



Santa Clara County Registrar of Voters
Election Administration Plan (EAP)
Spanish Consultation Meeting Minutes

Mayfair Community Center
2039 Kammerer Ave. San Jose, CA. 95116
Lincoln Room
Monday, June 24, 2019
4:00 p.m. to 5:30 p.m.

Attendees Present:

Community Outreach Coordinator of City of San Jose, Representative of County of Santa Clara Office of Immigrant Relations, and seven members of the public from the Spanish language community

Staff Present:

Shannon Bushey, Vanessa Hamm, Magdalena Sta Maria, Priscilla Favela, Shelby Galaviz, Andrea Solorio, Allen Ocampo, Paulo Chang, Patricia Lopez, Dan Fiorenza, Bob Nguyen, Martin Ayala, Kelly Phan, Eric Kurhi, Chipu Mulenga, April Bracamonte, Janora Davis, Michael Borja, Jose Posadas, Liz Oviedo, Anazay Rivera

Action Items:

- Provide Voter's Choice Act (VCA) information cards in Spanish language
- Send digital VCA information card for online publicity
- Look into providing more monolingual meetings for Spanish community

I. Introductions

Welcome attendees

Public Input/Questions:

1. Attendee: Is this different or part of the training that happens in the building at Santa Clara County, Registrar of Voters?
 - a. ROV Staff: The Polling Places in past years indicated that you had to go vote at a Polling Place that was closest to your house. With this new model, all voters get a ballot through the mail. Instead of Polling Places, there will now be Vote Centers and they will be open to anyone, regardless of their precinct. We are hoping this will be easier and more convenient for all voters to drop off their ballots and vote at these Vote Centers.
2. Attendee: When vote-by-mail voters attended their Polling Place without surrendering their vote-by-mail ballot, they had to vote provisional, and not many voters liked voting provisional.
 - a. ROV Staff: About 90% of provisional voters will be reduced and with the new electronic tablets, it will be easier to access a voter's status and see if he/she has voted or still needs to vote. Conditional voting has been a new thing for the past two years, making it more accessible to register and vote at the Vote Centers.

II. Voter's Choice Act Overview

With the Voter's Choice Act (VCA), voters will now be able to choose how, when, and where they can vote. Voters can choose to vote by mail, drop off their ballot at a ballot drop-box, or have up to 11 days to vote in person at any Vote Center.

Public Input/Questions:

1. Attendee: Is the Voter's Choice Act concept to increase voter turnout or to have faster and cleaner elections?
 - a. ROV Staff: The main purpose is to provide convenience and ease for voters, mail everyone a ballot, make it easier to vote at a Vote Center location, and we're hoping turnout will increase with it. The main goal is reaching the underrepresented communities and helping people who do not typically vote, to come out and vote. We cannot control how many people are going to come out and vote, but sometimes what is on the ballot is what drives a lot of people to vote. We have data from the past and hope to see a trend in time, but it is hard to measure how many more people came out to vote just because of this Voter's Choice Act. It is hard to control what drives everyone to go vote, but the main thing is the convenience and ease for voters, hopefully making the turnout go up.
2. Attendee: Did we see a voter increase of turnout in the states that already do all mail elections?
 - a. ROV Staff: I myself have not studied the other states, however, my understanding of Oregon is that they are vote-by-mail, but they do not have Vote Centers anymore, they went only vote-by-mail. Colorado has this model; I do not have this percentage with me.
3. Attendee: How would I have known about the Voter's Choice Act if I was not notified about it?
 - a. ROV Staff: There is nothing in the law that requires a notification to the voters about the Voter's Choice Act being passed by the Board of Supervisors, however, we will be notifying the voters of VCA.
4. Attendee: Is the Voter's Choice Act a county law or a state law?
 - a. ROV Staff: It is a state law that allows counties to move to the Vote Center Model. This is part of what we are doing; retrieving input and feedback for our Election Administration Plan (EAP) draft and then develop the draft in eight languages in addition to English.
5. Attendee: How often do you check the voter rolls?
 - a. ROV Staff: We receive Voter Registration Cards that people are signing under penalty of perjury that they live at this address, current information, etc. We do many updates and receive many changes of address from many places such as the Post Office, Department of Motor Vehicles (DMV), Secretary of State, etc. We are also now part of a statewide database and retrieve many voter records.
6. Attendee: This VCA card is talking about the logistics and it tells me a lot, but something that is a little bit simpler than that, something that is not just the logistics of voting, but that it is telling me all the easy ways that it is to vote. This tells me how to vote, but it does not tell me how it is easier to vote.
7. Attendee: We are changing to a new voting system and we are going to have a voting system where I can go to any of the 140 locations and go vote. At the same time, we have had a Russian investigation about how you do not trust electronic systems, how are you going to deal with that?
 - a. ROV Staff: We have a lot of security and we do logic and accuracy testing before and after elections and audits. If you walk in and use the electronic technology that is there, it is printing out a paper ballot, so this new voting machine that they are going to vote on, called a ballot marking device, where they hit what they want to vote, it is going to

print it out and they are going to verify and, no matter what, I am going to have paper that will end up back at my office and will be stored for 22 months after an election.

8. Attendee: If I vote electronically, you will have a paper ballot?
 - a. ROV Staff: Yes. You are going to press it electronically as a voter. It is going to print a piece of paper out, and you will then take it over and run it through a machine; it will cast your vote. Ballot tabulation will be done at precincts now. Election Night results are now going to speed up, which as a candidate, I am sure you will appreciate that.
9. Attendee: What if I only want to vote on five things, do I still get to vote on those five things?
 - a. ROV Staff: Yes, just like before.
 - b. ROV Staff: A good reminder is that many times people do not remember to turn the ballot over, because if they get three cards, for example, and they only vote on the front and do not turn their ballot around, the new voting machine will inform voters that they missed some contests and give them a chance to go back and make selections, if they want to.
10. Attendee: Why is it a March election in 2020 and not a June election? Why were the dates changed? What is the reason why the election changed?
 - a. ROV Staff: It is the law makers who changed the law in the Elections Code to go to a March primary. I believe back in 1996 they tried that, they switched it to March one year, then they switched it back to June, so this is the first time in a while we are going back to March. Right now, it is set to March for all primaries, unless they change the law again, which they have done before.
11. Attendee: Is the General Election still going to be in November?
 - a. ROV Staff: Yes, as always, that will stay the same.
12. ROV Staff: The VCA mostly refers to the choice of each of the voters in the county because before, you mainly had three choices on how to vote: vote the day of Election Day, vote 29 days before Election Day, or vote by mail. The Voter's Choice Act, what it does now, is extend your one Election Day to 11 days. It does give more options for the voters to vote and now everyone automatically becomes a permanent vote-by-mail voter and can vote from home. Voters still have the option to drive to a drop-off location they already know to drop off their ballot, or on Election Day, visit a Vote Center location to drop off their ballot or vote in person at the Vote Center as well. The best thing for the voters who have a deadline to register, they can come up to the Vote Centers within the 11 days, register on that day, sign the affidavit, retrieve an actual ballot and envelope, and process that. We then receive that in the office and make sure the person can vote this election, so that is the CVR the PowerPoint presentation is talking about. What VCA has, is really the choice that the voters will now have. That is where you all can come in and participate and tell us how is it that we can help your community. We want everyone to be aware of this and it will be a monumental change, not only for the March election, but for the years to come. It is a positive change. We want to do this right. We are trying to do these meetings, we are trying to reach out to everybody, and we need your help.
13. Attendee: The idea now is that 100% of voters will receive their ballot at home. That reduces the amount of people that will search to find their place to vote.
 - a. ROV Staff: Yes, as time goes, it will reduce it more. We are coming into a lot of changes and hope it will reduce from 20% of voters who vote in Vote Centers to 10%, so in each election it could be that it goes down little by little. We have got to get the message across of people voting earlier and not just the day of the election, that is where people will find the long lines because, maybe people did not know, or they procrastinated, so, I think over time, there will be fewer lines on Election Day. But Conditional Voter Registration (CVR) is really what is going to cause more of the lines on Election Day because people are registering and then voting. We are going to make an express line

and a CVR line to hopefully make it faster for people because in November of 2018, people at our office were waiting up to three hours in line and we were out there helping them.

14. ROV Staff: Everyone in the county will have two weekends, plus the weekdays, to vote, which is ten days prior to Election Day, plus Election Day, making it total of 11 days. This is why we are doing this outreach to make sure that everyone understands that there are a lot of options for everybody to vote and try to vote early.

III. Goal of the Election Administration Plan

The Election Administration Plan outlines how the Registrar of Voters (ROV) will implement the changes related to VCA and will be developed together with input from the community.

IV. Vote Center/Drop-box Selection

The ROV is seeking public input to assist the County with locating potential sites for Vote Centers and drop-box sites. Vote Centers need to be accessible and have enough space to properly service Santa Clara County voters.

Public Input/Questions:

1. Attendee: If you're saying that all people are going to be able to vote in any Vote Center, how will the voting be? Provisional?
 - a. ROV Staff: No. Every Vote Center will have E-Pollbook tablets and with these tablets, we will be able to find any person. For example, if you live in San Jose and work in Palo Alto, you can go to a Vote Center in Palo Alto and vote there. You will not have to vote provisional; they will give you an Official Ballot that corresponds to your district.
 - b. Attendee: Will it automatically be marked on the E-Pollbook tablets?
 - i. ROV Staff: The tablet will have access to all registered voters. If you or someone forgot to register to vote, they can go that same day and register to vote and, in that case, will vote conditionally.
2. Attendee: Will the training for Election Officers be in Spanish?
 - a. ROV Staff: No, it will be in English. Every Election Officer is required to speak English if they speak another language because anyone that is working at the Vote Centers, they are there not just to help with translations, but also to help with everything else.
3. Attendee: Before we had early voting where you could go vote at the Registrar's office like a month ahead or three weeks ahead, will that continue?
 - a. ROV Staff: Yes
4. Attendee: I think it would be good if there was a flyer that says, "these are the easy ways to vote," saying how early you can vote with these many Vote Center locations where you can drop off your ballot. A flyer that is not so technical on how it has changed, but the way it has been made easy. Something that I can read in 30 seconds or less, because no one is reading more than that.
5. Attendee: How many Election Officers are you going to have at the Vote Centers?
 - a. ROV Staff: It is going to depend on what day on the 11 days it is open, as some days might be busier than others, such the Saturday before Election Day.
 - b. Attendee: Is there a schedule for that?
 - c. ROV Staff: We are working on it and other materials, because we need greeters to greet and help the voters.
 - d. Attendee: What about the hours?
 - e. ROV Staff: They are going to be open a minimum of eight hours a day, but the hours are going to vary. We are trying to have them be the same hours so that there are some nights, mornings, and weekends. It all depends how many Vote Centers that can be

available for that many days, how many days they allow us to be there, and how much time we can be there to run the election.

6. Attendee: Since the drop-boxes are open for 24 hours, a good idea to place a drop-box is outside of a *24-Hour Fitness* gym.
7. Attendee: What are the maps for?
 - a. ROV Staff: This map with the purple boundaries is the first 11-day Vote Center stagger. We have two phases: 11-day centers and 4-day centers. Ten days before Election Day, we are required to have one Vote Center per every 50,000 registered voters. As we get four days, the Saturday before the Election, you can see how it is a lot smaller, breaks it down to 125 different locations based on registration.
8. Attendee: (Referencing a handout) You have a question here about mobile centers?
 - a. ROV Staff: It is the 14th criteria for us to consider. Those are the 14 criteria ranking to see what is most important to you. Some of the other counties that have had large land areas that needed a Vote Center to get out in those areas.

V. Language Accessibility

The ROV is seeking public input to assist the County with various means of providing language accessibility so that all eligible voters can understand the voting process and have equal access to the ballot. Examples include suggestions for historically underserved language communities and bilingual election officer recruitment.

Public Input/Questions:

1. Attendee: Are you creating videos that can be shared in multiple languages?
 - a. ROV Staff: Yes, they will be coming. We have created one video so far, but we are creating more videos and materials. We just had our interest card translated in all the languages, so yes, we will be having them in different languages as the meetings come.
2. Attendee: Is there going to be a Spanish speaking only meeting, as this is a bilingual meeting? If I were not English speaking or Spanish speaking only, it would be hard to participate, when there is no translation equipment here.
 - a. ROV Staff: We do have staff here at this meeting that are Spanish speaking to translate if anyone needs it. There is not a Spanish speaking only EAP meeting. We will eventually have a language workshop in each of the languages to do a presentation about the Voter's Choice Act to inform Spanish-speaking guests.
3. Attendee: My concern is that there is not a meeting only held in Spanish. I think we need to have feedback that if you are a Spanish speaker who needs this information in Spanish, with a lot of stress in the community with mixed-status families, with U.S. citizens, the undocumented, and this election campaign, that there has to be a special focus on this Spanish-speaking community that is dealing with this stress 24/7.
 - a. ROV Staff: We are trying to receive the feedback for the plan so eventually when the plan comes along, there will be more outreach down the line to all communities.
4. Attendee: I think this is a great new change and it is going to make voting easier, but it is something new. This system is something new along with the new Presidential Election, the Census, etc., and as it could be easier, it is still something new and because it is not being released as the only new thing, it is another thing added to be aware of at the same time. Although this is something new and exciting, the challenge is the context.
 - a. ROV Staff: We are doing outreach and part of the outreach is that anyone or any group who contacts us and says, "come to our Spanish meeting," we will send a Spanish speaker out to do a Voter's Choice Act presentation.
5. Attendee: I feel more comfortable to speak in my native language, as well as accepting and understanding the material because it is much clearer.

6. Attendee: Understanding is more profound, and it is important to understand the important information given to us. It is also important that there should be meetings held exclusively only in Spanish, because I know there are meetings held exclusively only for Vietnamese, Chinese, and so that should happen as well for the Spanish community.
7. Attendee: Us Hispanics like clarity with what we are understanding.
 - a. ROV Staff: We are ready to go to any organization or group that wants us to do a presentation.
8. Attendee: I have been voting since I was 18 years old. This is going to be so overwhelming for our immigrant community. Some people say it is now their time to get citizenship after being residents for many moons, so for someone who runs campaigns and recruits candidates that look like a community, such as myself, it is hard to get someone who has voted for 25 years, to go out and vote. The whole concept that voters will have 11 days to vote and not have a polling location anymore, I can assure you that the number one thing people will say is that they will vote at their local precinct, when it will not exist anymore. I understand the concept, and it is definitely more accessible, but not for our monolingual immigrant community, I know for a fact that it is not. I am glad that it is happening, and we have great leaders and other folks that are going to be pushing us in schools, in community centers, but it is so overwhelming. Mayfair has a great senior center and it is a great opportunity to come and talk to the seniors here, since most of them are Spanish speakers. They say every election is the most important time of our lives, but we have many candidates running, and Latinos want to pick a good candidate. I feel like it will be a mess and organizations such as SIREN (Services, Immigrant Rights, and Education Network), LUNA (Latinos United for a New America), and all the unions who struggle to get their members to vote, it is going to be a hard time. I am hoping for the best, because we do have great organizations out there for our immigration community, but it is overwhelming, scary, and challenging, but a good challenge, and a good time to educate our people.
 - a. ROV Staff: There was a meeting a few weeks ago with the Board of Education and we started that talk with them, the League of Women Voters, also for a private project to reach out to all the juniors about registration at all the high schools in the county. We asked if we could add to their slides about the Voters Choice Act for the juniors. We are waiting for a meeting date, as we heard they have a great media team and our Public and Legislative Affairs Division, so we can have a meeting to help get the word out through their schools.
9. Attendee: I think it is important that there is a focus group that says what we see as a challenge with the Voter's Choice Act. We are so excited about this new thing and talking about it, but no one is asking, "what is the challenge with this new thing?" I think it is important to have a focus group with the people who do traditional voter turnout in the Latino community and ask, "what are the obstacles we have to plan for?" because I think we have a lot of knowledge in our community and instead of just giving out the information, we should take time to ask what the challenges are and how can we can address them.
 - a. ROV Staff: One other place of opportunity is the Language Accessibility Advisory Committee (LAAC) that we have developed, and we are currently still looking for new members who are involved in each of the communities. At the moment, we do not have a Spanish representative yet. This committee has just begun and has met two times and we will be meeting monthly. We are still trying to recruit members. We were just able to recruit a Tagalog speaking member from our Tagalog meeting. The focus of the Language Accessibility Advisory Committee (LAAC) is, how to get the language accessibility issues out into our communities. Another thing that we are doing that is related to presentations is a Voter Education and Outreach Committee (VEOC). We have made a committee for senior and disabled community and a language committee, but

we wanted to do more focus on training, so that is why we have this VEOC committee coalition that literally can train a trainer and do presentations, so there is also that opportunity.

10. ROV Staff: In the past, for example, we had 800 precincts, only 400 precincts were targeted for Spanish, meaning only five of the precincts had staff that only spoke Spanish. With the VCA, our goal is that Vote Centers will have bilingual staff that will be able to help voters.
11. Attendee: It is important to make it easier to vote, but sometimes it is hard for our community to adapt to changes, such as adding comfort that their vote is going to be counted, how to fill in the ballot, and be comfortable to know where to go vote. All this new technology and new laws might make them throw up their hands and give up.
 - a. ROV Staff: 75-80% of the people, nothing changes on how they vote, but for 20-25% of other voters, it will.
12. ROV Staff: On our website, all the materials will be translated in Spanish. We will have information in the Voter Information Guide and will mail this to all voters who have requested to receive this information by mail. We are working on updating our website, but we do have information on this new law on our website in Spanish. We are still missing a few pages, as we have our pages up in English, but so far, we have four pages on our website in Spanish.
13. Attendee: Basically, you have to speak English, and the second language is to your selection, not just only Spanish, such as the four languages: Vietnamese, Chinese, Spanish, Tagalog, but the basic language is for the Election Officers is English.
 - a. ROV Staff: We are expanding the languages and there will be nine languages total for the Official Ballots. We are adding four languages: Hindi, Japanese, Korean, and Khmer, so we will have all nine languages in the ballots.

VI. Voting Accessibility

The ROV is seeking public input to assist the County with various means of providing accessibility for senior voters and voters with disabilities so that all eligible voters can understand the voting process and have equal access to the ballot.

Public Input/Questions:

1. (none)

VII. Outreach Opportunities

The ROV is seeking public input to identify different venues and methods of outreach so as to best reach the County's voters and educate them on the elections changes that will come with VCA.

Public Input/Questions:

1. Attendee: Most of the schools have "Parent University" or "Family University" workshops where one day in every school district comes together and if there is someone to do Voter's Choice Act presentations in English, Spanish, Vietnamese, Chinese, or whichever the place is, you will reach a lot of people because they are already convening at this event. This will help connect to a lot of people very fast. We get up to 200 people for 3 hours and you can have the opportunity to introduce this for new people for a few minutes.
2. ROV Staff: The materials and handouts we will be making with the different languages, we can give you all a soft copy to be able to hand out. It all must be a community effort so we can all work on the VCA together, but we definitely need our community partners to help.
3. ROV Staff: We understand the concern about reaching out to all the communities and the difficulty of reaching out to native speakers of a certain language to come out to vote that day. We are trying to do outreach to every community, not just one specific one, and any

that want to work with us. We have interest cards that you can fill out and express all your concerns and wanting to be able to feel comfortable in learning this process in your native language. We can try to help do that as much as we can. We are going to provide a Voter Education and Outreach Coalition and we are going to do this in different languages, and this is why we have these meetings, tell us that sentiment, and then provide us with events or workshops you may know of for outreach. Once we learn about these different concerns, then we can work with all these different communities and help. We have several bilingual staff in the office that help with outreach. This is not the only forum that we have to try and get all the languages in all the communities, we also have the Language Accessibility Advisory Committee. These are the meetings we need you all to participate in and are meeting monthly and we still have not had someone from the Spanish speaking community show up. All of these concerns that you have, bring them to this committee and express the needs that you see in your own community. We only know so much by the contacts that we have, so in order to be most effective and get much more from this meeting, is if any one of you are able to come to these meetings. We also have another one called the Voting Accessibility Advisory Committee; this is to help people with disabilities make sure they find the right method to vote. All the committees we have, anyone is welcome to come. Even though this is a Spanish meeting, anyone is welcome to come. Even if a meeting says it is a General Meeting, it does not mean it is only for the English-speaking voters, it is open to anyone so anyone can come in. The last one, which is the most important one in case you all want to participate, is the (VEOC), Voter Education and Outreach Coalition. This is where we listen to you, we also have a plan, and everything shown, we have it and is going to be translated. If you tell us that you need to have a class in which the parents come and would like to participate and learn about the new system, you have to let us know. If the class is in a predominantly Spanish-speaking area, let us know; we will make sure one of our bilingual members can go in and work with you. We will bring all of our outreach materials, show it to you, and then you can take it and show it to your own communities.

4. Attendee: I am excited about the change, I just feel like it is a lot of change all at once and because people are feeling stressed, any new little change is going to add on to it. I also think the comfort level of language is going to have a big impact, because right now feel like I do not belong. So, if someone is not nice to me or does not give me my material in Spanish or Vietnamese, I might feel really intimidated right now just because there is so much stress in the community. I think this is part of the work that we need to do, which is to educate the people that are going to be at the locations, because all of this can impact.
 - a. ROV Staff: This is why we are trying to start the outreach now and not two months before Election Day, so all of this work we are planning with these meetings taking place now so we can have some in the fall to get everything started.
5. Attendee: I believe the consistency of the message is the best thing for Spanish media outlets. The Spanish venues went from 30 to like ten in the last ten years, so there has been a huge reduction in Spanish media. Radio is a good media outlet as a lot of people listen to the radio while they are working.
6. Attendee: I know the manager of the Spanish radio station *La Kaliente* and I will check with them.
7. Attendee: Invest in social media, as no one is watching TV anymore.
8. ROV Staff: If you know of anyone who is famous or relatively known in the community that has a good range of followers, let us know so we can contact them and that is what we need, partnerships. We are going to have a kick-off meeting sometime in early August and this meeting is where we want you to come to give us all your feedback and concerns.

VIII. Miscellaneous Topics/Questions

Public Input/Questions:

1. Attendee: My concern is about election integrity: In 2016 there was a gentleman who came to the precinct to vote, but he did not live here, he lived in Las Vegas; he had already voted in Las Vegas and still came to vote here.
 - a. ROV Staff: We can turn people over to the district attorney who will investigate if people believe they don't live here.
2. ROV Staff: When we look for possible facilities, I ask them if I can go back around to do demos. We do want to bring all of this new technology to the public and different community groups and invite them to come see these new technologies and ask us those questions, so they feel familiar with the technology, and they can ask us those security questions to feel more comfortable about it. This is something we have never done before, so this is something new that we are trying.
3. Attendee: Back to election integrity, with the hackers such as Chinese and Russians and those people, do they play with your system?
 - a. ROV Staff: We have not experienced any issue with security. We work with the Department of Homeland Security, the County Chief Information Security Office, County Chief Privacy Office, Secretary of State's Office, so we are working with Federal, State, and local levels. We do penetration testing, phishing training, and we just implemented new phishing technology, so there are a lot of things that we are doing. The tabulation system is not connected to the internet. We take the results off of that computer that has been tested and gone through testing to make sure it is counting right before we started counting and counting right after, and we take the results over to the system that is connected to the internet just to post them.
4. Attendee: I heard that as long as they cross the border, NGO takes them to the county office and gives them a whole package, including a voter registration card?
 - a. ROV Staff: I do not know who NGO is. At voter registration, when they register, they are verified with their social security number, the four last numbers of their social security, or their driver's license number.
5. Attendee: Here in California and New York, it is possible that people do not know you are a resident and can apply for that license and they applied for voting, is that how it works?
 - a. ROV Staff: No, you absolutely must be a citizen for you to be able to vote. There is someone that is checking that you have filled out all of the fields correctly. Even if you are not a citizen, we keep that affidavit on file as proof that when you come in and say, "I went to the polls to try and vote," when you are not a citizen. All of the information is, by law, kept on file for a certain amount of years and that is something we keep on file for two years or more.
 - b. Attendee: And as an immigrant, voting when you are not a citizen is an aggravated felony that makes you deportable. It is not something you can get away with.
6. Attendee: On the pamphlet you send out, how long before the election will you be sending it out?
 - a. ROV Staff: The law allows the earliest to mail those pamphlets is 40 days before Election Day. We try to get them out as soon as we can. It takes us several weeks to mail them out because they come in truck loads every day and we have to inkjet them, which is running them through and spraying on the address. We get those out between 40 and ten days, depending on smaller elections, which those can sometimes go out earlier because there is less to prepare. Meanwhile, large elections, with 100-page pamphlets that can take longer to make, will be mailed out later.
7. Attendee: Does the state pamphlet come out before or after yours?
 - a. ROV Staff: It comes out before. The state sends only one pamphlet per household, and then for us, even if someone chooses Spanish, we send English pamphlets to everybody,

so we mail over a million pamphlets first, and then we mail the language. You will first receive an English pamphlet, and then the language.