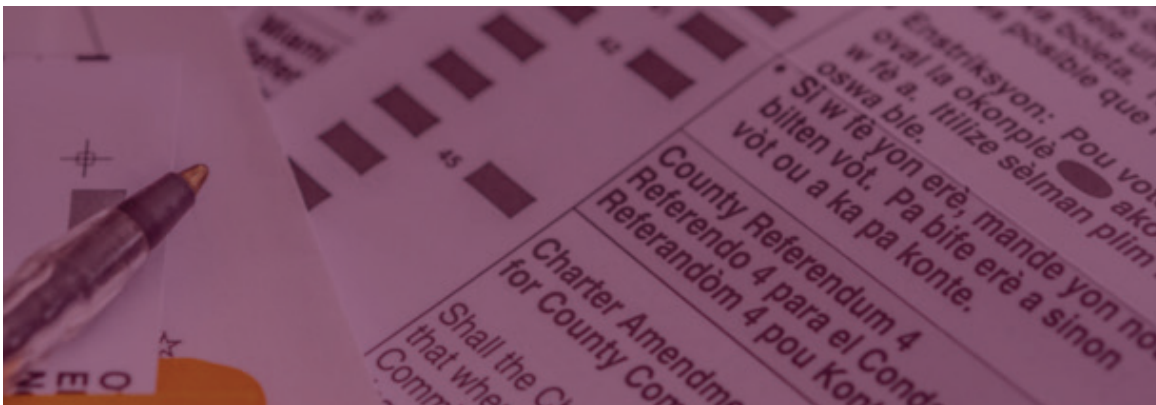
The findings in this report lead to multiple recommendations, many of which were provided directly from the voters and CBOs we interviewed. These recommendations also build off the road map developed by the California Language Access Workgroup.⁶ To promote full participation of our multilingual electorate and build a truly inclusive democracy, we recommend the following policy interventions:

Translate all election materials and expand the languages that qualify for coverage.

- Codify Section 203 of the federal VRA in state law and provide translations of all official election materials to large language groups, including those that currently fall outside of existing law.
- Provide in-language votable ballots (by mail and on the in-person ballot marking devices) for LEP voters beyond the categories covered under state law, rather than the translated reference ballots currently provided under state law.
- Provide voter hotlines for all languages spoken by California voters.

Set statewide standards to improve and expand the distribution of in-language resources.

- Set statewide standards to ensure that voters are informed at every point of the voting process about the language services that the state and counties provide and take additional measures when new languages are covered.
- Broadly advertise the voter language hotlines run by the Secretary of State and many counties.



⁶ The California Language Access Workgroup is a collaboration of civil rights and community organizations with the common vision that improving language access laws and policies will strengthen our democracy. ALC, California Common Cause, and PANA are all members of the Workgroup. In 2023, it released a roadmap in *Breaking Barriers to the Ballot Box: Expanding Language Access for California Voters*. <https://www.asianlawcaucus.org/news-resources/guides-reports/breaking-barriers-to-the-ballot-box-report>

Provide public and private funding to CBOs and local elections offices so they can effectively and consistently help all Californians cast a ballot.

- Fund counties specifically to translate election materials and hire bilingual staff to support translation work and outreach to language communities.
- Fund local CBOs to support local election officials in reviewing translations, recruiting bilingual poll workers, and identifying areas with the highest need for language support.
- Fund local CBOs to conduct outreach and education to LEP voters.

Develop guidelines on how the Secretary of State will determine if a language community should be covered under state law.

- Provide a standard procedure for CBOs to follow to show their community needs translated election materials under state law.

Create user-friendly and plain language election materials.

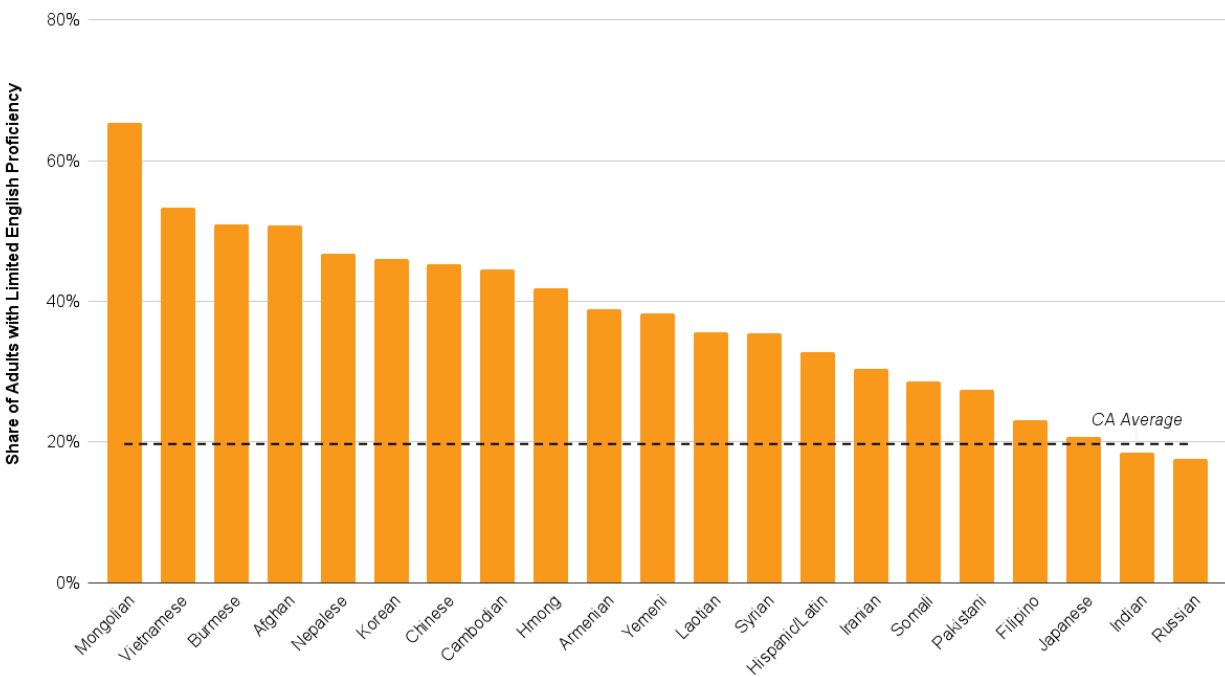
- Adopt a plain language policy for election materials.
- Develop short written materials and videos to explain the voting process and what is on the ballot.
- Develop state standards for translated reference ballots to ensure the format is easily usable (until votable ballots replace reference ballots).



II. Introduction

Whether we have lived here our entire lives or recently made California home, all eligible voters should have the freedom to have an equal say in the decisions that shape our lives and our neighborhoods through the ballot box. Unfortunately, inadequate language access in voting is one of the many barriers affecting voter participation in the U.S., especially when considering the ever-increasing number of immigrant and LEP voters eligible to participate in our democracy. According to the most recent Census Bureau estimates, about 24.3 million naturalized U.S. citizens are eligible to vote, and over 9 million of them report having limited English proficiency.⁷ California alone is home to over 3.2 million LEP eligible voters.⁸

Limited English Proficiency Rates by Ethnicity (California, ACS 2023)

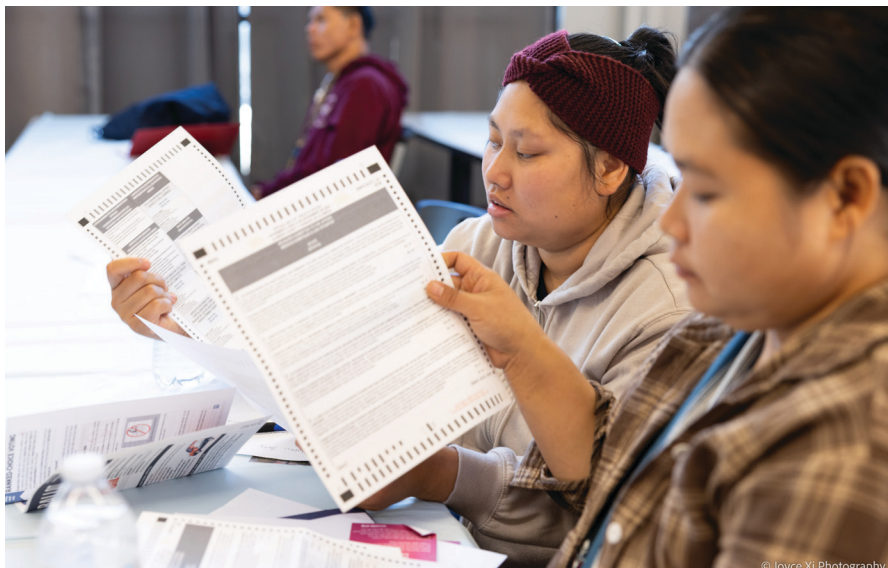


Despite this rapidly growing demographic and evidence demonstrating that language access increases voter participation and allows voters to cast an informed ballot, resources available for LEP voters are often limited. Voting rights, civil rights, and immigrant rights organizations agree that more can and must be done to meet the needs of those most affected by language barriers.⁹ In 2024, the California legislature passed AB 884, but Governor Newsom ultimately vetoed the bill. AB 884 was an ambitious package of language access improvements that would have solidified California as the national leader in election accessibility for LEP voters. California can still be that leader by taking steady steps to expand language access in communities with currently unmet needs.

Because current state and federal language assistance requirements are limited to certain jurisdictions and language groups based on population thresholds, many communities that need language access but do not reach the thresholds are left without access. Additionally, not all language groups are covered under federal or California laws. For example, LEP Armenian-, Arabic-, Somali-, and Farsi-speaking voters do not have a right to translated election materials because these language groups are not covered by any language access provisions at the federal or state level, regardless of their population size. Entire immigrant communities from Africa, the Middle East, and Europe have no chance of qualifying for language coverage under existing

Prior publications, such as *Breaking Barriers to the Ballot*, have outlined important opportunities for advancement.¹⁰ This report affirms those recommendations and offers additional promising steps that California and other states can take. To start, we provide an overview of existing federal and state laws designed to reduce language barriers at the polls. Next, we describe our research methodologies. We then present the experiences of LEP voters and CBOs that work closely within these communities. Our report details the personal narratives and perspectives of voters who depend on existing statutes for language access and those who need assistance but are not covered by law. We find that in-language ballots give LEP voters access to vital information, reduce burdens on CBOs that provide essential support for LEP communities, and may empower more LEP voters to exercise their constitutional right to vote. We find that voters who have access to a translated ballot feel a sense of autonomy, pride, and civic duty as U.S. citizens, while statutes.

Voters who do not have access to translated election materials often share feelings of frustration, confusion, and isolation as they struggle to exercise their right to vote. The vital role of CBOs in supporting these voters cannot be overstated. Subsequently, we present data from our phone survey of nearly 450 Chinese and Spanish-speaking voters across California, which provides further evidence for the importance of in-language ballots and other translated materials among LEP voters. Finally, we provide our findings and a set of recommendations on language access improvements that state and local officials should undertake to create a more robust and inclusive democracy.

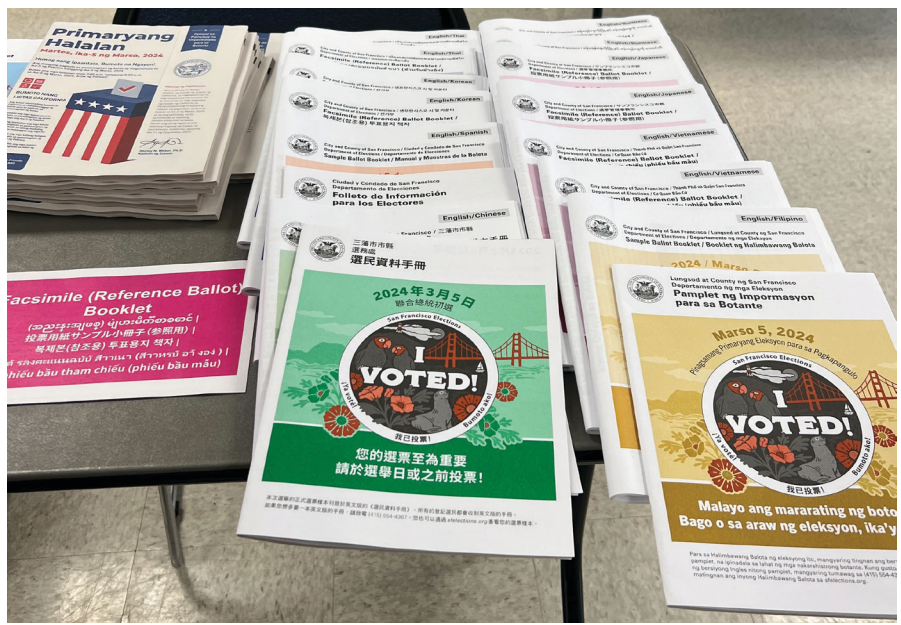


III. Background: Laws and Limitations in Language Support

For decades, civil rights advocates have recognized language barriers as a key issue preventing many voters from fully participating in our democracy. Since 1975, the right to language access at the ballot box has been protected under Section 203 of the federal Voting Rights Act (VRA). Section 203 mandates that jurisdictions must supply translated election materials to certain “language minority groups” that exceed 5% of the total citizen voting-age population or that account for over 10,000 voting-age citizens in that jurisdiction, and whose illiteracy rate is higher than the national rate.¹¹ Under Section 203, only individuals who speak Spanish, Asian languages, Native American languages, or Alaska Native languages are “language minority groups” covered by statute.¹² The Census Bureau releases determinations every five years, and the next release is expected in December 2026.¹³ There are currently 30 states with at least one jurisdiction covered by Section 203.¹⁴

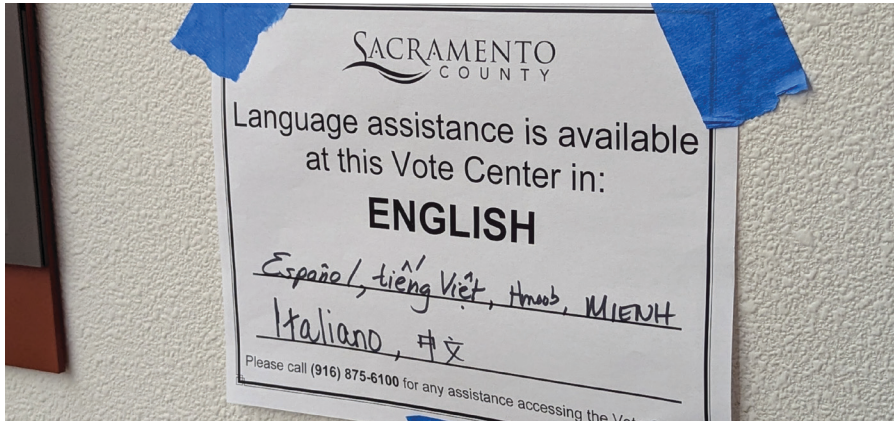
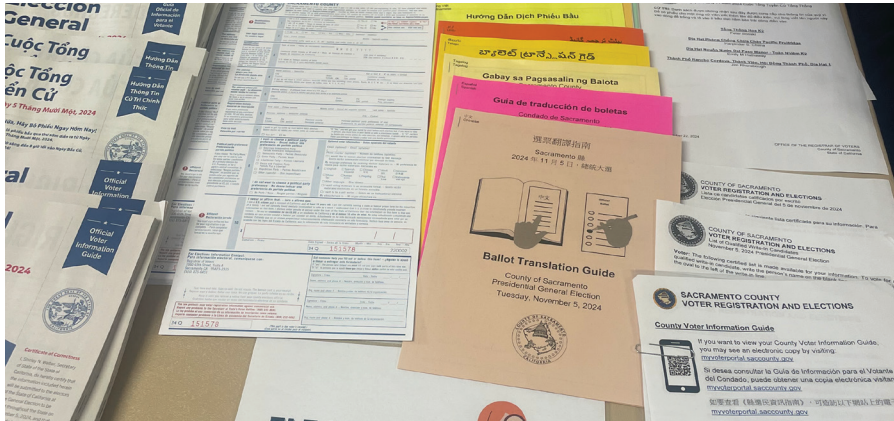
Section 203 requires that all election information provided in English to voters be made available to language groups that reach the threshold.¹⁵ This includes everything from translated voter registration forms and voter information guides to mail-in, paper, and electronic ballots. It also mandates that jurisdictions offer LEP voters oral assistance by staffing polling places with bilingual election workers. As the Department of Justice states on its website, “The requirements of the law are straightforward: all election information that is available in English must also be available in the minority language so that all citizens will have an effective opportunity to register, learn the details of the elections, and cast a free and effective ballot.”¹⁶

Prior research has shown that translated election materials positively affect LEP voter participation.¹⁷ Yet, despite the federal requirements, significant gaps in language coverage still exist, and many LEP voters across the country do not receive resources necessary for equal access to voting. The high population thresholds and narrow definition of “language minority groups” under Section 203 leave many widely spoken languages without coverage.¹⁸ In addition, implementation of Section 203 has historically fallen short, with one analysis finding that one in seven Section 203 jurisdictions failed to provide translated voter registration materials and one in four failed to provide bilingual translators.¹⁹



In California, Section 14201 of the Elections Code requires additional language assistance in precincts where 3% or more of voting-age residents are members of a “single language minority” and lack sufficient skills in English to vote without assistance.²⁰ A court has limited these requirements to the same federally recognized language groups that fall under Section 203—i.e., Spanish, Asian languages, Native American languages, and Native Alaskan languages.²¹ If the 3% threshold is met, counties in California must provide translated reference ballots²² and translated instructions to voters; however, they are not required to translate other materials such as registration forms, voter information guides, or votable ballots.²³ As of March 2022, the California Secretary of State has identified 27 non-English languages that are covered in specific precincts across the state.²⁴ Although some counties voluntarily provide additional translated materials such as translated votable ballots, Section 203 guarantees comprehensively translated election materials in only six languages.

While Section 14201 covers more languages than Section 203, advocates and CBOs have identified problems with the quality of translated materials and in how LEP voters receive access to these materials. Under Section 14201, counties that exceed the 3% language threshold must clearly post a reference ballot and related instructions in that language at polling places. Looseleaf copies of the reference ballot should also be available for voters to take with them into the voting booth.²⁵ Unfortunately, LEP voters are often unaware that these resources exist. More concerning, many counties do not proactively mail translated reference ballots to voters with a non-English language preference on file, which is a major shortcoming since over 80% of voters in California now vote by mail.²⁶ Reference ballots can also be difficult or confusing for voters to use. According to feedback from various CBOs, reference ballot translations are sometimes inaccurate. Moreover, some counties provide a compilation of every contest in the county instead of a translation of an individual’s actual ballot, requiring voters to find each relevant contest in their precinct. Finally, the lack of comprehensive language support for Section 14201 languages makes it harder for LEP voters to navigate other critical steps of the democratic process, such as voter registration. According to the Census Bureau’s November 2024 survey, 5% of Asian adults in California cited difficulty with English as the main reason why they were not registered to vote, nearly twice the rate of adults overall.²⁷



22 They are referred to as “facsimile” ballots in the Elections Code.

IV. Methodology

This report is based on our interviews of LEP voters and CBOs that provide services directly to those voters. Our research team conducted 18 interviews with individual voters and representatives of community organizations across California and Michigan in March and April 2025. This number includes 11 interviews with LEP voters, six interviews with CBOs, and one combined interview with a CBO and a voter. Interviews lasted 60-75 minutes each, and many were conducted bilingually with interpretation support in Arabic, Bangla, Korean, or Spanish. Our research team wanted to better understand how different jurisdictions have implemented language access policies, and we sought the experiences of LEP voters as well as CBOs who have worked with counties to implement in-language voting reforms. For example, the research team conducted interviews in Dearborn and Hamtramck, Michigan, to understand how LEP communities there have benefited from in-language ballots in Arabic, a language not covered by federal law.

Recruitment of interview participants began with outreach to organizations that had pre-existing partnerships with the Asian Law Caucus. Our team reached out to staff at various CBOs for an initial 30-minute screening. Those staff members then recommended LEP voters who could speak to the needs and benefits of using translated ballots and other election materials. Our voter interviews focused on individuals' experiences using translated votable ballots, or their experiences navigating the voting process in English if they did not have access to translated votable ballots. Our CBO interviews focused on the experiences of staff who support LEP voters and how Section 203 of the VRA and California Elections Code Section 14201 have affected their work with LEP communities. We specifically asked about the impact of in-language materials on voter education and the increased burden that CBOs take on when in-language materials are not available.

In addition to these interviews, ALC conducted a phone survey of LEP voters to collect more robust evidence on voting experiences and to learn where such voters turn to for language support. Between May and July 2025, our team conducted in-language phone interviews with a total of 444 Chinese- and Spanish-speaking voters in California. Drawing from the California Secretary of State's public voter file, we filtered for foreign-born registered voters who indicated a Chinese or Spanish language preference and who voted in the November 2024 presidential election. We exclusively focused on counties where Chinese- and Spanish-speaking voters already receive translated materials under Section 203 of the VRA.

V. My Language, My Vote: Voters Share Their Experiences

We interviewed voters who receive different levels of language support, ranging from having no translated election materials to having in-language ballots and comprehensive language access. The responses we heard during our interviews attest to the value of being able to vote in one’s native, primary, or preferred language and shed light on the significant barriers to obtaining translated election resources. In this section we highlight the experiences of LEP voters for whom access to translated election materials, particularly translated ballots, has proven to be a transformative and empowering experience.²⁸ For some voters, access to translated ballots has served as a catalyst to mobilize their community and encourage others to vote. In sharp contrast, for LEP voters with limited access to translated materials, navigating the voting process in English is a tremendous challenge. Some LEP eligible voters spend endless hours translating documents and attempting to understand their ballots, some rely heavily on community support in navigating the election system, and some give up on completely filling out their ballot altogether. As these interviews show, effective language access resources are essential to democratic participation and remain elusive to many communities hoping to exercise their constitutional right to vote.



²⁸ Some quotes have been lightly edited for clarity and grammar.

Voices from California



“When everyone starts voting, when everyone feels comfortable voting in their own language, maybe California could be even greater than it already is.”

- Cris Parra²⁹

When Cris Parra walked into a U.S. voting booth for the first time in the 2024 general election, she was overcome with a mix of emotions. A proud immigrant of Mexican descent, she had become a U.S. citizen in 2004, and she could not have been more excited. At the same time, she felt frustration because now, like many other Spanish-speaking voters, she had to make her way through a system that felt inaccessible to those who are not fluent in English.

Cris remembers feeling extremely nervous the first time she tried to vote. “I had a lot of butterflies in my stomach, but it was something that I wanted to do,” she recalled. Voting had implications that went beyond herself. She shared, “I felt like I was voting for everyone who couldn’t. It’s a privilege, but also a responsibility.” Coming to this country represented a search for opportunities, a chance to belong. The ability to cast a ballot symbolizes an attainment of these things for her, and Cris views voting as more than a civic duty—it is a manifestation of her voice and power.

Yet the language barrier became a major struggle because Cris lives in Marin County, which is not covered under federal law for Spanish. When Cris registered to vote, she requested a reference ballot and voter information guide in Spanish but only received materials in English. She remembered thinking, “Ugh, this is not going to be easy. But it is not impossible, so I have to do it.” Like so many other LEP voters, the message Cris gleaned was that the democratic system was designed without her in mind—that despite being a U.S. citizen, she would be left outside of the representative system that ought to serve all constituents equally. In order to participate, on top of going online and manually searching for the state propositions, she made extra efforts to carefully cross-reference English and Spanish sources to understand what was on the ballot. Even then, she discovered that only state-level races had been translated. There was nothing available in Spanish about the local issues and candidates, even though these races likely had the most immediate impact on people’s daily lives. For Cris, this lack of access to comprehensive voter information in Spanish was not merely an inconvenience, it was a form of explicit exclusion.

Cris’ story reveals a larger truth about the voting process in California: it is not equally accessible to all. For LEP voters, especially those living in jurisdictions that do not provide any translated materials or only offer a translated reference ballot, language access remains a major barrier. Despite all of this, Cris showed up. She voted. She stood in the booth and filled out her ballot. She refused to be one more voter who simply gave up because they found no language support. Her story reminds us that language access must be treated as a fundamental part of our electoral system, not an afterthought. As Cris emphatically declared, “When everyone starts voting, when everyone feels comfortable voting in their own language, maybe California could be even greater than it already is!”

²⁹ See a video of Cris at <https://vimeo.com/1088571220>

“What motivated me to vote was to become a voice for my community. I felt very proud being able to vote and stand up for my voice.”

- Maria Elizondo

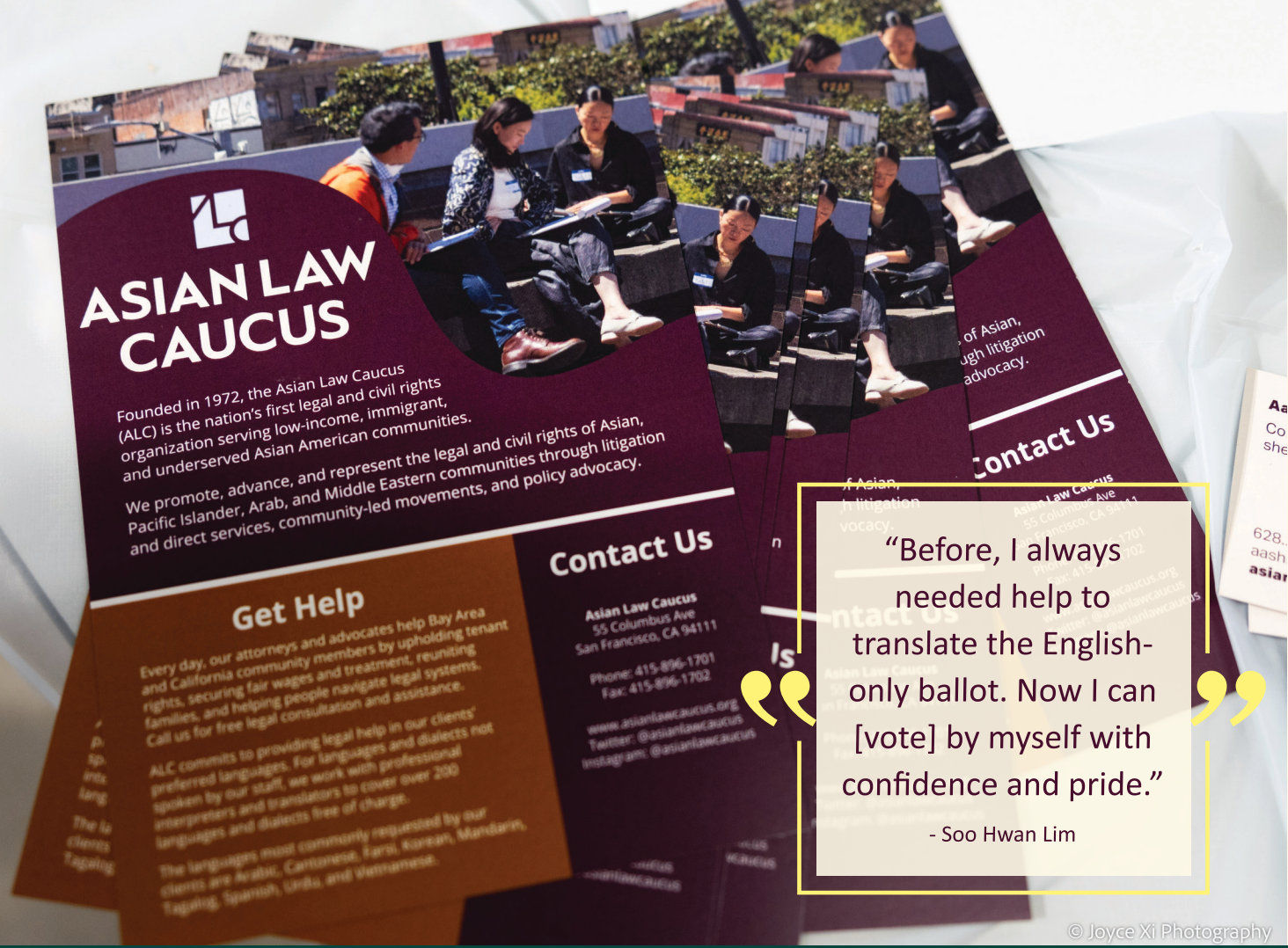


Maria Elizondo is a civically-engaged Spanish-speaking voter who serves as a volunteer for the Coalition for Humane Immigrant Rights (CHIRLA).³⁰ In this role, she helps Latino community members understand their voting rights and ballot initiatives. An immigrant from Mexico and a leader in her community, Maria has voted regularly since becoming a U.S. citizen in 2018. She lives in San Bernardino County, which provides comprehensive language assistance in Spanish pursuant to Section 203 of the federal VRA.

While Maria affirms the value of translated ballots, she feels just as strongly about the need for additional translated materials that are easier to understand. She explained, “The most beneficial resources [beyond translated ballots] are videos. Videos help us focus on what the propositions actually mean. The way the propositions are written is confusing. Sometimes we think we’re voting no but, really, we’re voting yes. This is confusing and is how we end up voting for something that hurts our community.” In addition to state-provided resources, she relies on materials provided by CHIRLA that explain propositions and policy issues in Spanish.

For Maria and for many other immigrants, “voting is important [because immigrants] don’t always have the opportunity to vote. It’s important that their voices are heard and that [those who can vote] vote on things that affect them.” Voting empowers people to take action on issues that affect themselves and their communities. Having her voice heard, and her vote count, is what drives Maria to the polls, “what motivated me to vote was to become a voice for my community. I felt very proud being able to vote and stand up for my voice.” But Maria’s story also suggests the need for further measures to enable LEP Spanish-speaking voters to receive and effectively comprehend voting information presented to them. Maria is a firm advocate for the county to create and provide voter-friendly, plain language instructions about the electoral process.

30 Our interview with Maria was conducted in-language with assistance from an interpreter.



© Joyce Xi Photography

For Soo Hwan Lim, an elderly Korean voter who lives in San Jose, California, becoming a U.S. citizen in 1989 was a very proud and exciting moment.³¹ She registered to vote shortly thereafter and recalls encountering her first ballot in 1990. “I guess I have become an American citizen!” she remembered thinking. But this excitement was soon overshadowed by apprehension. As a monolingual Korean speaker, she was unable to read the English ballot. Not ready to give up her right to vote, she sought support from the Korean American Community Services (KACS), a local CBO that provides translation assistance. There, staff helped her understand her ballot, and it was only with this support that Soo Hwan was able to cast a vote for the very first time. She continued to vote for the next 30 years, always relying extensively on help from KACS for Korean language assistance.

In 2020 things changed for Soo Hwan and her local Korean community. Santa Clara County, which encompasses the city of San Jose, voluntarily began providing Korean votable ballots thanks to advocacy by KACS. With great enthusiasm, Soo Hwan shared, “Before, I always needed help to translate the English-only ballot. Now I can [vote] by myself with confidence and pride.” With access to an in-language ballot, Soo Hwan feels like a proud, independent American citizen.

31 Our interview with Soo Hwan was conducted in-language with assistance from an interpreter.



“When I voted, I felt a sense of belonging. The Korean ballot is much, much better than the English ballot . . . It is absolutely needed for Korean people and the community to vote. I am now an American.”

—Jeong Hae Koo³²

Jeong Hae Koo and Seongwon Mun are an elderly couple who immigrated to the U.S. from South Korea in 2010.³³ They live in San Jose, California and have enthusiastically voted together in every general and primary election since becoming American citizens in 2016. For this couple, voting is one of the many ways they feel proud of being U.S. citizens. Seongwon remembers receiving her first ballot in 2016, a moment accompanied by great frustration and confusion due to her inability to understand the words in English. She remembers spending time reaching out to her daughter-in-law and husband in an attempt to understand what the ballot was asking. She felt lost and uncomfortable:

When the ballot first arrived in English, I didn’t know anything about it. It was really confusing. In the beginning, I didn’t know what was on it, so I asked my daughter-in-law, and she didn’t know either. I didn’t have anyone else to ask, so I looked things up in the dictionary . . . It took a very long time.

Reaching out to relatives proved to be unsuccessful as a means to get the support they needed. With seemingly no one to help, they turned to the only aid they felt that was available to them at the time: a dictionary. They did not give up and, with great effort and determination, they voted.

Fortunately for LEP Korean voters like Jeong Hae and Seongwon, Santa Clara County began to provide translated Korean ballots in 2020. Having access to a Korean translated ballot not only saved them time going over voting material, but also gave them the peace of mind to vote independently. It further reaffirmed for them that regardless of what language we speak, we are all part of the same democratic system. “When I voted, I felt a sense of belonging. The Korean ballot is much, much better than the English ballot . . . it feels so much easier, and I feel like voting more . . . It is absolutely needed for Korean people and the community to vote. I am now an American,” said Jeong Hae.

³² See a video of Jeong Hae and Seongwon: <https://vimeo.com/1092232606>

³³ Our interview with Jeong Hae and Seongwon was conducted in-language with assistance from an interpreter.



“The difficulty [is] translating the propositions because I struggle to understand those on my own. So it’s even more of a responsibility to translate it into another language, make it coherent in another language, and not miss anything.”

- Camalah (and Sofyan) Saleh³⁴

Sofyan Saleh is a Yemeni immigrant and business owner in Fresno, California, who arrived to the U.S. in 1996.³⁵ Since becoming a citizen, he has voted in every election. When he first started voting in 2008, he depended on a friend’s help to translate the voter guide for him.

Now, over 15 years later, he is still hopeful for a day when a ballot becomes available in his own language. Camalah, his college-aged daughter, is his primary translator for voting-related questions. Every election, she sits down with her parents to translate their English ballots into Arabic. Sofyan is grateful for his daughter’s support, which enables him to fully understand the ballot and gives him confidence in voting. But not having the ability to read, understand, and fill out the ballot independently is far from ideal. His preference is to be able to vote by himself. “I wouldn’t need her help, I wouldn’t need a translator, so I would be able to do it on my own,” he reflected.

Camalah became a U.S. citizen in 2008 and has voted in three elections since turning 18. For her, voting is an opportunity to have her voice heard, especially in the local elections. “I’m a firm believer [that] every vote matters . . . Change happens, so you should get a say in that change,” she declared. As a young Yemeni American, Camalah believes it is important to be an active participant in the electoral process and to have a say in who represents her and crafts the laws that impact her community. She feels empowered, knowing that she plays an important role in elections.

³⁴ See a video of Camalah and Sofyan at <https://vimeo.com/1092234720>



Other voters in their community are not as fortunate. Many Arabic-speaking voters in Fresno County, including Yemeni American elders, do not read or speak English proficiently and do not have access to translation support at home. During our interview, Camalah observed, “If your kids aren’t voting and pushing you to vote, they’re also not going to translate for you when you’re voting because they don’t see it as important.” For so many LEP voters, equitable access to the ballot is entirely dependent on another person, leaving many voters left to struggle if they do not have a support system at home. Camalah added that if ballots were available in Arabic, “It would definitely increase voter turnout rates and it would allow our community to have more of a say in our democratic process.”

The lack of in-language ballots also requires unofficial translators to take on another responsibility: becoming experts on ballot measures and candidates. Camalah shared, “The difficulty [is] translating the propositions because I struggle to understand those on my own. So it’s even more of a responsibility to translate it into another language, make it coherent in another language, and not miss anything.” Camalah bears the responsibility for making sure that both of her parents understand what is at stake in Arabic.

Providing ballots and other key election materials in Arabic would allow this community of voters to reclaim their autonomy and privacy at the ballot box. Sofyan is a proud voter who tries his best to stay informed on anything related to local and national elections. Yet, when the time comes to actually vote, he requires Camalah’s support. He acknowledges his daughter is not always around to translate for him and hopes to one day be able to vote independently.

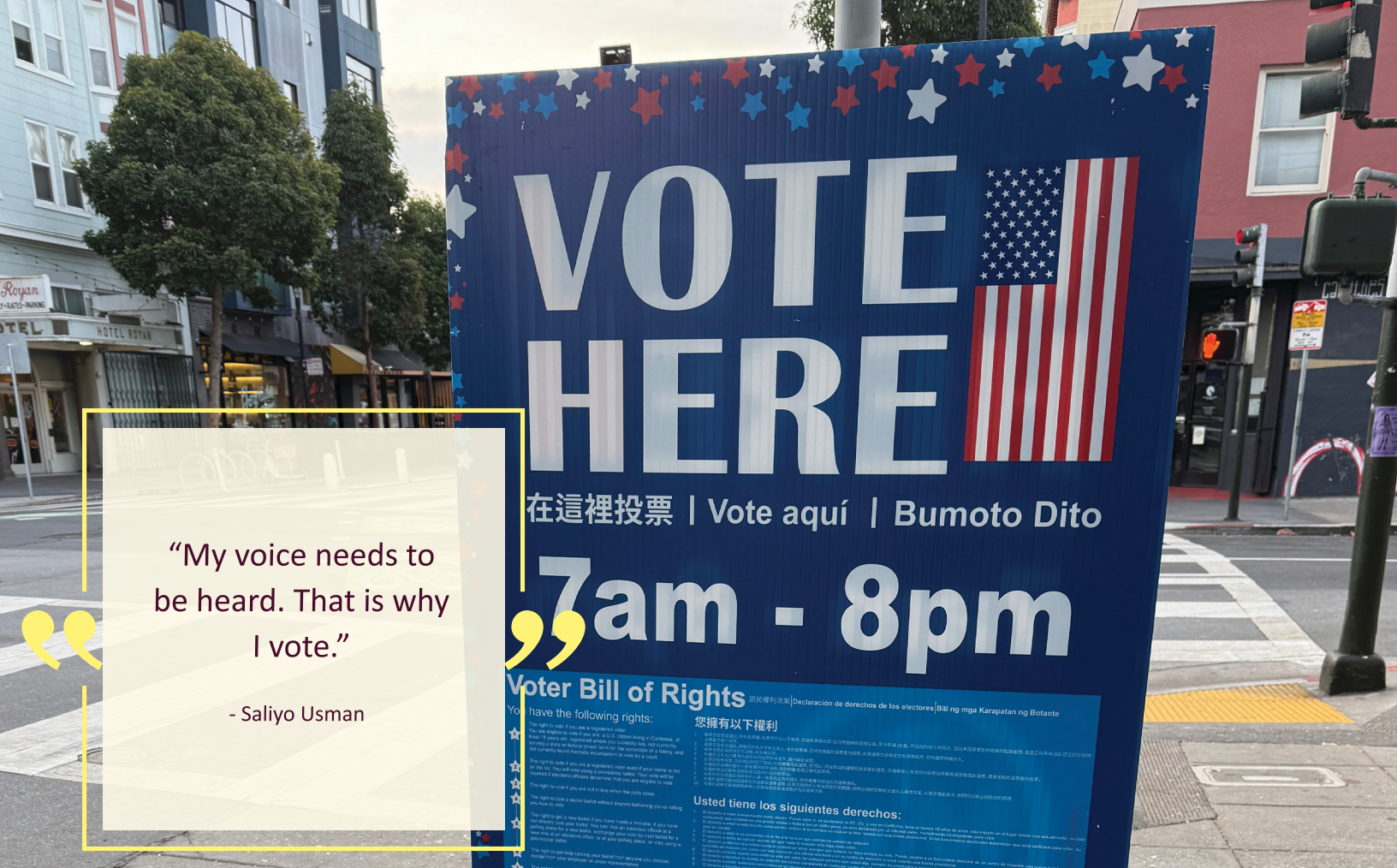


“I see all the elders in the community interested in [voting], but they can’t because they don’t understand.”

- Muna Shegow

Muna Shegow is a Somali-speaking mother of two who lives in San Diego, California. She is an active board member of the Partnership for the Advancement of New Americans (PANA) and a well-known leader within the local Somali community. Her voting experiences have been challenging because of the lack of sufficient access to translated materials. She recounted how difficult it is to understand the questions on the ballot, which ultimately forces her to choose between two unenviable options: make an uninformed decision or abstain from voting on certain contests. Faced with this challenge, she usually skips through many questions. “I didn’t understand one thing and skipped it . . . I left a lot blank,” she lamented. Unable to get the language support she so desperately needs, her vote is guided by the information she hears from media outlets and television commercials.

Somali voters like Muna also look for translation help from their children, but they often cannot help because they do not understand the complex ballot language either. “They say ‘We don’t know!’ Most of them are teenagers,” Muna explained. And even though San Diego County offers translated reference ballots in Somali, voters do not receive these materials by mail, which creates another barrier to access. In fact, Muna has never had access to the Somali reference ballot. “It’s sad. I want to [fill out my whole ballot] . . . , but I can’t . . . because it’s not in my language. When you have a vote, you want to hear your voice,” she remarked. Muna’s story points to the unfortunate but all-too-common situation that arises when translated materials are not easily accessible to voters.



“My voice needs to be heard. That is why I vote.”

- Saliyo Usman

Saliyo Usman is an immigrant from Ethiopia who currently lives in San Diego, California. As a native Oromo speaker, he has experienced the challenges of voting in English since 2016. In Saliyo’s circle of friends and relatives, voting is considered more than simply one’s civic duty and constitutional right—above all, it is seen as an act of community connection. He believes that voter education means engaging in a shared dialogue: “The advice I give myself and my communities is that people need to vote. Read the policies, bring them to the community, and [talk about] what would benefit the community most in terms of our culture, religion, economy, peace, and security.” Saliyo’s remarks point to a crucial aspect of language translation. Beyond a literal translation of text, effective voter outreach requires cultural sensitivity and engagement with information in the meaningful ways Saliyo suggests.

When Saliyo began voting during the 2016 elections, he experienced difficulties with the English ballot. Even when using a dictionary to help him read and translate the ballot measures, he still struggled and felt frustrated to the point of leaving questions blank. “Yes, it [does] take time of course to translate the ballot into Oromo. On top of that, we’re working, we have family, it’s a lot of time. On the other hand we have [an] election, [and] we need our voices to be heard as citizens of this country,” Saliyo reflected. The challenges he described would be remedied by providing election materials, including the ballot, in Oromo. If ballots are in-language, Saliyo said, “we can understand it easily [and] can figure out which one is good for [our] county, community, and country.” Such language access would enable Saliyo’s community to feel truly supported and included in the election process.

Voices from Michigan

“If you want to give freedom to people, speak their language. You have to hear from all people.”

- Ousama Almouseli

A resident of Dearborn, Michigan for nearly two decades, Ousama Almouseli is an older voter from Syria who became a U.S. citizen in 2019.³⁶ He recalls feeling surprised—even confused—during the 2024 election after he received a translated vote-by-mail ballot in Arabic: “It was a transformation . . . I have two sons. They know how to vote in English. For me, it’s different because I don’t know how to vote in English. It’s a very positive feeling because it feels like [the city leaders] care about us.” For Ousama, receiving a ballot in his native Arabic language reinforces a feeling that elected leaders acknowledge and value his presence, his opinion, and his vote. He believes that being able to vote in his own language is a mark of care and intentionality by his city’s elected officials. He added, “If you want to give freedom to people, speak their language. You have to hear from all people.”

Ousama also stressed that language is often a limiting factor for democratic participation in his community, even when political interests and education levels are high. Additionally, for elders, the ability to vote in Arabic without the help of another individual allows for privacy and agency. As he put it, “I prefer the Arabic ballot [more] than the English one. I don’t like to ask anyone, even my kids.”

“Giving [us] a paper in English is like giving [us] an empty paper.”

- Ahmed Almasmari

One of the oldest migrants from Yemen living in Hamtramck, Michigan, Ahmed Almasmari is highly respected in his community.³⁷ He immigrated to the U.S. in 1995 and has lived in the country for over 30 years. His son, Ibrahim Masmari, joined the family in the U.S. in 2016. While Ibrahim first voted in a 2021 city council election, just a few years after his arrival, Ahmed only voted for the first time in 2022. Both Ahmed and Ibrahim have been politically engaged in the community for years. Ahmed frequently campaigned and encouraged his community to go out and vote, including when one of his sons ran for local office. However, despite being eligible, he did not vote until the 2022 midterm elections, when he finally received an Arabic translated ballot from the city of Hamtramck. He asserted, “Giving [us] a paper in English is like giving [us] an empty paper . . .” Ahmed underscored that for many people in his community who do not understand English ballots and cannot seek out support from family members, access to a ballot in Arabic is their only recourse to cast a vote.

36 Our interview with Ousama was conducted in-language with assistance from an interpreter.

37 Our interview with Ahmed was conducted in-language with assistance from an interpreter.

When the city started to provide Arabic ballots to voters who needed them, Ahmed was ecstatic and felt empowered to get to the polls. “People were more excited to go out and vote after knowing it was available, especially those who don’t know any English,” he remarked. An Arabic ballot was not only encouraging for Ahmed, but also pivotal for his outreach efforts in the community. When he showed other Arabic-speaking voters the ballot, they made their way to the polls, and Ahmed was elated to see them going to vote by themselves.

For Ibrahim, who previously helped his father vote, there was great satisfaction and pride in seeing him independently and confidently exercise his democratic right. “It was a beautiful moment,” he proclaimed. “Watching my dad vote was one of the greatest moments for me. Finally, after all this time, he could make a difference and make his voice heard. It was a proud moment for me.”

“It was so hard for me to vote in English. I struggled while doing it. Now it is very easy in Arabic. Everything is clear and understandable.”

- Falac

For Falac, a Syrian American living in Dearborn, Michigan, having access to a translated ballot in her native language changed her entire voting experience.³⁸ Since becoming a U.S. citizen in 2006, she had used an English-language ballot every time she voted. When she came across propositions that she could not understand, she felt that the only option was to skip those sections. Then, in 2022, the city of Dearborn began providing Arabic translated ballots, and in 2024, Falac voted using an Arabic ballot for the first time. Removing the language barrier allowed Falac to focus on the information and carefully study the different propositions on the ballot. As she explained, “It was so hard for me to vote in English. I struggled while doing it. Now it is very easy in Arabic. Everything is clear and understandable.” Suddenly, the voting process became much more user friendly and accessible for her.

While Falac celebrates the availability of Arabic-language votable ballots, she still recognizes the ongoing importance of the work that local CBOs like ACCESS have done for years, including the distribution of critical in-language election materials. (ACCESS is profiled in the CBO section below). ACCESS supported her when Arabic translated ballots were not available. Year after year, staff at ACCESS made sure that she had access to information about elections in her native language. Now, Falac is able to use the in-language ballot as a tool to strengthen outreach efforts and connect with other Arabic-speaking voters. Vouching for the usefulness of translated ballots, she has become an advocate in her community by organizing groups of Arabic-speaking friends to go out and vote on Election Day.

36 Our interview with Ousama was conducted in-language with assistance from an interpreter.



“Basically anytime I voted in English there was a fear: Am I doing it right? Is my vote going to the right place? Am I filling in the bubble correctly? Am I voting for the right person? I worried that if I didn’t fill it out correctly, my ballot might get cancelled.”

- Mohammed Islam

When Mohammed Islam talks about voting, his voice becomes animated and his eyes light up with pride.³⁹ Since immigrating from Bangladesh in 2000, Mohammed has lived most of the past two decades in Hamtramck, Michigan, where he maintains strong ties to his Bangla-speaking community of family and friends. Mohammed describes himself as a “proud citizen and voter,” passionate about civic engagement and community empowerment. He became a naturalized U.S. citizen in 2006, registered to vote immediately after taking his citizenship oath, and has cast a ballot in every election since becoming eligible. For him, it is vital for communities to have a voice in the decisions that directly affect them, from municipal matters to broader issues like public safety and immigration.

However, even for a civically engaged American citizen of nearly 20 years, the act of voting using an English ballot still ignites a pervasive sense of uneasiness. Mohammad described the questions that would run through his head: “Basically anytime I voted in English there was a fear: Am I doing it right? Is my vote going to the right place? Am I filling in the bubble correctly? Am I voting for the right person? I worried that if I didn’t fill it out correctly, my ballot might get cancelled.” Like other LEP voters, Mohammad expressed fear of accidentally voting for someone whom he did not intend to vote for, or making an error that would leave his ballot uncounted.

39 Our interview with Mohammed was conducted in-language with assistance from an interpreter.

In 2018, voters like Mohammed gained access to in-language reference ballots. This was a useful new resource as it helped him and his community know what was on the ballot. This in turn encouraged others to vote as well. However, he still found reference ballots to be inconsistent and difficult to use, pointing out that “there were a lot of problems because you studied something in Bangla, but when you got to the voting center, it was in English again.” Moreover, the process to request a Bangla ballot was only possible in English, making it difficult for LEP Bangla-speakers to actually access the resource.

In 2021, subject to a consent decree, Hamtramck began providing comprehensive language coverage in Bangla under Section 203 of the federal Voting Rights Act.⁴⁰ For Mohammed and his community of friends and family, the in-language ballots proved to be transformative and a catalyst for voter participation; people who would not have otherwise voted decided to turn out. Mohammed exclaimed, “Having a Bangla ballot is a major plus. All of my senior friends . . . are excited and motivated to vote as the ballot is in Bangla rather than only in English. They would not have voted if they did not have Bangla ballots.” That change made the democratic process significantly more approachable to Hamtramck’s Bangladeshi residents. The community at last felt included, empowered, and ready to show up at the polls.

Additionally, the translated ballots have helped to demystify the voting process, and have fostered more community dialogue about voting in state and local races. For Mohammed and his community, keeping track of different candidates, studying their platforms, and discussing them whenever friends visit the neighborhood is a fun and friendly way to engage in elections. Mohammed remembers when voting used to feel frightening and lonely, but today he proudly remarks that he no longer needs to go through that process alone.

Finally, Mohammed emphasized the importance of CBOs in civic engagement, giving them credit for helping the Bangla-speaking community turn out in large numbers in recent elections. In the years since the COVID-19 pandemic, several local groups have stepped up to educate and mobilize their community—one of them led by Mohammed’s own daughter, Rebeka. (See profile of APIA Vote-MI in the CBO section below). From reference ballots to translated voter guides to wheelchair assistance and transportation to the polls, CBOs provide invaluable resources that help LEP voters feel confident



VI. Insights from the Field: Community Based Organizations Doing Their Part

CBOs play a key role in helping LEP voters exercise their right to vote. By assisting voters in navigating election systems and providing translation services, many organizations have become “one-stop shops” for election-related support. Even in jurisdictions that already comply with language access requirements, LEP voters maintain that CBOs are an invaluable resource. The following interviews we conducted with CBO staff describe their community needs, the intense support CBOs provide, and the importance of partnerships with local election officials. They also underscore the need for additional resources for both LEP voters and the CBOs.

California Community-Based Organizations



A community member told me, “I am tired of taking kids and neighbors . . . to vote. Voting should be between me, myself, and I. Whoever you are voting for should be private.”

- Rahmo Abdi, Director of Organizing,
Partnership for the Advancement
of New Americans

Rahmo Abdi, Director of Organizing at the Partnership for the Advancement of New Americans (PANA) in San Diego, is not immune to the struggles that immigrant communities face. Seeking safety and stability, she made the journey from Somalia to the U.S. in 1995 and eventually found herself stepping into a new role as an advocate for and within her community of Somali immigrants. Rahmo now guides a team of organizers at PANA and provides direct support to community members, most of whom are refugees and immigrants.

One of the most important ways her community seeks to be heard is through voting. Over the past decade, Rahmo and her colleagues at PANA have worked diligently to make the electoral system more accessible for eligible voters in their community. The organization provides assistance with voter registration, leads educational workshops, and has worked directly with city officials to make the electoral system more accessible. In 2022 they reached a major milestone by successfully convincing the city of San Diego to provide a Somali-language reference ballot. Yet, for Rahmo and her community, using this resource came with its own set of challenges:

When we got the [reference] ballot, [Somali-speaking voters] were excited at first. But then during a listening session we conducted, we realized it was confusing. Sometimes translations did not match what was on the ballot. What’s more, the San Diego Somali reference ballot is a thirteen page document in a binder that the community has to flip through. If someone isn’t there to assist them, it’s so difficult.

Instead of feeling empowered, most Somali-speaking LEP voters found themselves confused as to how to use this newly provided resource. The inconsistencies between the English ballot and the Somali translation created frustration and left voters feeling like they were an afterthought.

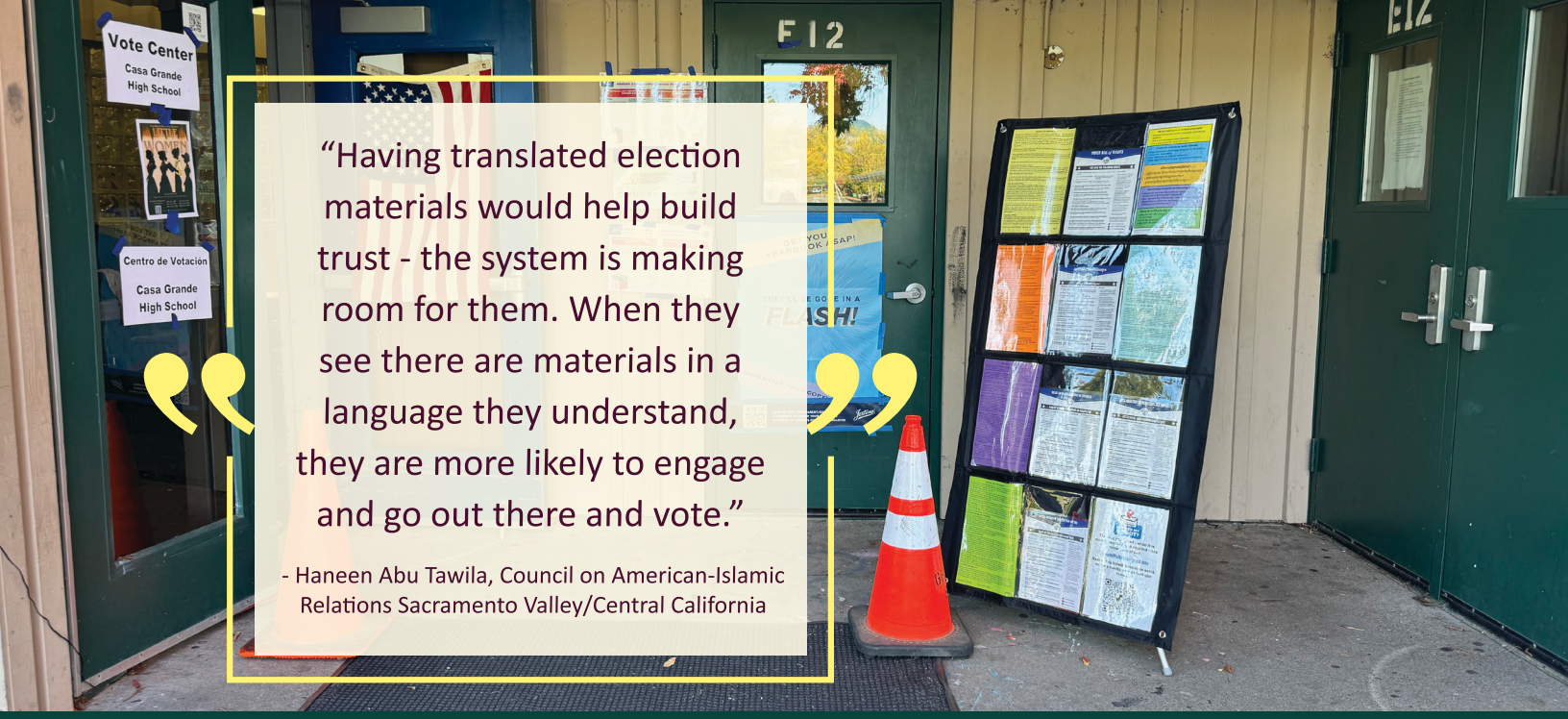
Rahmo bemoaned the lack of robust support for this community of voters. “All that is provided in Somali is a sample ballot, nothing else is in-language. There is no voter registration form that is in-language. Nothing,” she said. This means that Somali-speaking voters are expected to navigate every step of the electoral process in English, other than during the very moment they fill out their ballot. The voting experience of Somali constituents is not only inconvenient but exhausting and alienating. In San Diego County, a Somali-speaking voter must show up to a polling place and hope that a binder with a Somali reference ballot is provided. Next, they must identify the races in their precinct among all the contests shown in the binder and then match those up with their paper ballot.⁴¹ They may also need to wait in line if voters before them are using the limited supply of translated reference ballots. This process creates anxiety and pressure, especially when voters who speak little to no English, are unfamiliar with local candidates, or encounter complex ballot measures for the first time at the voting booth. In this scenario, Somali voters are left struggling to understand what is in front of them.

PANA’s LEP community also suffers a loss of privacy when voting. Without the proper materials or in-language support, voters often rely on others to help them at the polls. Rahmo told us about a community member who strongly believes in the right to vote privately and autonomously. This voter complained, “I am tired of taking kids and neighbors . . . to vote. Voting should be between me, myself, and I. Whoever you are voting for should be private.” The inability to vote independently forces voters to disclose their voting preferences. In a representative democracy, everyone’s right to vote independently and privately should be honored and protected.

PANA continues to work hard to advocate for improvements. As Rahmo explained, “Our staff is building relationships with the county. We asked the county to hire [bilingual] poll workers. They did hire a Somali speaker for outreach, but it does not cover or close the gap in terms of what the community is feeling.” The improvements are encouraging, but they are not enough. One outreach worker cannot meet the needs of an entire community. The system is still falling short, and CBOs like PANA are being stretched thin trying to make up the difference.



⁴¹ San Diego County provides translated reference ballots in the form of a “composite ballot.” This format combines every contest in the county onto a single document. In contrast, many other counties in California customize reference ballots so that voters only see the contests are relevant to their precinct.



“Having translated election materials would help build trust - the system is making room for them. When they see there are materials in a language they understand, they are more likely to engage and go out there and vote.”

- Haneen Abu Tawila, Council on American-Islamic Relations Sacramento Valley/Central California

The Council on American-Islamic Relations Sacramento Valley/Central California (CAIR) staff works tirelessly to support the Muslim community. At CAIR, Haneen Abu Tawila supports get-out-the-vote (GOTV) campaigns to empower Muslim Americans to be active participants in the democratic process. “We work a lot on removing any barriers they have to voting—especially when it comes to language access—so they’re not scared to participate in the elections,” Haneen stated. In California, only San Diego offers translated reference ballots in Arabic. Elsewhere, CAIR along with other CBOs fill the gap by creating in-language voter educational materials. Haneen has met eligible voters in her community who have never voted simply because they cannot understand the ballot in English. “Many of the elders rely on children or others to help them translate ballots and explain it to them. They are compromising their privacy and confidence in their vote to have it be translated by kids or organization staff. Translated ballots would restore privacy over their ballot and empower them.” Haneen believes that ballot translation should go beyond the set of languages required under federal law

Additionally, Haneen spoke about the benefits that voters and CBOs would enjoy if they gained access to comprehensively translated materials. “Having to translate also takes up a lot of time to be system navigators for our community. Having translated election materials would help build trust - the system is making room for them. When they see there are materials in a language they understand, they are more likely to engage and go out there and vote.” Without adequate translated materials provided by the county, CBOs like CAIR allocate intensive resources to translation services. If counties provided these materials, CAIR’s heavy focus on translation would be redirected toward voter outreach in order to register more LEP voters within their communities and increase voter participation generally.

Haneen shared that at one of their local mosques, an older community member who primarily speaks Arabic had lived in California for decades yet never voted. Although a U.S. citizen, he experienced feelings of intimidation and confusion trying to decipher an English ballot. Once Haneen and her team at CAIR began providing translated voter education materials, he assuredly cast his vote and was finally able to exercise his constitutional right to take part in our democracy. The simple act of translation opened the door to lifelong civic engagement. Haneen believes that translated ballots are the key to getting the Arabic-Muslim community to vote at higher rates.



“[My community] could not vote in the past because [the ballot] was in English. They did not want to vote for things they didn’t understand so they gave up entirely. Now it is different.”

- Eunice Chun, Executive Director,
Korean American Community Services

When Eunice Chun, Executive Director of Korean American Community Services (KACS), first joined the organization nearly 10 years ago, she did so with the goal of providing social services to the Korean community around San Jose, California. However, she soon realized that unless the Korean community represented a voting group, their needs had a minimal chance of being heard. In her pursuit of obtaining better social services, Eunice adopted a new civic engagement strategy as part of KACS’ outreach plan: support from start to finish for her community members. Determined to ensure her community is heard, the work she spearheads at KACS includes educating Koreans about the importance of voting, when eligible, and supporting them in every step of their U.S. citizenship naturalization process so they become eligible to vote. KACS also advocates staunchly for more comprehensive in-language voting materials.

Eunice enthusiastically recalled Santa Clara County’s decision to offer translated votable ballots in Korean during a community meeting with the county’s Registrar of Voters:

I almost cried at the meeting! I was so happy . . . This was my dream come true, thinking about all my monolingual community members who were scared to vote but can now vote Everyone in the room was so happy, clapping, and overjoyed.

It was a victorious moment and the community celebrated this gain, but KACS recognizes that its language advocacy work is far from over. KACS now focuses on voter outreach and comprehensive translation of voting materials. Eunice sees a direct connection between in-language ballot access and KACS’ successful efforts to encourage voter turnout at the polls. She proclaimed, “Our Korean community member turnout increased almost twice, from 2,000 to 4,000 between 2016 and 2020.” She believes this improvement is in great part due to KACS’ voter outreach, educational workshops, and GOTV efforts, all of which were more effective thanks to the availability of translated ballots.

Eunice continues to use her voice to advocate for future improvements, such as recruiting more Korean-speaking poll workers and providing more information on the county’s election website in Korean. KACS maintains that more intentional and comprehensive translation services should be available throughout the entire electoral process. An in-language pathway, starting from registration to ballots to the polls, would prove most meaningful for LEP voters eager to exercise their constitutional right to vote.



“As a big country, we have the resources and the opportunity. Why don’t we have [in-language ballots], especially in a place like California with a very large immigrant community?”

- Cris Parra, Senior Civic Engagement Coordinator, Canal Alliance

Cris Parra is the Senior Civic Engagement Coordinator at Canal Alliance in Marin County. (We featured her experience as a voter above.) The only election materials the county is required to translate are the reference ballots in Chinese, Spanish, and Vietnamese.⁴² Cris is unequivocal about the need for additional language support for the Latino community in Marin County:

[Having a Spanish votable ballot] would make a big difference. It would be easier because we would not need to do extra steps. As a community member who can vote and help others vote, having Spanish votable ballots would be my dream come true. If a person can have a ballot translated in Spanish, then Canal Alliance would have more time to explain the process to vote rather than spending so much time trying to help Spanish-speaking voters find translation resources.

At Canal Alliance, Cris coordinates GOTV and other leadership programs that encourage her community members to participate in democracy. Cris expressed frustration about the barriers to participation that so many of her neighbors face: “My community’s priorities are work, family, and paying rent. Many are working multiple jobs just to pay rent. You do not have the privilege of spending an afternoon researching voting.” Her experience aligns with key findings of political scientists who identify language access and socioeconomic constraints as systemic barriers preventing Latino political participation.⁴³

Cris also stressed that linguistic barriers reach beyond Spanish-speaking LEP voters in Marin County; she hopes to see in-language voter information in other languages as well, Cris contemplated, “As a big country, we have the resources and the opportunity. Why don’t we have [translated votable ballots], especially in a place like California with a very large immigrant community?”



“If you want people to be civically engaged, if you want them to perform their civic duty, you have to do it in a way that will invite them and encourage them to be a part of this process.”

- Fatima Flores-Lagunas, Political Director, Coalition for Humane Immigrant Rights

Fatima Flores-Lagunas has dedicated her career to ensuring immigrant communities are seen, heard, and represented at every level of civic life. As the Political Director at the Coalition for Humane Immigrant Rights (CHIRLA), she works primarily in Los Angeles County, one of the most linguistically diverse regions in the country. Fatima is a bridge between institutions and the community. She helps people who have often been excluded from the democratic process find the confidence and tools they need to vote in elections.

Her approach is shaped by her years of experience in Los Angeles County and previous civic engagement work in Nebraska. The contrast between her work in Nebraska and California is not merely a difference in geography. It is about who gets to show up and be part of the political process, and who is left behind. In California, translated votable ballots are more broadly provided across many counties. In Nebraska, they are not. Access has made a world of impact for the voters Fatima has served.

At CHIRLA, Fatima and her team work together to provide support for voters like Maria Elizondo (whose story we presented in a previous section). CHIRLA recognizes that for many immigrant communities, obtaining the right to vote in the U.S. may be part of a process of restoring trust in a democratic electoral system. Many from Latin America, Fatima asserted, come from “political systems where maybe they’ve been discouraged to vote because of the corruption, because of the political turmoil; so knowing that after all the journey of becoming a citizen, which is very difficult . . . that they can now vote and receive materials in their home language is really encouraging to them.”

Fatima’s words reflect something deeper than policy. They reflect a lived reality, a truth that many naturalized voters carry with them. Some have fled governments where their voices were silenced. Others have grown up believing their votes did not matter. Now, as U.S. citizens, they are told that their voices do count. But that belief only becomes real when they are given the tools to vote with dignity and understanding. Translated election materials are one of those tools for civic engagement that can open the door to further participation.



In Nebraska, things looked very different. There, in-language election materials were not available where Fatima lived. The responsibility for providing translated voting materials fell heavily on the shoulders of CBOs. Fatima and her team ran voter outreach campaigns that often started months in advance. Their efforts were centered on translating materials and getting them into the hands of voters, often through door-to-door canvassing. For every election cycle, Fatima recalls, “we would take more resources at the beginning, translating all those materials.” These campaigns required time, energy, and focus. They also came with trade-offs. Because so many resources were being used to translate materials, there was less capacity for other critical tasks. Fatima explained that much of the voter outreach in Nebraska could not include deep education on ballot propositions or widespread voter registration drives. Translating materials became the priority because there was no time or ability to do more.

Yet, they never gave up. When translated ballots are not available, entire communities are at risk of being left out of the democratic process. CBOs step in because they must, but it comes at a cost. Fatima emphasized her team’s dedication to getting the job done, even when the challenges felt overwhelming. “If you want people to be civically engaged, if you want them to perform their civic duty, you have to do it in a way that will invite them and encourage them to be a part of this process.” Effective translation services are an essential first step to bring people in, and more institutional support is needed to make a critical difference. If translated election materials were consistently available across all counties, organizations could shift their energy to reach and educate more people, and expand civic participation in a way that empowers communities more. “For our members who are monolingual, receiving their ballot in Spanish sets the foundation and their first experience for how they’re going to vote and the way that they will vote in the future,” Fatima said.

Fatima’s work and her voice remind us of a simple truth. Democracy does not work unless it works for everyone. Access to translated materials is not just a service. It is the difference between communities feeling ignored and knowing that they belong.

Michigan Community-Based Organizations



“As a new immigrant, it’s so important that you understand what your rights are and what is out there for you.”

- Rebeka Islam, Executive Director,
APIA Vote-MI

Rebeka Islam is a multifaceted leader who serves as the Executive Director of APIA Vote-MI, a board member for American Citizens for Justice, a director at the League of Women Voters of Michigan, and a member of the Voter Empowerment Project. She also works closely with Michigan’s Bangladeshi and Arabic communities and, among other services, provides community members with translation support during elections. “I am determined to see to it that no one I encounter will ever have to suffer or endure hardship the way that my family and other families I know have had to in the past, and to empower all citizens to speak and participate in matters of civic engagement,” Rebeka declared. “My dad (Mohammed Islam, profile featured above) is testimony. He speaks for every person that cannot speak or vote in English. How can you vote for someone or something that you do not understand? You know you are making decisions, but you do not know how you are making that decision.”

Prior to the city of Hamtramck providing translated votable ballots and hiring interpreters at the polls, Rebeka and her colleagues at APIA Vote-MI would often feel overwhelmed by the amount of interpretation work they needed to do. Translating ballots every election season would take valuable time away from other important activities, such as poll monitoring, coalition building, and hotline management. For example, Kurtis Fernandez is a community organizer and field director at APIA Vote-MI who helps oversee the organization’s legislative advocacy, redistricting work, and poll monitoring program to ensure that Hamtramck complied with its language access requirements in the 2021 municipal elections. During that election, he also organized trainings with partner organizations and developed voter education resources to help community members understand what was on the ballot.

Rebeka and Kurtis emphasized that CBOs play an indispensable role in mobilizing LEP communities during elections, and that translated materials should be developed through close collaboration between local organizations and government entities. CBOs like APIA Vote-MI fill in the gap: passing out reference ballots at candidate forums, helping voters understand the different races and propositions, and much more.

Rebeka and Kurtis also highlighted that translated ballots have significantly increased civic engagement in their local communities. “It has made a huge impact, because it’s tied to having increased representation in our city politics. The mayor and all the city council members [in Hamtramck] are from the Muslim community,” they shared. At the same time, they cautioned that election officials should pay extra attention to making sure that ballot translations are accurate and reflect local linguistic variants. Rebekah explained that “early on in the implementation [of translated ballots], one challenge . . . was that there are different dialects of Bangla, but the translations were done in standard Bengali.” Greater communication between election officials and local CBOs could help ensure that ballot translations are more effective in reaching their intended audience.



“Arab Americans are not a monolith. We don’t vote one way. People have different lived experiences and economic statuses; but no matter what, people need to be able to vote regardless of background, generation, or neighborhood.”

- Shams Al-Badry, Civic Engagement Manager, Arab Community Center for Economic and Social Services

Shams Al-Badry is the Civic Engagement Manager at the Arab Community Center for Economic and Social Services (ACCESS), which provides social services to Arab American communities in the Detroit Metro area. ACCESS supports the efforts of city clerks and the Michigan Secretary of State to provide more in-language election materials. Shams strongly believes that voting benefits the community and that everyone who is eligible to vote should have an equal ability to do so. “Arab Americans are not a monolith. We do not vote one way. People have different lived experiences and economic statuses; but no matter what, people need to be able to vote regardless of background, generation, or neighborhood,” she remarked.

A coalition of organizations, including ACCESS, Engage Michigan, Michigan Voices, the League of Women Voters, and the NAACP, successfully advocated for Arabic ballots to be introduced in Dearborn. “We had been pushing for translated ballots for years, ensuring community voices were heard and uplifted. There was a concentrated effort to get the Dearborn city council to vote on this. We are really proud of the city council for taking this on,” Shams reflected. She also emphasized the importance of the clerk’s office and its role in supporting these language access initiatives. While the city has taken a proactive approach, challenges remain in ensuring that poll workers are comfortable communicating with Arabic-speaking voters and are well-versed in election vocabulary in Arabic. Vetting enough Arabic-speaking poll workers who can accurately interpret ballot language and answer technical election-related questions is an ongoing struggle. Even though the city offers translated ballots and recruits bilingual poll workers, ACCESS’ advocacy work remains critical.

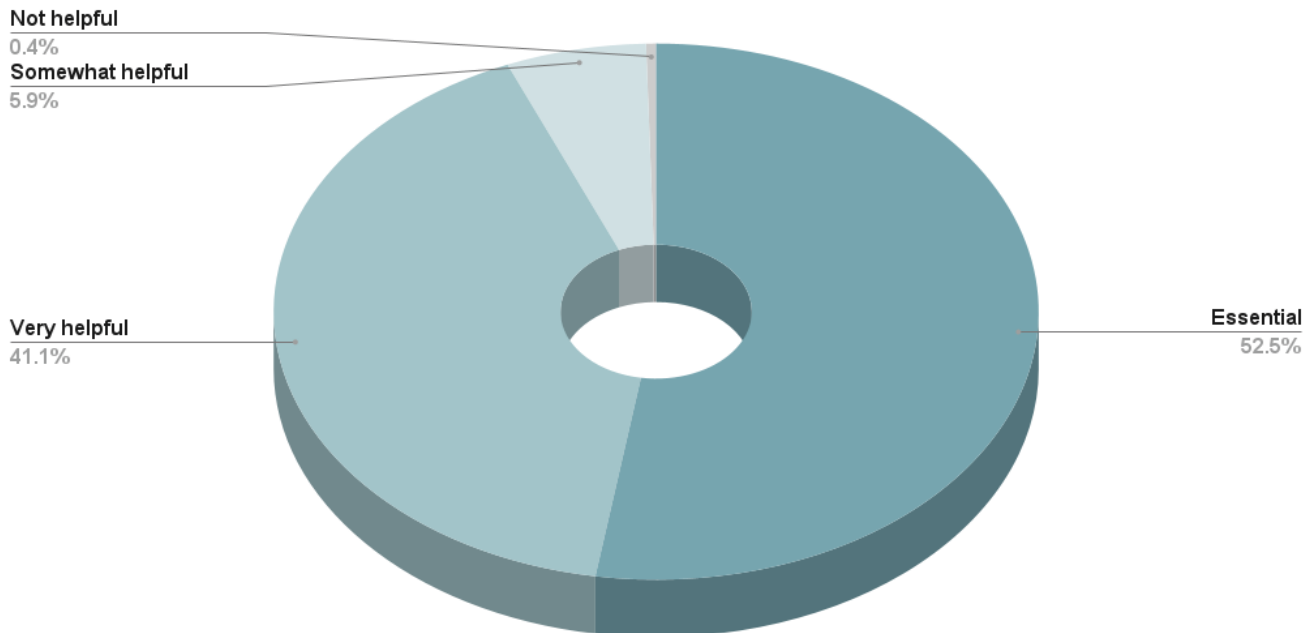
VII. Voter Experience Survey Data

The results of our voter experience phone survey aligned with our other research findings that translated materials provide crucial access to voting for LEP voters, and that these voters struggle to vote when such provisions are absent or inadequate. Overall, 59% of our survey respondents said they used a translated ballot to help them vote in the November 2024 elections. Among those who used a translated ballot, 53% said that having one was “essential” for their ability to vote, and another 41% said that it was “very helpful.” This means that, combined, more than nine in ten voters who used translated ballots described them as being important and valuable materials.

If translated ballots were not available, many voters who currently rely on them would find the voting process significantly more challenging. Only 15% said they would feel comfortable voting independently on an English-only ballot; the remaining 85% said they would need to seek extra help in order to cast their vote (e.g., from family, friends, poll workers, or a translation app). A few individuals even predicted that they would stop voting altogether if translated ballots were not provided anymore.⁴⁴

Among voters we surveyed who did not use a translated ballot in November 2024, 11% said it was because they had not known about their right to a translated ballot. Another 5% said they had requested a translated ballot but never received one. These data suggest that election officials should do more to publicize the availability of translated ballots and make the process of requesting one more accessible.

Helpfulness of Translated Ballots

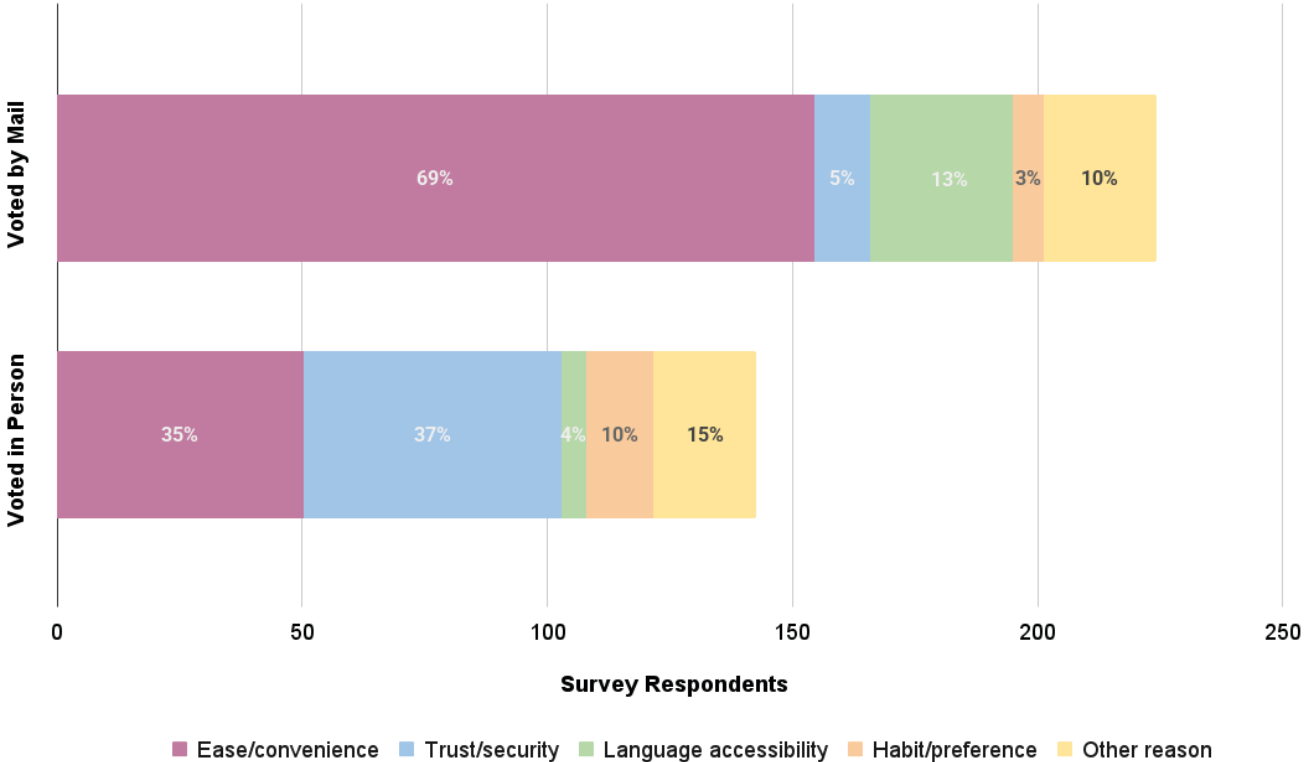


Beyond translated ballots, we also asked respondents if they benefitted from any other multilingual materials during their voting process. Nearly four in ten voters who used translated ballots also said they read a translated voter information guide, and many interviewees voiced a strong desire to learn more about candidates and ballot measures. In addition, we asked respondents whether they received any language assistance from other people during the voting process and, if so, from whom. By a large margin, voters said they most frequently asked family members—particularly their own children—for interpretation help. Others mentioned receiving assistance from friends, bilingual poll workers, their labor union, or a community group.

Roughly two-thirds of survey respondents voted by mail (including via a ballot drop box) while the remaining third voted in-person at a polling place. When we asked why they chose their specific method of voting, language accessibility was the third most common reason that respondents cited; nearly 10% of all respondents described it as their primary consideration. For example, many said they preferred to vote by mail because this allowed them to take their time at home to read their ballot, understand the various propositions, and use a dictionary or ask a family member for translation help. Others said they preferred to go in-person to the polls because they knew they could receive language assistance from a bilingual poll worker.

Finally, we asked voters what changes—if any—would make the voting process easier for them. The most common suggestions included giving voters more information about local candidates and making the wording of ballot measures more colloquial and less confusing. Many respondents complained about how difficult it was to understand state and local ballot measures, not just in English but also in their native language. Several Chinese- and Spanish-speaking voters said that translations of ballots and voter guides can be awkward or inaccurate, exacerbating their confusion.

Primary Reason for Method of Voting



VIII. Summary of Findings

This report underscores the powerful impact of translated election materials on the LEP voting experience. While access to all types of materials is important, for most of our interviewees, access to votable ballots in their primary language is a determinative factor in their ability to vote. Those who use in-language ballots praise their effectiveness as a voting resource and share positive experiences that go far beyond the individual vote. LEP voters feel excited to cast their ballots and help mobilize their community to go out and exercise their civic duty as U.S. citizens. On the contrary, LEP voters without access to in-language ballots emphasize the challenges of using ballots they cannot independently comprehend; some are forced to either abandon the prospect of voting, seek help from CBOs whose workloads are often overburdened, or rely on family members, which reduces their sense of agency and privacy. Several findings emerged from our research:

In-language ballots are essential to LEP voters being able to cast a ballot independently; those without must overcome hurdles to vote:

The majority of voters in our survey said a translated ballot is essential to vote. This corresponds to the voter interviews we conducted. LEP voters with access to an in-language ballot are able to understand what is on the ballot. Those without translated ballots have a deep reliance on family members and their availability to translate ballots. This creates undue burden on family members as well as CBOs and undermines the autonomy of the voter. Not having access to in-language ballots and supplemental materials was also time consuming for LEP voters. The translation process added considerable extra time and effort, which is a major barrier for many voters who work long hours. Using a dictionary to translate ballot language, as LEP voters told us, also increased the likelihood of errors and made voting a much more arduous task overall. Providing in-language ballots is an important step to achieving equitable and meaningful access to the ballot for many communities.

The ability to vote in one's primary language creates feelings of pride, empowerment and trust: LEP voters who had access to in-language ballots felt empowered when they were able to vote in their native languages. Empowerment for them manifested in confidence in their voting choices, autonomy by voting on their own without relying on CBOs or family members, and privacy in their voting choices. The ability to vote in their preferred language eased anxiety and stress. The availability of in-language ballots was also a crucial step in building trust for LEP voters as they felt appreciated by city leaders and excited to engage in discourse with other LEP voters.

In-language ballots promote voter mobilization and civic engagement:

Feeling empowered by their experiences at the polls, LEP voters who voted with in-language ballots organized friends and other community members to go out and vote, too. Using translated ballots was such a positive experience that it motivated many LEP voters to inform others about these resources and make their community's voices heard. In-language ballots can, therefore, be considered effective voter mobilization tools.

- **Comprehensive language access is needed for a smooth voting process and for voters to understand many contests on the ballot:** While in-language ballots are essential, for LEP voters, having access to other in-language materials is just as important. Comprehensive language assistance is vital in ensuring voters can register to vote, understand what's on the ballot, and then cast an informed ballot. Translated voter registration forms open the door to voting. Further, translated state and county voter information guides and other election materials allow voters to better understand their options regarding local measures, state propositions, and candidates running for office.
- **Access to existing resources can be a challenge:** The overall experience with in-language ballots has been very positive—if a voter is able to get their hands on one. Numerous voters expressed difficulties receiving existing in-language materials. Others felt frustrated accessing translated voting materials and registration forms on English-only websites. Sometimes voters did not know how to request in-language ballots and ultimately voted based on uninformed decisions because they did not understand the English ballot.
- **Existing translated materials are not always easy for voters to use and understand:** Several interviewees noted the need for higher quality translations and suggested having local community members review translations for accuracy and comprehensibility. Voters shared they had difficulty understanding political jargon in both English and in their native languages, reflecting the need for materials in plain language. LEP voters relied on CBOs not only for translations but also to paraphrase the political jargon on the ballots which increases the burden taken on by CBOs. Some voters also found CBO-created factsheets and videos useful in understanding the ballot.
- **LEP voters heavily rely on CBOs for a wide range of election-related support, including translating ballots and voter guides when necessary:** Whether they had access to ballots in their native language or not, LEP voters relied on CBOs for support. Those with in-language ballots still credited organizations for providing additional translated materials, such as voting guides and factsheets. Organizations also distributed information about in-language ballots and voters' rights to them. For those who did not have access to in-language ballots, CBOs provided in-depth translations and comprehensive support. LEP voters expressed deep gratitude for the organizations' extensive assistance.



Meanwhile, staff at CBOs affirmed the crucial role that these groups play in supporting LEP voters. We found:

CBOs play an essential role in championing in-language ballots and educating voters about the democratic process:

CBOs are often at the forefront of language access advocacy. Across the country, CBOs play a crucial role in advocating for and implementing in-language ballots, leading to increased voter participation and representation for language minority populations.

CBOs provide necessary support beyond translations: Many CBOs also focus more intentionally on outreach to LEP voters and provide additional support, even when their communities already have access to in-language ballots. When counties provide in-language ballots to LEP voters, CBOs have greater capacity to provide other essential services such as transportation to the polls, informational workshops, and their own in-language voter guides.

In-language ballots should be just the beginning: CBOs shared that in-language ballots should be the minimum standard for states and counties that wish to support their LEP voters. To fully support LEP voters, election officials should provide translations throughout the entire voting process, including voter registration materials, voter information guides and key webpages, and ensure that bilingual poll workers are placed in neighborhoods with large LEP populations. Many CBOs also advocate for expanding the list of languages covered in their counties. Finally, as with voters, CBOs raised the importance of having the translated materials go through a process of quality control.

IX. Policy Recommendations

This report highlights the barriers that persist for LEP voters attempting to participate in our democracy and the important role CBOs play in filling the gaps by providing translation services for voting materials and other guidance. For the voting process to be accessible, the state and counties must allocate more resources for in-language election materials to mitigate the obstacles LEP voters face year after year.

Consistent with the roadmap set out in *Breaking Barriers to the Ballot Box*,⁴⁵ the following policy reforms would address persistent barriers for LEP voters:

Translate all election materials and expand the languages that qualify for coverage.

Codify Section 203 of the federal VRA in state law and provide translations of all official election materials to large language groups, including those that currently fall outside of existing law: As discussed above, Section 203 of the federal Voting Rights Act provides comprehensive language assistance to communities who speak Spanish and Asian, Native American, and Native Alaskan languages when they reach population thresholds. However, Section 203 is scheduled to sunset in 2032 unless it is reauthorized by Congress before then. Instead of gambling on Congress to act, California should pass a state law that essentially codifies Section 203 but removes any language category limitation. Such a state law would require all official election materials (e.g. voter registration forms, voter information guides, voter notices) to continue to be available for large language groups and would require coverage for other large groups that do not fit within the four language families currently covered under federal law.⁴⁶

Provide in-language votable ballots (by mail and on the in-person ballot marking devices) for LEP voters beyond the categories covered under state law, rather than the translated reference ballots currently provided under state law: For smaller language groups, counties should first focus on the most essential items. Instead of requiring voters to compare their reference ballots with the votable English language ballot, for small language groups, counties should mail in-language ballots to voters and provide them at in-person voting locations. Translated votable ballots should be provided to any community that reaches the state threshold, not just to the limited categories included under federal law.

Provide voter hotlines for all languages spoken by California voters:

Many small communities do not currently reach the state threshold for any language assistance. Yet we know LEP voters in those communities need assistance translating the election materials they receive. Until ballots are translated in all languages spoken by voters in California, the state should have a voter hotline that provides support for those languages and broadly advertise its existence at various touchpoints during elections.

⁴⁶ A recent UC Berkeley IGS poll found that 68% of registered voters support “making it possible for all limited-English speaking communities that meet a minimum size threshold in a county to receive translated versions of all voting materials. The Institute of Governmental Studies. (2025). Release #2025-06 Limited English Ballot Access. Expanding coverage would result in comprehensive language coverage for other large groups such as Farsi-speaking voters in Orange County and Arabic-speaking voters in San Diego County.



Set statewide standards to improve and expand the distribution of in-language resources.

Set statewide standards to ensure that voters are informed at every point of the voting process about the language services that the state and counties provide and take additional measures when new languages are covered: As noted in the *Breaking Barriers* report, “translated materials and in-language assistance are only useful if they reach voters.” The state and counties should adopt standards to ensure that voters are informed of the various language services provided by the state and county at each touchpoint of the voting process. And when new languages are covered, election officials should use additional strategies to ensure voters know of the improvement. This may mean making announcements on ethnic television or radio stations or posting on social media.

In order to ensure that the translated election materials are accessible to the widest audience, county websites should include links to their own translated materials as well as the Secretary of State’s translated materials in appropriate languages. By including links to all materials, voters who are not eligible for translated materials specific to their precinct or county may still have access to some relevant translations.⁴⁹

Broadly advertise the voter language hotlines run by the Secretary of State and many counties: The Secretary of State and many counties currently run voter hotlines for the federally required languages as well as additional languages. These hotlines are available prior to election day and can assist voters either using a vote-by-mail ballot or voting in-person. The Secretary of State’s hotline should include any language that is required under state law and should be advertised in the state’s voter information guide and on the Secretary of State’s website. All counties should advertise the hotlines in the ballot instructions, voter information guides, and at each polling location.

⁴⁷ This would result in votable ballots in a number of languages, including Spanish in 28 additional counties and Tagalog in 23 additional counties.
⁴⁹ For example, if a Spanish-speaking voter is not entitled to any language assistance in their county, they would still have access to the state voter information guide in Spanish if they had the proper link to the Secretary of State’s webpage.

Provide public and private funding to CBOs and local elections offices so they can effectively and consistently help all Californians cast a ballot.

- **Fund counties specifically to translate election materials and hire bilingual staff to support translation work and outreach to language communities:** In order to run a successful election where more LEP communities have language support, the state should provide additional election-related funding to counties. This will allow counties to translate ballots and other election materials in additional languages and hire bilingual staff to review materials, conduct outreach to language communities, and work with CBOs and other stakeholders to provide input on their communities' needs.
- **Fund local CBOs to support local election officials in reviewing translations, recruiting bilingual poll workers, and identifying areas with the highest need for language support:** Counties should not work in a vacuum when developing and implementing their language access plans. Community input and assistance is vital in a successful plan. And just as counties should receive funding for their language access programs, counties should also provide funding to CBOs and other stakeholders. Local CBOs and community members can provide support on everything from determining the dialect spoken in the community and reviewing translations to recommending polling places to assign bilingual poll workers and recruiting workers.
- **Fund local CBOs to conduct outreach and education to LEP voters:** Although CBOs can assist election officials, their work independent of the county must continue and grow for democracy to thrive. CBOs are providing a service to our state by educating their communities about the election process and the issues. The state, counties, and private entities should ensure that these CBOs continue to succeed in this essential work. Without them, the voter participation gap would likely increase.

Develop guidelines on how the Secretary of State will determine when a language community should be covered under state law.

- **Provide a standard procedure for CBOs to follow to show their community needs for translated election materials under state law:** State law gives the Secretary of State the discretion to determine that a need exists for translated reference ballots when presented with sufficient reason.¹ Although organizations have petitioned the Secretary of State, to date the Secretary of State has only found need when a local election official has either voluntarily provided reference ballots or provided them pursuant to a local policy. Many voters come from communities that are difficult to capture in the decennial Census. They should have the opportunity to make their case to the Secretary of State and to advocate for the Secretary to proactively use their statutory discretion. For communities to advocate effectively for coverage, the Secretary of State should develop guidance on how to substantiate the need.

Create user-friendly and plain language election materials.

Adopt a plain language policy for election materials: While voters need translated official election materials, those materials must be understandable. The state and counties should adopt a plain language policy. Plain language materials benefit all voters, including LEP voters who do not have access to translated materials. Additionally, plain language is easier to translate than complicated jargon.

Develop short written materials and videos to explain the voting process and what is on the ballot: In addition to official election materials, voters rely on CBOs for nonpartisan factsheets and other materials that explain the issues on the ballot. While CBO resources are important, many language communities do not have CBOs conducting voter outreach and developing in-language voter education materials. The state and counties should develop short written materials and videos, formats known to be effective, to explain the voting process and help voters navigate the ballot.

Develop state standards for translated reference ballots to ensure the format is easily usable (until votable ballots replace reference ballots): Although we strongly recommend that the state require translated votable ballots instead of reference ballots for small groups, until those are all replaced, we urge the state to develop standards for the existing reference ballots. In some counties, reference ballots are not designed in a user-friendly format. Instead of providing a translation of a voter's ballot, some counties provide composite ballots where they translate all contests and put them in a binder. Voters must find the corresponding contest that is on their ballot. The Secretary of State should provide guidance requiring that, at a minimum, the reference ballots present contests in the same order as the actual ballots.





X. Conclusion

California takes pride in its diversity and was once a leader in providing language access at the ballot box. But for hundreds of thousands of eligible LEP California voters, the promise of democracy remains out of reach. As this report shows, the difference between LEP voters casting their ballot or staying home often comes down to one thing: language. Voters who receive comprehensive access or an in-language ballot feel empowered, informed, and connected to the democratic process. Those who do not must rely on others, skip parts of their ballot, painstakingly try to find information in their primary language, or give up altogether. They are asked to work harder to participate in a system that was not designed for them—and many are excluded before they even begin.

A true democracy must create an inviting process for all voters. For LEP voters, that means election materials must be in-language—throughout the entire voting experience. Translated reference ballots are not enough. LEP voters need translated votable ballots, registration forms, voter information guides, outreach materials, and instructions. Access must be consistent, accurate, and complete. Privacy, independence, and dignity should not be privileges reserved only for native or fluent English speakers.

CBOs have supported voters for years: helping voters navigate confusing ballots, translating materials, and mobilizing communities despite limited resources. Their efforts are essential, and they should not shoulder the responsibilities alone. California must treat these organizations as partners, provide sustained funding, and build permanent infrastructure for language access. We must ensure that voters have the tools they need to participate fully and with confidence. When voters understand the ballot, they can shape their community's future and the state they call home.

As efforts to propel exclusionary English-only policies nationally gain traction—with the endorsement of the federal government—doubling down on our commitment to improving language access sends a strong message that every voter and every vote, in every language, counts. In California, we will forge ahead. By following the recommendations in this report, California can reclaim its role as a national leader in multilingual democracy.

End Notes

- 2 U.S. Census Bureau, American Community Survey (ACS) 5-Year Estimates (2019-2023)
- 3 California Secretary of State, County Clerk/Registrar of Voters (CC/ROV) Memorandum-22039.
- 4 Angelo Ancheta, “Language Access and Voting Rights: An Overview of Federal, State, and Local Policies,” Demos, (October 2024), Table 1 and Table 2.
- 7 U.S. Census Bureau, American Community Survey (ACS) 1-Year Estimates Public Use Microdata Sample, 2023. Data are from the one-year ACS file.
- 8 U.S. Census Bureau, American Community Survey (ACS) 1-Year Estimates Public Use Microdata Sample, 2023. Data are from the one-year ACS file.
- 9 California Language Access Workgroup, “*Breaking Barriers to the Ballot Box: Expanding Language Access for California Voters*,” (2023), 22-24. See also, Katherine Hapgood, “In More Places This Year, People Can Vote in Their First Language,” Center for Public Integrity, February 2, 2024.
- 10 California Language Access Workgroup, “*Breaking Barriers to the Ballot Box: Expanding Language Access for California Voters*,” 22-24.
- 11 52 U.S.C. § 10503; California Secretary of State, “Language Requirements for Election Materials.”
- 12 52 U.S.C. § 10503(e); 28 CFR Part 55, Subpart A, § 55.1.
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- 15 Department of Justice “About Language Minority Voting Rights,” accessed on July 14, 2025.
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- 18 Census undercounting may make it more difficult for some groups to reach the Section 203 threshold. See US Census Bureau, “Census Bureau Releases Estimates of Undercount and Overcount in the 2020 Census,” accessed July 1, 2025.
- 19 Michael Jones-Correa and Israel Waismel-Manor, “Verifying Implementation of Language Provisions in the Voting Rights Act,” in *Voting Rights Act Reauthorization of 2006: Perspectives on Democracy, Participation, and Power*, ed. Ana Henderson (2007).
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- 21 *Asian Americans Advancing Justice Los Angeles v. Padilla*, 41 Cal.App.5th 850 (2019).
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- 44 In a recent UC Berkeley IGS poll, 87% of limited English respondents indicated they would be more likely to vote in the future if they had a ballot in their preferred language. The Institute of Governmental Studies. (2025). Release #2025-06 Limited English Ballot Access.
- 45 California Language Access Workgroup, “*Breaking Barriers to the Ballot Box: Expanding Language Access for California Voters*,” (2023), 22-24. This report does not address the last item in the *Breaking Barriers’ Roadmap* of mandating reporting and developing and implementing language access enforcement mechanisms. For that, please see, NALEO Educational Fund’s forthcoming report, “From Paper to Practice: How California authorities can better enforce language access laws and give more eligible voters equal access to the ballot.”
- 48 A recent UC Berkeley IGS poll found that 67% of respondents support providing an in-language ballot to communities that meet a population threshold in a county. The Institute of Governmental Studies. (2025). Release #2025-06 Limited English Ballot Access. 50 California Elections Code § 14201.

Asian Law Caucus
www.asianlawcaucus.org

California Common Cause
www.commoncause.org/california

Partnership for the Advancement of New Americans
www.panasd.org

**To find the Breaking Barriers report and videos mentioned in this report,
go to:**



<https://bit.ly/475036T>



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