



# Voter's Choice Act Implementation: Building a VCA Coalition

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Supported with funding from the James Irvine Foundation

## Summary

In the 2018 election cycle, the first time the Voter's Choice Act (VCA) was implemented in California, the coalition model proved a successful support to implementation of the new law. Informing every registered voter of the changes to their voting model is a larger effort than any one organization can take on alone. A coalition allows partners to combine limited resources, engage in the public participation process and stay connected throughout the lengthy VCA implementation process. The following pages highlight best practices for building a local VCA coalition. The report is written for nonprofit organizations interested in ensuring their communities are informed about the new voting model established under the Voter's Choice Act (VCA).

Future of California Elections is sponsor of the Voter's Choice California, a project focused on supporting counties and communities transitioning to the VCA. This report highlights the best practices and innovative case studies observed in the 2018 election cycle. Learn more about Voter's Choice California at [voterschoice.org](http://voterschoice.org).

## About Voter's Choice California

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Future of California Elections (FoCE) was founded in late 2011 to modernize elections and expand participation through a cross-sector collaboration model. FoCE has convened nonpartisan nonprofit organizations and elections officials to strategize and develop solutions around California's most pressing election administration issues, including the Voter's Choice Act. FoCE launched the Voter's Choice California (VCC) project, in Spring 2017, to support counties and communities transitioning to the VCA voting model.

The Voter's Choice California project is led by an active and committed Steering Committee of nonpartisan nonprofit organizations and election officials. In 2018, the Steering Committee Members worked directly with local coalitions in each of the five pioneer VCA counties – Madera, Napa, Nevada, Sacramento and San Mateo. The VCC provided technical expertise and guidance to local coalitions, developed education materials, managed a grants program to build the capacity of the field, and launched [voterschoice.org](http://voterschoice.org), a comprehensive website, to disseminate free educational VCA resources. Regardless of their size, coalitions had an important role in VCA implementation in the five pioneer VCA counties. They provided input to the election administration plan and also conducted outreach to voters, particularly to traditionally underrepresented communities. USC's California Civic Engagement Project's VCA Research Brief Series identified FoCE's VCA work as a best practice for VCA implementation in Issue Two "[California Voter's Choice Act: The Impact of Collaboration on the Implementation Process.](#)"

## Acknowledgements

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Thank you to the James Irvine Foundation for generously supporting Future of California Elections. Thank you to all of our partners across the state and to the Voter's Choice California Steering Committee: American Civil Liberties Union of California, Asian Americans Advancing Justice-Asian Law Caucus, California Common Cause, Disability Rights California, League of Women Voters of California, National Association of Latino Elected and Appointed Officials (NALEO) Educational Fund, Orange County Registrar of Voters, Sacramento County Voter Registration & Elections, and Shasta County Clerk and Registrar of Voters. We also acknowledge Kiyana Asemanfar, Andrew Muse-Fisher and Rachel Sherman for reviewing early drafts of this report.

## Introduction

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Nonprofit coalitions are essential for the successful implementation of the Voter’s Choice Act (VCA), a new optional voting model that modernizes elections. The VCA has the potential of making voting easier for voters, but only if they know and understand their options for voting. Strong VCA coalitions can support the extensive public engagement and public education that the VCA requires. Whether they are large or small, coalitions can help inform voters of the changes to their election model, coordinate limited resources for voter education and outreach, and provide county election offices with civic engagement and community expertise. This report is organized into three parts: The first part provides background on the VCA; the second section offers best practices for building and coordinating a VCA coalition; and the third part offers recommended areas to partner with an election office.

## Part 1: The Voter’s Choice Act

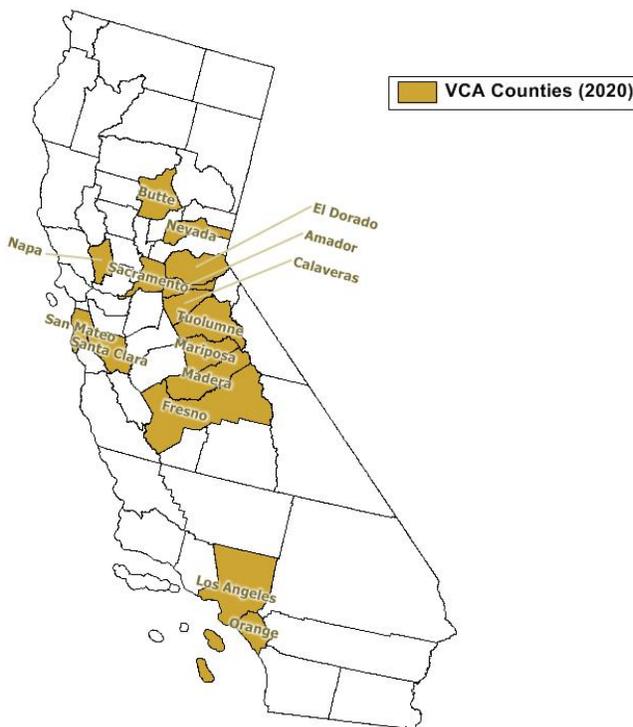
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Passed in 2016, the Voter’s Choice Act (VCA), is an optional law that creates a new modern voting experience for those counties that opt-in. The VCA changes election administration in many ways, including how voters receive a ballot, how they return their ballot and when they vote. Voters that traditionally vote in-person will experience the biggest changes.

In 2020, the first time the VCA is allowed statewide, 15 counties, representing over 50 percent of the California electorate, will implement the new voting model. These counties include Amador, Butte, Calaveras, El Dorado, Fresno, Los Angeles, Madera, Napa, Nevada, Orange, Sacramento, San Mateo, Santa Clara and Tuolumne.

Figure 1. California counties implementing the VCA in 2020

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*The 15 counties implementing the VCA in 2020 are Amador, Butte, Calaveras, El Dorado, Fresno, Los Angeles, Madera, Napa, Nevada, Orange, Sacramento, San Mateo, Santa Clara and Tuolumne. They represent over 50 percent of the California electorate.*

Under the VCA, registered voters in all the VCA counties, except Los Angeles County, will automatically receive their ballot in the mail, even if they did not request one. In Los Angeles County, only voters who request a mail ballot, or are registered as vote-by-mail voters, will receive their ballot in the mail.

Voters in all VCA counties have three options for returning their ballot, including, sending it by mail, dropping it off at a secure and convenient ballot drop box, or visiting any of the accessible vote center throughout the county. Additionally, select vote centers will be ready to serve voters for early voting starting 10 days before Election Day, and all vote centers will open the weekend before Election Day and through Election Day.

Vote centers replace neighborhood polling places and offer increased services to voters. In addition, to offering an early in-person voting experience, voters will be able to register to vote and vote the same day at any vote center in the county. Vote centers also improve services for voters with disabilities and limited English proficient voters by providing accessible locations and equipment, as well as language assistance, on site.

The VCA also introduces remote accessible vote-by-mail for overseas voters and voters with disabilities. Remote accessible vote-by-mail allows a voter to use their own technology to print and mark their ballot. Disability Rights California, a nonprofit civil rights firm, produced an informative video on remote accessible vote-by-mail for voters with disabilities. The link is available in the appendix.

Table 1. Summary of changes between traditional polling place voting model vs. VCA voting model

	Traditional Polling Place Model	Voter’s Choice Act Model
<b>Receiving a ballot</b>	Ballots sent by mail only to Permanent Vote-By-Mail voters and voters who request to receive their ballot by mail.	In all VCA counties, except Los Angeles, ballots sent to all registered voters, even if they did not request it.  In Los Angeles County, voters will receive their ballot as in the traditional polling place model.
<b>Voting by mail</b>	Voters can return their ballot postage free: <ul style="list-style-type: none"> <li>• By mail</li> <li>• At any polling place</li> <li>• If offered by the county - At any satellite or designated ballot dropbox</li> </ul> <i>Note: Postage free vote-by-mail ballots is a recent change in California law made by the passage of AB 216 in the 2017-18 legislative session.</i>	Voters can return their ballot postage free: <ul style="list-style-type: none"> <li>• By mail</li> <li>• At any vote center</li> <li>• At any ballot dropbox</li> </ul>
<b>Voting in-person</b>	Voters must vote at assigned polling place.  Early voting is only available at select locations offered by the county up to 29 days before Election Day.	Voters may vote at any vote center in the county.  Select vote centers will open 10 days before election day, including weekends.  All vote centers will open three days before election day and through Election Day.
<b>Same Day Registration</b>	<i>As of this writing, offered at the election office headquarters and limited locations as designated by the county election office. However, if signed by Governor Newsom, SB 72, would expand same day registration to any polling place in the county on Election Day, starting in 2020.</i>	Offered at any vote center in the county, starting 10 days before Election Day and through Election Day.

## Public Participation and the Voter's Choice Act

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Public participation is a requirement of the Voter's Choice Act and gives voters the opportunity to provide important feedback on the best way to implement the new voting model. Public input helps county election offices ensure the new voting model meets the needs of every voter in the county. There are several ways for the public to participate. Members of the public may serve on advisory committees as well as participate through the various public comment periods and hearings for the Election Administration Plan (EAP), the plan that outlines the changes to the new voting model.

The VCA requires county election offices to establish a Voting Accessibility Advisory Committee (VAAC) and a Language Accessibility Advisory Committee (LAAC) by October 1 of the year before the first elections conducted under the new model. The membership of the VAAC and LAAC must be representatives or stakeholders of these communities. The VAAC and the LAAC advise the election office on the best way to serve each of their respective communities as the county transitions to the new voting model. In the 2018 election cycle, VAACs and LAACs offered recommendations on locations of vote centers and dropboxes, as well as suggested methods for outreach, among other issues.

The development of the Election Administration Plan (EAP), which lays out the county's plan for the transition to the new voting model, requires public engagement through several rounds of public comment periods and hearings. The EAP will include information on technology and budgets as well as plans for voter education and outreach. The public can comment on any portion of the EAP. Some of areas for feedback are around the public education and outreach plan, as well as the locations for vote centers and ballot drop boxes. Voters are the experts of their communities and have valuable input to provide the county election office in these areas.

There are several steps the county election office will take to develop the final EAP. The county election office will consult voters with disabilities and limited English proficient voters, before the release of the first draft of the EAP. This step is separate from establishing the VAAC and the LAAC, but the advisory bodies have been helpful in bolstering outreach for the consultation meetings. Once the first draft EAP is completed, the county is required to host a 14-day public comment period followed by at least one public hearing on the EAP. The county then considers all the public comments provided, updates the EAP and issues an amended EAP. The amended EAP is followed by another 14-day comment period before the release of the final draft EAP.

The county election office is required to consider all the public comments before releasing a final draft of the EAP. The final draft of the EAP will also have a 14-day public comment period before the release of the final EAP. As part of the EAP process, the county election office must submit the public education and outreach plan of the EAP to the California Secretary of State for review before it is adopted.

The final adopted EAP will guide the county's election plan for the next two years of VCA elections after which, the county is once again required to host public meetings and public comment periods to consider revisions to the revised EAP. Beyond the first two years, the county election office will be required to host public meetings to discuss the EAP every four years thereafter.

While the VCA provides a unique opportunity for the public to help shape their elections, many people will not know about this opportunity, or may not know how to participate. Voter outreach and education on the importance of the EAP process is necessary to ensure robust public participation. In the 2018 election cycle, the Voter's Choice California project developed helpful guides to assist the public engage in the EAP process. These are the EAP Comprehensive Checklist and the Public Comment Guide (See Appendix). Contact the local county election office to learn more about the local EAP process and how to submit public comment.

## Part 2: Building and Coordinating a Countywide VCA Coalition

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There are many ways to establish a VCA coalition and each coalition should be tailored to meet needs of the community it serves. Regardless of their size, there are some common elements for coalitions that will contribute to successful VCA implementation. VCA coalitions should have membership representative of the county's electorate; it should have defined goals, clear leadership and coalitions should have an outreach plan that coordinates and disseminates shared messaging to voters.

### Build a Diverse and Inclusive VCA Coalition

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A VCA coalition should be diverse. A diverse coalition membership will have broad expertise, expand outreach and bring resources to the effort. To accomplish this goal, the coalition must be representative of the county's electorate. Coalitions should include organizations and community leaders that serve voters with disabilities, limited English proficient voters, low-income voters, and other traditionally underrepresented groups. Coalitions should also consider inviting membership from civic engagement and social service organizations, as well as city and county government offices, religious organizations, and any group or community leader that connects to voters.

The membership of the coalition should be evaluated periodically to ensure continued engagement from the various groups from throughout the county. Gaps in representation of specific communities, or geographic regions should be addressed to ensure that the VCA coalition can reach voters throughout the county. While not all groups will have the capacity to be part of the coalition at every stage of VCA implementation, all partners will be needed countywide during the voter education period leading up to the first VCA elections. Encourage partners to stay connected even if they cannot participate regularly.

### Define Coalition Goals

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A VCA coalition should have clear goals. Articulating goals will keep the coalition focused and will help the network make group decisions. VCA outreach to every voter in the county is a resource intensive process. Clear coalition goals will make it easier to decide how and where limited resources should be used.

Clear goals helped the Voter's Choice California Steering Committee prioritize scarce resources. Specifically, the Steering Committee decided that while one of their goals was to make the new election model accessible to all, there was a need to focus outreach on low propensity voters and traditionally underrepresented communities, since high propensity voters were more likely to have access to information. Having this clear goal made it easier for the Steering Committee to dedicate significant staff time in identifying and training organizations that served the priority communities.

#### Table 2. Goals Adopted by Voter's Choice California, September 2017

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- Counties participating in the Voter's Choice Act successfully administer elections that are accessible to all
- Public engagement in planning processes is robust, diverse and effective
- The public, including underrepresented communities and voters with disabilities, understands how and when to cast a ballot
- Voter participation increases, particularly among underrepresented communities, and voter disenfranchisement is minimal

## Establish Leadership and Mechanisms to Coordinate the Work

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Regardless of size, all VCA coalitions should consider establishing both a form of leadership and mechanisms to coordinate the network. Leadership and effective coordination of a network keep the coalition cohesive, accountable and engaged at every stage of the VCA implementation timeline. All VCA coalitions in the 2018 election cycle had some form of leadership and tools for coordination.

Coalition leadership is a smaller group from the coalition that can take a more active role in managing and ensuring the goals of the broad coalition are realized. Coalition leadership can take many shapes, from co-chairs to steering committees. The leadership of the coalition should be determined by the needs of the group and size of the county. A larger county should consider a steering committee to allow for greater representation of the county's electorate. Leadership, in both large and small counties, should recruit organizations and community leaders that are highly collaborative and representative of the diversity of the county. Each member of the leadership team should bring a specific expertise and or capacity to the coalition. The role of the leadership team in a VCA coalition includes coordinating the work across the county, liaising with the county election office, developing materials for education and outreach, keeping the coalition connected and informed, and providing strategic guidance for successful implementation.

An important factor to a successful VCA coalition is the ability to coordinate with members across the county. The coalition leadership should therefore be intentional about creating a mechanism for connecting with its diverse membership and someone to serve as coordinator of the coalition. In the 2018 election cycle, VCA coalitions that included government staff, often used their government staff to serve as the coalition coordinator. In other coalitions the role of coalition coordinator was divided among members of the steering committee, or some nonprofits pursued grants from local funders to support a staff person in this role. Some of the tasks that were taken on by the coalition coordinators were to build and maintain the coalition contact list, to track outreach being conducted by coalition members, to disseminating important information on the progress of VCA implementation such as dates and times for upcoming hearings, and to schedule meetings for the larger coalition to connect.

Another mechanism to coordinate work observed in large VCA coalitions during the 2018 election cycle, was the use of subcommittees to coordinate or refine the work. Subcommittees served to collect input from the larger coalition on specific items, or to develop strategies in specific work areas. Two important subcommittees were the media/ communications subcommittee and the intergovernmental subcommittee. The media/ communications subcommittee developed shared messages and materials that the coalition used. They also coordinated and developed relationships with the media for joint press events and media coverage. The intergovernmental subcommittee was important in building relationships with government agencies that interfaced with the public. The intergovernmental subcommittee identified new resources and partnerships with government agencies to disseminate public education about the new voting model.

A successful intergovernmental partnership in Sacramento County resulted in the Sacramento Vote Coalition's pink branding logo, seen in Figure 2 below, being emblazoned throughout the city. The pink "Vote More Days, More Ways" logo was visible on buses and bus shelters, and ensured that Sacramento voters knew about the changes coming to their elections.

## Develop a Voter Education and Outreach Plan and Common Messages to Disseminate

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A VCA coalition plays an essential role in teaching voters about the new voting model under the Voter's Choice Act. Voters in most VCA counties are unaware of the changes to voting happening in their county. VCA coalitions

can develop voter education and outreach plans. They can also develop common messaging at key points in the VCA implementation timeline to ensure that voters are informed and ready to participate in their elections.

The voter education and outreach plan should identify who needs the new election information, what materials and messages will be delivered to voters, dates for important community gatherings and festivals to reach voters and the key partners that can help develop and disseminate the materials and messages. Common messaging, and if possible, common branding, will amplify the changes coming to elections throughout the county.

**Figure 2. Common Messaging and Branding**

*The Sacramento Vote Coalition used common messaging and branding for their voter education in the 2018 election cycle.*



A second factor for an outreach plan is to follow the county election office’s VCA timeline. The county election office is responsible for implementing the VCA and will have the best information on what voters can expect. The VCA coalition’s voter outreach and education plan should follow the county’s timeline to conduct public education on important VCA implementation milestones so the public can engage. Table 3, below, outlines a general VCA implementation timeline.

In the 2018 election cycle, FoCE’s Voters Choice California project developed a Social Media Toolkit to support coalitions communicate important milestones to voters. Consider developing copy text, a common hashtag, and other resources for the coalition to use. This will help the coalition partners stay consistent in messaging. Visit [voterschoice.org](http://voterschoice.org) for sample materials.

**Table 3. Build Outreach Around Key Milestones of Voter’s Choice Act Implementation**

<p><i>Note: The following table lists activities conducted by the county election office. Consult your county election office for specific dates.</i></p>
<p><b>LAAC and VAAC</b></p> <ul style="list-style-type: none"> <li>• LAAC and VAAC established by October 1 of the year preceding the first VCA election.</li> </ul>
<p><b>Election Administration Plan Process</b></p> <ul style="list-style-type: none"> <li>• Hold public consultation meetings, in advance of the draft EAP, with stakeholders representing voters with disabilities and limited English proficient voters.</li> <li>• Publish and publicly notice the draft EAP</li> <li>• Host 14-day Public Comment period on draft EAP</li> <li>• Host 10-day public notice on public hearing on draft of the EAP, which will be hosted after the 14-day public comment period</li> <li>• Publish and publicly notice amended draft EAP</li> <li>• Host 14-day Public Comment Period on amended draft EAP</li> <li>• Adopt final EAP after the 14-day comment period</li> </ul>

- Submit Voter Education and Outreach Plan, included in the final EAP for approval to the California Secretary of State
- Adopt final EAP. Draft plan, amended draft plan, and final plan are all posted on the county election office website and the California Secretary of States' website.

#### **Voting Begins**

- Mail ballots 29 days before Election Day. In LA County, ballots are sent only voters who requested mail ballots. In all other VCA counties, ballots are sent to all voters.
- Open drop boxes throughout the county at 28 days before Election Day.
- Open selected vote centers at 10 days before Election Day and through Election Day, including weekends.
- Open all vote centers open at three days before election day and through election day, including weekends.

Shared messaging across the coalition is important because voters are more likely to absorb the information as they see it repeated throughout the county as it is distributed by the many coalition partners. Consider using plain and simple language as you develop your materials.

### Part 3: Building a Partnership with the County Election Office

A good partnership with the county election office is important to successful VCA implementation. A collaborative partnership will result in good communication about the implementation process and improved resources to effectively reach voters. This section outlines areas for potential collaboration with county election offices.

#### Collaborate on Voter Education and Outreach

Voter education and outreach are necessary throughout VCA implementation. The VCA requires public participation early in the development of the Election Administration Plan to ensure the new voting model meets the needs of all voters. Public education is also necessary in the period leading up to Election Day so that voters know the options of how and when to cast their ballot.

Public participation in the development of the EAP is essential because the plan shapes how elections are conducted in the county. VCA coalitions can provide recommendations of where to place vote centers and dropboxes and how to reach voters.

In the 2018 election cycle, the Napa County election office identified government offices as preferred locations for vote centers in the EAP. Members of the Napa County VCA coalition were able to identify that the government locations posed concerns for underrepresented voters and recommended that there be diversity in the locations of the vote centers. The Napa County election office was able to respond to that concern and selected vote center locations that served all Napa county voters.

Like the Napa County coalition, VCA coalitions can collaborate with their county election office to help ensure that voters are informing the election administration planning process. Additional benefits of developing a partnership with the county election office include access to accurate information on the key dates for implementation and opportunities for public participation. VCA coalitions may also be able to advise the county on the dates and locations for public education workshops, how to best disseminate the information about public participation opportunities, or some nonprofit members may even choose to partner with the county to host a workshop.

In the 2018 election cycle, VCA coalitions were key partners in distributing information about public meetings. In fact, the public meetings that generated the greatest attendance, were those done in partnership with the county election office and nonprofit organizations. The county provided the informational presentations and the nonprofit provided a convenient venue and helped recruit participants to the event. VCA coalitions were also able to support outreach by informing the election office of key dates for community events to promote VCA education, such as large community meetings, festivals, key community centers events, and other local gatherings.

As mentioned previously, sharing common voter education messages is important to magnify outreach efforts and reduce voter confusion. When possible coordinating shared messaging with the county election office will greatly increase voter outreach efforts because the county will send materials to every voter in the county. If this is not possible, then it may be helpful to, at a minimum, share the messaging being used by the VCA coalition with the county election office and vice versa, so that all partners know the language that is reaching voters.

### Recruit members for the LAACs and VAACs

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The Language Accessibility Advisory Committee (LAAC) and the Voter Accessibility Advisory Committees (VAAC) advise the county election office on how to best serve limited English proficient voters and voters with disabilities, respectively. In past election cycles, participation in these committees has been low. Community organizations and community leaders are often not aware of the opportunity to serve on the VAACs and LAACs. VCA coalitions can assist election offices recruit membership for these committees by promoting the VAACs and LAACs membership opportunity and meetings to their network, and by directly identifying members to participate in these committees.

VCA Coalitions can also help community members feel prepared to participate in the LAACs and VAACs by explaining the role of the members. Often discussing expectations and affirming to community members that they already have the knowledge needed to participate in a LAAC and VAAC may encourage participation.

### Support the development of plain language and translated materials

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Outreach by the election office will reach every registered voter in the county. The VCA requires that the county election office send voters a minimum of two notification cards of the VCA changes, in addition to all of the regular election mail. VCA coalitions can offer a community review of election materials to ensure they are plain language, culturally appropriate and accurately translated. Review by coalition members will improve the overall quality of voter information.

Community review is especially important for translations. The VCA has election terminology that is not frequently used and should be translated consistently in all materials. Future of California Elections (FoCE) worked with the California Secretary of State to develop [VCA language glossaries](#) for covered languages under Section 203. Conducting a community review for translations can be time consuming and so VCA coalitions should coordinate with the election office to build a timeline for this work and also to inquire about opportunities for a stipend for community review of translated materials, where possible.

Table 4. Multilingual VCA Glossaries

Visit [www.sos.ca.gov/elections/voters-choice-act/vca-toolkits/](http://www.sos.ca.gov/elections/voters-choice-act/vca-toolkits/)

VCA Language Glossaries are available in the following languages	
<i>Chinese</i> <i>Hindi</i> <i>Japanese</i> <i>Khmer</i> <i>Korean</i>	<i>Spanish</i> <i>Tagalog</i> <i>Thai</i> <i>Vietnamese</i>

The San Mateo County election office had a successful collaboration with their coalition on voter education materials. In the 2018 election cycle, the VCA coalition in San Mateo County, transitioned into a formal county committee, known as the San Mateo County Voter Education and Outreach Advisory Committee (VEOAC). The VEOAC worked with their county election office to develop plain language voter outreach materials by reviewing, providing edits and feedback on initial drafts. The final results were well designed education handouts in simple language that could be used by the county but by the coalition. In a true partnership, the San Mateo County election office printed flyers and posters that the coalition was able to disseminate throughout the county. This was a win for all parties because the coalition members did not have the resources to print high quality materials. In the end the voters benefited from easy to read well designed voter education information.

#### Recruit vote center staff

One of the areas where VCA coalitions can support counties is in the recruitment of staff for vote centers. Instead of a one-day volunteers, vote center workers are trained temporary county election staff. Vote center staff is needed the extended early voting period, thus it can be challenging for counties to recruit temporary workers, particularly staff that can provide language assistance in multiple languages. VCA coalitions can support the county by advertising the staffing opportunities at vote centers.

The Urban League in Sacramento County not only recruited staff to work at the vote center but they also hosted the vote center at their offices through the “adopt-a-vote center program” in the 2018 election cycle. The Sacramento County election office used the “adopt-a-vote center” program to allow nonpartisan nonprofit organization host and staff vote centers. This innovative model strengthened the partnership with the community and was helpful in engaging communities that are harder to reach. The Urban League of Sacramento County made the opening of their vote center a celebration, highlighted by a drumline from the local high school. Other organizations that participated in the Sacramento County adopt-a-vote center program, also made their vote centers celebratory by bringing food or music to the venue.

VCA coalitions can support county election offices by promoting the employment opportunities at vote centers among their network and also, if their county offers it, by participating in the adopt-a-vote-center program.

#### Promote services for limited English proficient voters, voters with disabilities and overseas voters

The VCA offers the opportunity to make voting easier for all voters. Limited English proficient voters, who speak languages covered by federal and state law, will be able to conveniently access translation assistance at any vote center in their county. VCA coalitions can help disseminate the opportunity of language assistance at vote centers to their networks.

The VCA also improves services to voters with disabilities through remote accessible vote-by-mail. Remote accessible vote by mail allows voters to print and mark their ballot at home using their own technology. These

ballots will then be received at vote centers as live ballots. Remote accessible vote-by-mail is designed to support voters with disabilities and overseas voters participate and cast a secure and private ballot. Disability Rights California, a nonpartisan nonprofit civil rights organization, developed a helpful [video](#) that more fully explains the benefits of remote accessible vote-by-mail.

### [Share about the voter experience](#)

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VCA coalitions are deeply rooted in their communities and can provide the county election office with a primary source of information on the voter experience. VCA coalition are connected to voters year-round, as such, they are in the invaluable position to collect the experience of voters first hand. The voter experience information collected by VCA coalitions can be used to inform improvements to the election administration plan, and can also be used to solve challenges as they arise.

As the VCA implementation process unfolds, VCA coalitions should monitor the voter experience at the various vote center and drop box locations. It will be helpful to identify what locations best serve voters for future elections. Monitoring the process can also help identify issues as they arise. In the 2018 election cycle, the VCA coalition in Nevada County was hearing concerns from voters in a remote part of the county. They were able to communicate to the Nevada County election office the need for a mobile vote center in this remote part. The Nevada County election office was able to respond to that need and set up a mobile vote center to assist voters of that region in the county.

In Sacramento, the VCA coalition observed voter confusion at ballot drop-off locations that had hours of operation inconsistent with vote centers during the June 2019 Primary Election. Voters arrived at the locations with the assumption that the ballot drop off sites operated under the same hours as vote centers. The result was that voters left disappointed, often unable to cast their ballot, or ballots were slipped under the door of the location. The Sacramento VCA coalition was able to communicate these problems directly to the county election office. The county election office worked quickly to resolve these issues by posting hours more visibly and also deputized VCA coalition volunteers to collect ballots outside of the troubled locations. Additionally, the lessons learned from this experience helped inform the revised EAP for the 2020 election cycle.

VCA coalition partners should collect stories of the voter experience throughout the election cycle. These stories can later be shared with the election office to help make recommendations that will improve future elections.

### [Conclusion](#)

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The Voter's Choice Act is an exciting new reform that has the potential to make voting easier and more convenient for all voters, but only if voters learn about their options for voting. Informing voters of changes to their elections takes many resources and VCA coalitions are a proven model for reaching voters.

As 50 percent of California's electorate is poised to use the new VCA voting model in 2020, VCA coalitions are necessary for smooth transition to the new voting model. Building a VCA coalition is not easy but they are worth every effort. Successful VCA coalitions contribute to increased participation, an informed electorate and a stronger California.



Link: [Voterschoice.org/tools-for-organizers](https://voterschoice.org/tools-for-organizers)

- **Frequently Asked Questions**  
Answers 28 of the most commonly asked questions about the Voter's Choice Act (VCA)
- **Voter's Choice Act Fact Sheet**  
Summarizes key elements of the VCA voters need to know (Spanish version coming soon)
- **Voter's Choice Act PowerPoint**  
Provides a customizable template for presenting VCA 101 (Spanish version coming soon)
- ***California Voter's Choice Act: A new way of voting. A new way of voter outreach***  
Describes voting under the VCA and outlines how to help voters create their voting plan
- ***Strategies for Voter Education and Outreach Under the Voter's Choice Act***  
Provides a summary of potential solutions to common outreach and education challenges faced by communities implementing the VCA
- **Remote Accessible Vote-by-Mail Video**, produced by Disability Rights California  
Features how remote accessible vote-by-mail works
- **Election Administration Plan (EAP): Public Comment Guide**  
A user-friendly form that community members can use to organize feedback on their county's EAP
- **Election Administration Plan (EAP): Comprehensive Review Checklist**  
A comprehensive checklist of items that community members can expect to find in their county's EAP

Link: [Voterschoice.org/tools-for-election-administrators](https://voterschoice.org/tools-for-election-administrators)

Many of the above resources can also be used by election administrators

- **Public Participation: A Guide for Election Officials Implementing the Voter's Choice Act**  
This guide covers topics such as LAACs and VAACs, ideas to engage the public, and links to resources
- **Legal Compliance Checklists**  
Details all legal statutory requirements in the VCA and compliance checklists for each key component

Stay connected and sign up for our email list at [voterschoice.org/get-involved](https://voterschoice.org/get-involved)