

Date of Hearing: June 20, 2022

ASSEMBLY COMMITTEE ON TRANSPORTATION

Laura Friedman, Chair

SB 1233 (Gonzalez) – As Amended April 20, 2022

SENATE VOTE: 30-4

SUBJECT: Department of Motor Vehicles: unserved or underserved populations: report

SUMMARY: Requires the Department of Motor Vehicles (DMV) to submit a report to the Legislature on strategies on how to effectively outreach to and coordinate with underserved communities. Specifically, **this bill:**

- 1) Requires the report to include the following:
 - a) Identified unserved or underserved populations in California that currently receive services from DMV at lower than average rates, including communities with members who primarily speak languages other than English and Californians experiencing homelessness.
 - b) Estimates of the number of Californians in these populations that are currently unserved or underserved by DMV.
 - c) Strategies and procedures on how to effectively outreach and provide services to these targeted communities, including, but not limited to both of the following:
 - i) Procedures on how to coordinate with community groups, local entities, continuum of care entities, nonprofit organizations, and other entities identified by DMV as representing an unserved or underserved population to serve these populations.
 - ii) Procedures to approve or deny community group requests for targeted outreach, including responding to all applications within 30 days.
- 2) Requires DMV to coordinate with community groups, local entities, continuum of care entities, nonprofit organizations, and any other entities that DMV identifies as relevant to understanding the needs and barriers facing unserved and underserved communities.
- 3) Requires DMV to implement procedures to start outreach for the various organizations they will consult with in drafting the report by January 1, 2024, and requires the report to be submitted to the Legislature by January 1, 2026.

EXISTING LAW:

- 1) Establishes the DMV and sets forth the powers and duties of the DMV, including establishing contracts for electronic programs that allow qualified private industry partners to join the DMV in providing services in order to continue improving the quality of products and services it provides to its customers.

- 2) Requires that materials explaining public services available from a state agency, or notice of availability of materials made orally or in writing, be translated into any non-English language spoken by a substantial number of people served by the agency, and distributed through its local offices or facilities.
- 3) Requires bilingual staffing and services at each state agency office when 5% or more of its clients speak a language other than English.
- 4) Requires each state agency to conduct a survey, related to its bilingual services, of each of its local offices every two years to determine specified information, and to report results and any additional information requested to the Department of Human Resources (CalHR).
- 5) Requires each agency that serves a substantial number of non-English-speaking people who comprise 5% or more of the people served to develop an implementation plan, in every odd-numbered year, and to submit the implementation plan to CalHR for its review.

FISCAL EFFECT: According to Senate Appropriations Committee:

- DMV estimates one-time costs in the range of \$250,000 to \$500,000 to contract with a private firm to collect data on unserved and underserved populations, coordinate with specified entities, conduct analytical work to develop strategies and procedures for outreach, and complete the specified reports. (Motor Vehicle Account)
- Unknown potentially significant ongoing cost pressures to implement the identified strategies and procedures for soliciting and responding to specified outreach requests. (Motor Vehicle Account)

COMMENTS:

Under the Dymally-Alatorre Bilingual Services Act, every state agency, except the State Compensation Insurance Fund, directly involved in the furnishing of information or the rendering of services to the public where contact is made with a substantial number of non-English speaking people, is required to employ a sufficient number of qualified bilingual persons in public contact positions to ensure provisions of information services to the public, in the language of the non-English-speaking person. Materials are also required to be published in languages where more than 5% of the people serviced statewide speak the language.

In April of 2021, DMV announced that it would no longer offer the driving test in 32 languages and instead would only offer the test in the seven languages it was required to offer them in under the Dymally-Altatorre Bilingual Services Act. After public backlash, DMV reversed its decision.

According to the author, “The DMV provides essential services to Californians, such as furnishing valid government IDs that are used to lease apartments, sign kids up for school, apply for jobs, or to access programs like Medi-Cal, food stamps, or cash assistance programs. However, many Californians face barriers in accessing these services. The barriers to accessing these services are very diverse and include language barriers, illiteracy, incarceration status, or a

lack of home address for people experiencing homelessness. SB 1233 recognizes the need to meet Californians where they are and incorporate flexibility and responsiveness in how DMV services are provided. SB 1233 requires the DMV to work with community groups and local entities to publish a report that will identify underserved groups and develop a protocol by which community groups or local entities can request targeted outreach services by the DMV. SB 1233 will ensure that critical services are more efficiently and effectively provided to all Californians.”

A California driver’s license application is available in 10 languages, including: English, Spanish, Chinese, Hindi, Japanese, Khmer, Korean, Tagalog, Thai, and Vietnamese. The California driver license knowledge exam is available in 36 languages: Amharic, Arabic, Armenian, Assyrian, Cantonese (audio), Chinese Traditional (written), Croatian, Dari, Farsi (Persian), French, German, Greek, Hebrew, Hindi, Hmong, Hungarian, Indonesian, Italian, Japanese, Khmer (Cambodian), Korean, Laotian, Mandarin (audio), Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Samoan, Tagalog, Thai, Tongan, Turkish, Urdu, and Vietnamese.

This bill would require DMV to go beyond what is required by the Dymally-Alatorre Bilingual Services Act by having DMV to identify underserved populations in California, including the unhoused; identify strategies to outreach to those communities; and to report back to the Legislature the steps it took to do so.

The Khmer Girls In Action, writing in support of this bill, argue, “Having a valid ID is critical to many essential aspects of life, such as leasing an apartment, enrolling children in school, applying for jobs, or receiving medical care. Having an official government ID can also be particularly important for vulnerable populations, since these IDs are often the default method of verification needed to apply for Medi-Cal, food stamps, and cash assistance programs. However, getting ID services at the Department of Motor Vehicles (DMV) can be challenging for many Californians. For example, people who speak languages that are not offered at the DMV face language barriers in accessing services. There are at least 220 languages spoken in California, and 44% of California residents speak a language other than English at home. Given the myriad of different languages spoken by Californians, DMV services must be highly targeted and flexible to meet the language diversity needs of all, not just the majority, of Californians. Likewise, DMV ID processes were not designed with California’s homeless population in mind. Many people experiencing homelessness are migratory and do not have addresses for receiving IDs or verifying residency: DMV services should be adaptable to service the needs of California’s homeless population. SB 1233 will address gaps in current access to DMV services by requiring the DMV to work with stakeholders to identify underserved groups, and create a formalized protocol for facilitating outreach events with local entities representing these groups. By formalizing and facilitating the connection between the DMV and trusted community groups, SB 1233 will ensure that critical services are more efficiently and effectively provided to all Californians.”

REGISTERED SUPPORT / OPPOSITION:

Support

AAPI Equity Alliance
California Immigrant Policy Center
Coalition on Homelessness, San Francisco

Khmer Girls in Action
Mixteco Indigena Community Organizing Project (MICOP)

Opposition

None on file

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