

# FAIR ELECTIONS --- LEGAL NETWORK

# Poll Worker Resource Guide

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*Prepared by The Fair Elections Legal Network*

November, 2013

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## Introduction

In his 2012 Election Night victory speech, President Barack Obama started by saying, “I want to thank every American who participated in this election. Whether you voted for the very first time or waited in line for a very long time.” At which point he paused and added, “By the way, we have to fix that.”

How to actually go about fixing elections is an issue that creates significant debate. This is partially because elections have a lot of moving parts and many areas are ripe for reform. Former Missouri Secretary of Robin Carnahan has offered a useful way to think about many of the challenges that Election Day creates from a business perspective:

Now, let me paint a fuller, behind-the-scenes picture for you about how elections actually work. I’ll use Missouri as an example...we’re a medium size state with four million registered voters, 116 local election officials (most independently elected), 4,000 polling locations and over 20,000 poll workers who actually run our elections. And while as Secretary of State, I hold the title “chief elections official,” my office never prints, touches or counts a ballot. Now as an elections geek, I sometime use a little thought experiment to help people understand the scope and complexity of running an election...so just imagine for a minute that you’re trying to run an election like you would a service delivery business. Here’s what you’d be facing...

- Your business is open for, basically, one day every other year.
- All four million of your customers could show up on that day, and even though you know they won’t, you have to be ready just in case.
- Your front-line employees who are supposed to take care of all those customers are essentially volunteers who might do the job every couple of years and
- You ask them to work a 16-18 hour shift.
- Your employees’ average age is...can you guess? 72
- Election laws vary sometimes dramatically from one state to the next and endless media coverage about various laws and challenges to laws leaves both voters and poll workers confused about how voting works, what ID’s are required and what days the polls are open
- When your customer, the voter, finally gets a ballot, they’re asked to vote on 25-30 races from federal to state, county, judicial and complicated ballot questions...so ballots are very long
- Naturally your customers expect everything to work perfectly (and video tape and tweet about things when they don’t just to add to the confusion)
- Oh, and customers also expect to get in and out in 15 minutes and not have to endure long lines.
- Then when the customers are all gone and polls finally close, the media expects the count to be quick and results to start rolling in as soon as the polls close, and they want final results by the end of the night.

It's staggering to think about...no one would survive if they ran a business the way we run elections!<sup>1</sup>

Secretary Carnahan's explanation reinforces that there are many areas of election administration that could be, as the President pointed out, fixed. Voting rights advocates and others grabbed on to the President's phrase and began trumpeting much needed legislative reforms. Such reforms address voter registration improvements, additional voting machines, expanded early voting opportunities and much more. While a legislative fix should be discussed, the reality is that a divided Congress is unlikely to pass meaningful electoral reform legislation. This is particularly true as election administration has taken an increasingly political turn in recent years. Additionally, any piece of legislation would only partially solve the problems faced by voters.

Possibly because of these legislative constraints, President Obama created a Presidential Commission on Election Administration (PCEA) following his continued commitment to the issue in his 2013 State of the Union address. PCEA Co-Chair Bob Bauer explained the commission role by stating that, "The President's expectation is clear, the Commission is charged with developing recommendations based on the best information available for administrative practices that afford voters the opportunity to cast ballots without undue delay and improve their overall experience."

In order to accomplish this task the PCEA was charged with examining:

- (1) The number, location, management, operation, and design of polling places;
- (2) The training, recruitment, and number of poll workers;
- (3) Voting accessibility for uniformed and overseas voters;
- (4) The efficient management of voter rolls and poll books;
- (5) Voting machine capacity and technology;
- (6) Ballot simplicity and voter education;
- (7) Voting accessibility for individuals with disabilities, limited English proficiency, and other special needs;
- (8) Management of issuing and processing provisional ballots in the polling place on Election Day;
- (9) The issues presented by the administration of absentee ballot programs;
- (10) The adequacy of contingency plans for natural disasters and other emergencies that may disrupt elections; and
- (11) Other issues related to the efficient administration of elections that the Co-Chairs agree are necessary and appropriate to the Commission's work.

Out of the list of items the Commission has examined, one area that directly impacts the efficiency of Election Day, and can be quickly addressed throughout the country is the training and preparation of poll workers.

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<sup>1</sup> <http://www.ndi.org/files/Robin-Carnahan-speech-techatstate.pdf>

## **Poll Workers**

While all of the issues set out for the PCEA are important to conducting elections, FELN believes that particular attention should be paid to poll workers because there is no practical solution that can make a more significant and immediate impact on the voting experience of Americans. Ultimately, it is poll workers or election judges who are the individuals responsible for conducting our elections. Unfortunately, these individuals are almost always undertrained volunteers tasked with a job that has become increasingly difficult.

The Help America Vote Act (HAVA) created many needed election reforms. However, it also created new challenges in the polling place. The expansion of electronic voting machines, use of provisional ballots, and creation of a different identification standard for many first time voters have all contributed to an increasingly complicated Election Day. On top of this, many state legislatures have been passing controversial elections laws, which frequently end up in the court system. These changes and the uncertainty that results from ongoing court fights only add to the challenges and potential for confusion for voters and poll workers alike.

As a result, Election Day issues are arising because of poll worker error. In many states on Election Day 2012, for example, poll workers insisted that voters show a driver's license even though this was not the law in the state. The PCEA heard testimony of one such instance in Philadelphia when a voter testified about her struggle to vote in November 2012. Unfortunately, such instances can only be due to confusion and inadequate training, or much less likely, malicious individuals denying the right to vote to eligible citizens.

The reality is most instances like this occur because of confusion and inadequate poll worker training. The topic of poll worker training is nothing new. However, historically much of the discussion about poll worker training has revolved around increasing the amount of training that poll workers must receive. Certainly, there are minimal standards that should be established and met. That said, the poll working experience is unique. Unlike a typical job, poll workers – particularly new poll workers – do not get to develop their skills over an extended period of time.

On any Election Day there will be first time poll workers who are expected to complete their tasks with minimal training and supervision. Poll workers are placed into their polling locations with the expectation that they can adequately serve the voters who choose to participate in the election, regardless of the assistance needed or the unique problems which may present themselves. Poll workers must therefore be prepared for any and all situations which may arise to ensure that voters are not punished with long lines or inappropriately given provisional ballots.

By their very nature, poll workers are a unique form of employee which requires a unique form of training. The lack of opportunity for on the job training combined with a constant influx of new employees forces jurisdictions to provide materials which take the guess work out of poll worker responsibilities. Some jurisdictions have found solutions for this unique situation, while others have struggled.

## **What The Fair Elections Legal Network Did**

Recognizing the challenges of working in a polling place on a busy Election Day and the limitation of poll worker training, FELN reached out to state and local election officials from around the country to discuss various ways that they have overcome some of these issues with focus on simplifying the process.

FELN used a simple series of questions to guide the conversations. The questions were as follows:

1. Do you have any recommendations/materials that help to simplify the Election Day poll worker experience?
  - a. If so, can you share those?
2. What needs do you traditionally have for poll workers? Do you recruit poll workers or is that done by local parties etc.?
3. Are there recommendations you would make to someone wanting to serve as a poll worker? (e.g. sign up early, not just general elections etc.)
4. Do you have any interesting examples of poll worker recruitment programs or efforts by local organizations (e.g. adopt a polling place or fundraiser) that stand out as exemplary?

These interviews were purely qualitative and many election officials were willing to share their resources as you will see in the appendix at the end of this report.

Throughout the interviews, FELN heard about a number of innovative solutions being implemented in polling places across the country.

The remainder of this guide provides examples that were collected from local election officials which represent a sampling of creative and effective materials for poll workers. They are divided by their time of use and purpose.

## **Conclusion**

While each jurisdiction across the country has their own unique issues on Election Day, the lack of adequate time to thoroughly train poll workers is a common thread. Through creating smarter training materials for poll workers, jurisdictions can minimize problems and ensure a smooth voting process. As the gate keepers to the voting experience, the effect that poll workers can have on Election Day cannot be underestimated. Properly trained poll workers can ensure an efficient voting experience. Any solution to the nation's elections problems must address the

issue of poll worker training and should utilize unique training materials such as those outlined in this guide to ensure that advances are made in training.

Our recommendations based on the following materials and interviews of elections officials throughout the country include:

- Establish a pre-Election Day triaging that uses role play and shows poll workers what to expect.
- Split the responsibilities and training of poll workers so they are solely given training for the tasks they will be handling on Election Day.
- Provide materials with necessary details on how polling locations are laid out and what information is required to ensure poll workers process voters correctly.
- Outline common problems along with easy reference materials including checklists or palm cards to solve problems accurately and quickly.
- Supply explicit materials pertaining to the closing of polls that include pictures of proper closing procedures, checklists, and show how materials are supposed to be sealed.

**This guide was prepared by the Fair Elections Legal Network. The Fair Elections Legal Network (FELN) is a national, nonpartisan voting rights and legal support organization whose mission is to remove barriers to registration and voting for traditionally underrepresented constituencies and improve overall election administration through administrative, legal, and legislative reform as well as provide legal and technical assistance to voter mobilization organizations. For further information please contact:**

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# FAIR ELECTIONS --- LEGAL NETWORK

## Selected Poll Worker Materials

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## Materials:

### Pre-Election Day Training

Prior to Election Day, poll workers have a limited opportunity to learn the correct protocol. Local election officials across the country have worked to maximize training to provide materials that mirror real elections, such as the following:

U.S. Election Assistance Commission, Successful Practices of Poll Worker Recruitment

136

### Sample #34. Sample Role-Playing Exercises

#### Sample Role Playing Exercises

Exercise: "Using the Street Guide"  
(Handouts for exercise: Sample Street Guide.)

- 1) Look up 4809 Hampsted Court. Is it even or odd? Odd.  
How many voters are on the farthest list of numbers to the right? 2
- 2) Look up 7308 Hampsted Square. Don't you need to know whether it's Hampsted Square East, North or South? Hampsted Square South.  
How many voters? 20
- 3) Look up 8217 Griswold Drive. How many voters? 12

**Exercise: "Processing Voters"**

Handouts for exercise: Sample Page from Poll Book Michelle Adams should be marked 17 years old; Barbara Andreas should be marked "AB"; Sample Page with all versions of the Voter Authority Slips; Provisional Ballot Application.

- 1) I am Jim Ackerman. I live at 933 Sunview Road. Let's find me. Am I a regular voter? Yes. Ask me, "What ballot do I want?" I say, "Republican." What do we do? Write Jim's ballot style on a Republican Authority to Vote Slip. Note this Authority to Vote slip number in the Poll Book and send him off to the Voting Judge.
- 2) I am Michelle Adams-Young. I live at 807 Sunview Road. (Please find me on the Poll Book. Do you see me?) "Oh, yes, my mom got re-married and so I've changed my name. Is that a problem?"
  - Name Change: What do I have to do to let the election office about my new name? Fill out a new voter registration form in the Precinct Workbook.
  - What do you notice about my voter information in the Poll Book? I am 17. Am I still a regular voter if I'm only 17? Yes. I can vote on candidates in a Primary, but not on measures.

- The Check-in Judge asks me, "What ballot do you want?" Let's say I say, "Democrat." Which Voter Authority Slip is the poll worker going to pull? The "Democrat" one. (Remember, they'll be different colors for the actual election.)
- What is the poll worker going to note in the Poll Book? The number on my Authority to Vote Slip which is: 1005.
- What is the Check-in Judge going to write on my Voter Authority Slip?
  - 1) Ballot style: It's 12.
  - 2) Write a check-mark next to the 17-year-old box on the Voter Authority Slip.
  - 3) My name is Barbara Andreas. I live at 936 Pleasant Drive. So far I'm a regular voter. What do you notice about the box where you'd normally put my ballot style? It says "AB" – what does that mean? Am I a regular voter? No. Do I get to vote? Yes, I will cast a provisional ballot. That means the Election Office will hold it until they find out what happened to my absentee ballot. Let's look at the provisional application. Please write in my ballot style at the top right corner of the form. What is the most important thing we have to ensure that the provisional voter does? (Sign the application or else their ballot won't be counted!) Do I get a Voter Authority Slip? No, the Provisional Ballot Application becomes my ticket to vote.

## Sample #35. Scenarios To Enact Through Role Playing

### Scenarios to Enact Through Role-Playing

**Regular voter** – checks in – all information is correct in the poll book – voter signs – receives correct ballot or voter card – votes – deposits ballot or returns voter card – receives “I Voted” sticker – exits polling place.

**Name or address change** – checks in – poll worker learns of address change – directs voter to street index clerk to look up address – voter receives provisional ballot – signs the roster – completes paperwork – receives ballot or voter card – votes – deposits ballot or returns voter card – receives information on how to determine if the ballot was counted – receives “I Voted” sticker – exits polling place.

**Voter missing ID** – checks in – all information is correct in the poll book, but the voter must show ID – voter does not have ID – voter receives provisional ballot – signs the roster – completes paperwork – receives ballot or voter card – votes – deposits ballot or returns voter card – receives information on how to determine if the ballot was counted – receives “I Voted” sticker – exits polling place.

**Lost voter** – voter arrives and checks in – name is not in the poll book – voter directed to street index clerk to look up address – voter is in the wrong polling place – clerk looks up correct polling place information and directs voter to correct polling place.

**Early voter** – checks in – voter wants to turn in the EARLY BALLOT and vote on voting machine – voter receives provisional ballot – signs the roster – completes paperwork – receives ballot or voter card – votes – deposits ballot or returns voter card – receives information on how to determine if the ballot was counted – receives “I Voted” sticker – exits polling place.

**Regular voter – Needs assistance** – checks in – all information is correct in the poll book – voter signs – receives correct ballot or voter card – voter begins to vote; however, asks for assistance – 2 poll workers must assist the voter – voter cast ballot – deposits ballot and/or returns voter card – receives “I Voted sticker” – exits polling place.

**Regular voter – Campaign shirt** – checks in – voter is wearing campaign information – poll worker asks voter to remove or cover campaign button/shirt, etc. – voter signs – receives correct ballot or voter card – votes – deposits ballot or returns voter card – receives “I Voted” sticker – exits polling place.

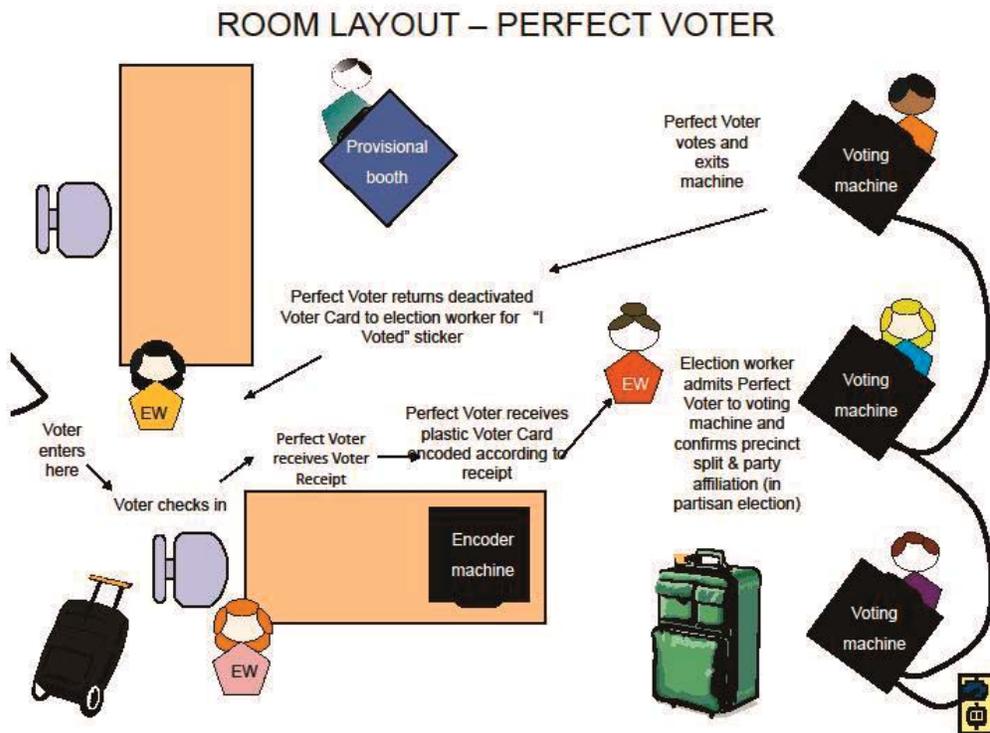
**Late voter** – voter arrives or is in line after polls close at 7:00 p.m.

## Election Day

### Opening the polls

Election Day begins early in the morning across the country. To ensure all voters arrive to uniform voting locations, local election authorities provide materials to ensure that polls are set up correctly, often including pictures and diagrams to ensure the setup is correct and maximizes privacy. With a proper setup, complications can be avoided later in the day.

Johnson County Kansas Poll Worker Training Materials:





### Field Supervisor Polling Place Report

[Election ID] is 97

#### CHRIST COMMUNITY CHURCH OF THE NAZARENE

EP Code: EP046

Election: 2004 Fall Primary -- 8/3/2004

#### VISUAL POLL CHECKS

- Outdoor signs posted
- No campaigning signs within 250 ft.
- Pink sample ballots are posted
- Machines are plugged in and electrical cords are out of the way and taped down, if necessary, so that voters do not trip
- All machines read "Charging." Please be sure to check the encoder machine. You will have to touch "Close," then touch "Create Voter Cards" after verifying that the machine is charging
- Voters' backs are to the wall or situated in another manner that prevents their ballots from being seen
- Envelopes attached to the side of the machines with a binder clip for voter receipts
- All voters are stopping at the check-in table and receiving either a Blue or White receipt
- Voters are signing in Registration book or worker is writing letter "P"
- Writing the line number, the precinct split number, and the party affiliation on the voter receipts
- Not using anything other than their fingers or a Q-tip to touch the screens
- Giving Voter Receipt and Voter Card directly to Machine Judge
- Machine judge is inserting Voter Card and verifying precinct number and party affiliation with voter before placing receipt in envelope
- An election worker is collecting Voter Cards
- Payroll sheet is complete and turned in
- Opening Verification form is complete and turned in
- The Provisional Ballot bag is positioned and sealed
- The Portable Provisional Booth is set up
- Supervising Judge knows how to complete the Mid Day and Final Tally Sheets

#### PROCEDURAL CHECKS

- Show the Supervising Judge how to "pop" screen back in socket if they raise it too far
- Remind the Supervising Judge that the Encoder PC Card may be left in the Encoder Machine
- Remind the Supervising Judge not to close the binder clips in the machine
- Show the designated driver the Clear PC Card Bag and the number of PC Cards to return on the insert
- The designated driver and Supervising Judge both know the location of the drop-off site
- REMINDE SUPERVISING JUDGE TO REMOVE ALL PC CARDS FROM ALL MACHINES, PUT IN PC CARD BAG, AND GIVE TO DRIVER TO RETURN TO DROP-OFF SITE**

Signature of Supervising Judge: \_\_\_\_\_

Signature of Field Supervisor: \_\_\_\_\_

## Staging of Voting Machines

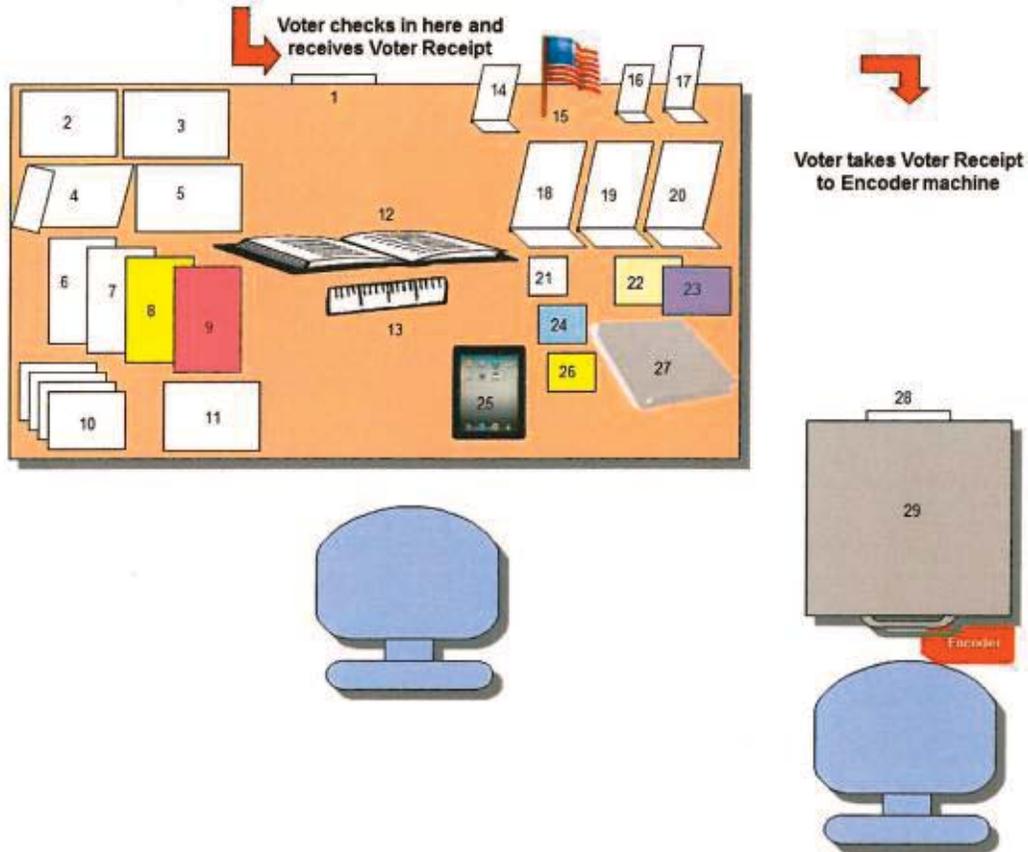
**WRONG!!!** You can see how the voters are voting!



**RIGHT!!!** Voters' backs are to the wall.  
Voters are voting in private.



## REGISTRATION TABLE LAYOUT



1. Hang "Start Here" sign on table
2. Date of birth cut-off to use expired ID sign
3. Voter Identification Information
4. Party Voting for Primary Election sign (August primary elections only)
5. Touch screens are sensitive sign
6. Declaration of Religious Objection forms
7. Affidavits of Voter's Name Discrepancy
8. Affidavits of Former Precinct Resident
9. 30-Day Cut-off date sheet
10. Provisional ballot envelopes
11. Machine VS. Paper Ballot Chart
12. Registration Book
13. Ruler
14. Voters Returning with Photo ID sign
15. Flag
16. Calendars
17. Election Worker Pamphlets
18. Voting Location "Courtesy of" sign
19. "Voting Locations Can Change" sign
20. "Help Wanted" Sign
21. Voter Receipts
22. Deceased Voter Notification Form
23. Notice of Out-of-County Change of Address Forms
24. Voter Notices - blue
25. iPad with Street File Index, etc.
26. Party Affiliation Declaration Forms (August primary elections only)
27. Supervising Judge Forms Notebook
28. Hang "Wait Here to Vote" sign on front of Touch Screen Voting machine for encoding voter cards (Encoder machine)
29. Encoder machine

## Processing Voters

From the check-in process to the completion of their ballot, proper treatment of voters ensures their confidence in the electoral process. The best poll worker materials will ensure poll workers are able to check in voters with ease, saving escalating issues to captains for larger problems. The following materials provide necessary details to poll workers to ensure they process voters correctly.

### Santa Fe County, New Mexico, Election Worker Handbook

Voters List Number Número Del Votante En la Lista	Name and Address Nombre y Dirección	Registrant ID Número de Identificación	Gender/ Party Sexo/ Partido	Precinct	Birth Year	Before Voting Voter Must Sign Here		
				Ballot Style Tipo de Boleta	Año de Nacimiento	Antes de Votar El Votante Debe Firmar Aquí		
901 Inactive	AUTRY, GENE 10 CUNNINGHAM RD, EDGEWOOD, NM 87015	2372739	M/DEM	086.3 STYLE	1986	901		Voter's name & address: needed to identify voter
902 A	BART, LILY 7 SOUTHWOOD DR, EDGEWOOD, NM 87015	2132915	F/DEM	084.3 STYLE	1955	902		
903 A	CARTWRIGHT, ADAM 7 MOSELEY RD, EDGEWOOD, NM 87015	2372901	M/DEM	018.2 STYLE	1982	903		Voter's year of birth: needed to identify voter
904 A	CARTWRIGHT, BEN 2 CERRO CT, EDGEWOOD, NM 87015	2173217	M/REP	084.3 STYLE	1975	904		
905 Inactive	CASSIDY, HOPALONG 1845 OLD US 66, EDGEWOOD, NM 87015	856252	M/DEM	084.3 STYLE	1937	905		Voted early; cannot vote again
906 A	CASHWOOD, ELINOR 67 MADOLE RD, EDGEWOOD, NM 87015	2403555	F/REP	073.2 STYLE	1967	906		
907 A	ELLIOT, ANNE 1 BLANCO DR, EDGEWOOD, NM 87015	853930	F/DTS	018.2 STYLE	1928	907	Voted In-Person 46	Voter number: goes on permit
908 A	FINCH, ATTICUS 1 BLANCO DR, EDGEWOOD, NM 87015	853937	M/REP	018.2 STYLE	1926	908	Voted In-Person 45	
909 A	FINCH, SCOUT 70 W HILL RANCH RD, EDGEWOOD, NM 87015	2176979	F/REP	073.2 STYLE	1947	909		Voter's party: needed for permit in Primary
910 A	HOLMES, SHERLOCK 70 W HILL RANCH RD, EDGEWOOD, NM 87015	2178004	M/IND	073.2 STYLE	1945	910		
911 A	LE PAGE, EBENEZER 47 EPOCH DR, EDGEWOOD, NM 87015	800101	M/REP	018.2 STYLE	1967	911		Inactive voter can vote: have him fill in a Voter Registration form
912 A	LE PAGE, MARIANNE 47 EPOCH DR, EDGEWOOD, NM 87015	770139	F/REP	018.2 STYLE	1970	912		
913 A	MARLOWE, PHILIP 55 SERRANIA DR, EDGEWOOD, NM 87015	1337994	M/REP	073.2 STYLE	1972	913		Voter signs here
914 A	MARLOWE, SERENA 55 SERRANIA DR, EDGEWOOD, NM 87015	1339889	F/REP	073.2 STYLE	1974	914		
915 Inactive	OAKLEY, ANNIE 4 TIERRA APRETADA, EDGEWOOD, NM 87015	2122130	F/REP	085.4 STYLE	1978	915		
916 Inactive	CHARA, GERALD 4 TIERRA APRETADA, EDGEWOOD, NM 87015	2113562	M/REP	086.4 STYLE	1982	916		
917 A	CHARA, SCARLETT 4 TIERRA APRETADA, EDGEWOOD, NM 87015	2271937	F/REP	085.4 STYLE	1957	917		
918 A	POTTER, HARRY 4 TIERRA APRETADA, EDGEWOOD, NM 87015	2189508	M/REP	085.4 STYLE	1951	918		
919 A	ROGERS, ROY 251 HORTON RD, EDGEWOOD, NM 87015	787128	M/DEM	073.2 STYLE	1951	919		
920 A	RUSSELL, KITTY 6 AMPARAN LN, EDGEWOOD, NM 87015	825728	F/REP	018.2 STYLE	1970	920		
921 A	SHERMAN, ANDY 401 STATE ROAD 344, EDGEWOOD, NM 87015	833679	M/DEM	073.2 STYLE	1923	921		
922 A	SHERMAN, SLIM 6 AMPARAN LN, EDGEWOOD, NM 87015	833237	M/REP	018.2 STYLE	1966	922		
923 A	SMITH, JOHN 274 DINKLE RD, EDGEWOOD, NM 87015	797400	M/REP	084.4 STYLE	1945	923		
924 A	THOMAS, BIGGER 251 HORTON RD, EDGEWOOD, NM 87015	782409	M/DEM	073.2 STYLE	1983	924		
925 A	WALSH, HARRIET 10 PRAIRIE WIND TRL, EDGEWOOD, NM 87015	2213430	F/REP	085.3 STYLE	1988	925		

## Poll Book: Basics

<p>DOB: 11/1900</p> <p><b>RICH, SUSIE</b> 1112 ACME AVE INDIANAPOLIS, IN 46205-1111 DOB: 11/1900</p>	<p>Address Exchanged: Name/Address Change</p>	<p>NAME: A DOB: <input type="checkbox"/> R <input type="checkbox"/> SS</p> <p>NAME: A DOB: <input type="checkbox"/> R <input type="checkbox"/> SS</p> <p>NAME: A DOB: <input type="checkbox"/> R <input type="checkbox"/> SS</p>	<p><b>Paul Problem</b></p> <p><i>Susan Rich</i></p> <p><b>Valerie Voter</b></p>
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**Name and Address Block**

- Voter information listed alphabetically by last name
- Date of birth found under the voter's address

**Scanned Signature**

- Original signature provided by voter when they registered or updated their records
- Used to compare voter's signature in the Poll Book to the signature on file

**Sign Here**

- Location the voter signs AFTER the poll worker reviews their photo ID



# DEMOCRACY IS ON THE LINE. BE A POLL WORKER

## 10 Things Every Missouri Poll Worker Should Know

1

### Photo ID Is NOT Required.

Voters need to present only one of the following types of personal ID:

1. ID issued by the Federal Government, state of Missouri, or a local election authority;
2. ID issued by a Missouri institution (public or private) of higher education, including a university, college, vocational and technical school;
3. A copy of a current utility bill, bank statement, paycheck, government check or other government document that contains the name and address of the voter;
4. Driver's license or state ID card issued by another state;
5. Voters may also cast a ballot if personally known by two supervising election judges, one from each major political party, and an affidavit is signed by the voter and the two supervisory election judges. RSMo. 115.427

2

### Be Sure to Give the Voter the Correct Ballot.

Your polling place may have multiple ballot styles which require you to review the poll book to determine which ballot voters should receive.

3

### Voters May Choose to Vote on a Paper Ballot OR Electronic Voting Machine.

Voters should be aware they have a choice of voting on a paper ballot or electronic voting machine. Make sure you understand how the voting system works. If a machine is not working correctly, immediately call your local election authority or contact a technical specialist if one is available for your polling place.

4

### Keep Plenty of Paper Ballots and Other Supplies on Hand.

Pay attention to how many paper ballots and provisional ballot envelopes you have at all times. If supplies run low, call your local election authority and ask them to send more supplies. Do not wait until supplies run out to call. By mid-day take an inventory of your supplies and prepare for a surge of voters at the end of the day.

5

### Persons In Line at 7PM Must be allowed to Vote. RSMo.115.407

Send a pollworker to the end of the line at 7:00 p.m.

**6 Voters May Choose Someone to Assist Them.**

Voters who cannot read or write, are blind or disabled, and cannot vote the ballot, may bring in any person (including a child, relative or friend) to help them before, during or after voting. The assistant does not have to be over the age of 18 or be a registered voter; however, one person may not assist multiple voters (unless they are an immediate family member of the voter or an election judge). Additionally, a bipartisan team of poll workers must assist a voter upon request. RSMo. 115.445.3

**7 Voters Who Moved to a New Address Within Their County May Cast a Regular Ballot.**

Voters who have moved must vote in the precinct where they currently live or at a central location. If a voter moved to a new address within the same election jurisdiction (i.e. voter moved within the same county) and did not update their address, they may still cast a regular ballot.

1. Call your local election authority and verify voter's new polling place;
2. Direct voter to new polling place or central location. RSMo. 115.165
3. Have voter fill out a change of address form before they cast their ballot.

**8 If a Voter is not in the Poll Book, Call the Local Election Authority.**

If a voter believes they are registered at your polling place, but they do not appear in the poll book, contact the election authority. If the election authority cannot find the voter in the statewide database, determine the voter's assigned precinct based on their street address.

If the voter is in the wrong polling place, give the voter directions to the correct polling place that serves the precinct in which they live. Inform the voter that they may also vote at a central polling place. RSMo. 115.430.2(2)(b)

**9 Follow Poll Closing Procedures & Ensure Security.**

Return memory storage devices, voting equipment, ballots, and other materials as instructed by the election authority. Ensure ALL voting materials are securely stored during transportation.

**10 Know Who to Call with Questions!**  
Local Election Authority:

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Contact Information:

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## Problem Areas

To ensure voters can move quickly through the check-in process, preventing long lines, poll workers must be prepared to handle special circumstances. The following materials allow poll workers to quickly assist voters by providing answers to common problems for voters or machines.

Michigan Department of State:

### Assisting Voters/Spoiled Ballots/Exposed Ballots

Advise voters who indicate that they will need help to cast their ballot that voting equipment is available in the polling place that they can use to vote independently without any assistance (AutoMARK Voter Assist Terminal).

If the voter maintains that he or she wishes to cast his or her ballot with assistance, proceed as explained below. A voter who receives voting assistance can vote in a regular voting station or through the use of the AutoMARK Voter Assist Terminal as the voter prefers.

#### Assistance Procedure

Whenever a voter receives help to vote his or her ballot, a complete record of the matter must be entered into the remarks section of the Poll Book. The record must include the name of the assisted voter and the person or persons who gave the assistance.

- Under state law, an elector may appeal to the precinct board for voting assistance. A reason for the needed assistance does not have to be stated. When an elector asks for voting assistance, the needed help must be provided by **two** inspectors who have expressed a preference for different political parties.
- Under federal law, an elector who is blind, disabled or unable to read or write may be assisted with his or her ballot by any person of the voter's choice, other than the voter's employer or agent of that employer or an officer or agent of a union to which the voter belongs. If an elector indicates that he or she wants to receive voting assistance from another person, the following question must be asked of the voter: **"Are you requesting assistance to vote by reason of blindness, disability or inability to read or write?"** A "yes" or "no" answer to this question is sufficient. If the answer to the question is "yes," the person

who will provide assistance is asked: **"Are you the voter's employer or agent of that employer or an officer or agent of a union to which the voter belongs?"** If the answer to this question is "no," the voter may be assisted by the person. The person assisting the voter may be of any age. If it is determined that the voter is not requesting assistance to vote by reason of blindness, disability or inability to read or write or if the person who has accompanied the person to the polls to provide assistance is not eligible to provide assistance, **two** inspectors who have expressed a preference for different political parties must assist the voter.

#### Spoiled Ballots

A voter who spoils his or her ballot may obtain a new ballot. In all cases, enter a complete account of the matter on the remarks page of the Poll Book.

#### Spoiled ballot procedure:

- 1) Direct the voter to return the spoiled ballot.
- 2) Record the new ballot number in the Poll Book opposite the name of the voter and on the voter's Application to Vote.
- 3) Draw a line through the first ballot number recorded on the forms and note that the ballot was "SPOILED."
- 4) Issue the voter a new ballot.
- 5) Write the word "SPOILED" on the ballot, remove the stub and place the ballot and stub in the envelope labeled "SPOILED BALLOTS." (If you were not supplied with an envelope reserved for this purpose, create your own.)
- 6) Return spoiled ballot to the clerk after polls close.

### Assisting Voters/Spoiled Ballots/Exposed Ballots

#### Maintaining Order in the Polls

#### Voters Who Have Moved

#### MISSING REGISTRATION

#### Processing Absentee Ballots

#### Write-In Candidates

**Assisting Provisional Voters**

**If voter's name is not in Roster or on Blue Supplemental Roster Page, then:**

1. Check the Adjacent Precinct Map. If voter is at correct Polling Place, assist with Provisional Voting following steps listed at bottom of this card.
2. If voter is not at correct Polling Place:
  - Suggest voter go to his or her assigned Polling Place. He or she should call the number on the Provisional Receipt & Telephone Referral Card or visit us on the web at [www.lavote.net](http://www.lavote.net) to look-up correct Polling Place.
  - If voter does not want to go to assigned Polling Place, assist him or her with Provisional Voting following steps listed at bottom of this card.

**If voter does not have a Vote By Mail (VBM) Ballot to surrender, then:**

Assist voter with Provisional Voting following steps listed at bottom of this card.

**Note:** *VBM Voters with no ballot to surrender do not sign Roster. They only sign the Provisional Envelope.*

**Steps for Assisting Provisional Voters:**

- A. Complete a Provisional Envelope and give to Ballot Box Clerk.
  - **Left side of envelope:** Pollworker completes.
  - **Right side of envelope:** Voter completes.
- B. Print voter's name on the Provisional List.
- C. Ballot Clerk issues voter a ballot, Provisional Secrecy Sleeve, and Provisional Receipt & Telephone Referral Card. Instruct voter to insert ballot into sleeve after marking, then go to Ballot Box Clerk.
- D. Ballot Box Clerk leaves ballot inside sleeve, but removes Voter Stub/Receipt. Then places inside Provisional Envelope and seals envelope.
- E. Ballot Box Clerk inserts envelope into slot on back of Ballot Box. Gives voter "I Voted" sticker.

3-13

**Assisting Provisional Voters**

**If voter's name is not in Roster or on Blue Supplemental Roster Page, then:**

1. Check the Adjacent Precinct Map. If voter is at correct Polling Place, assist with Provisional Voting following steps listed at bottom of this card.
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  - Suggest voter go to his or her assigned Polling Place. He or she should call the number on the Provisional Receipt & Telephone Referral Card or visit us on the web at [www.lavote.net](http://www.lavote.net) to look-up correct Polling Place.
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**Steps for Assisting Provisional Voters:**

- A. Complete a Provisional Envelope and give to Ballot Box Clerk.
  - **Left side of envelope:** Pollworker completes.
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- C. Ballot Clerk issues voter a ballot, Provisional Secrecy Sleeve, and Provisional Receipt & Telephone Referral Card. Instruct voter to insert ballot into sleeve after marking, then go to Ballot Box Clerk.
- D. Ballot Box Clerk leaves ballot inside sleeve, but removes Voter Stub/Receipt. Then places inside Provisional Envelope and seals envelope.
- E. Ballot Box Clerk inserts envelope into slot on back of Ballot Box. Gives voter "I Voted" sticker.

3-13



## Split Responsibilities

To ensure poll workers are trained for all aspects of their job, some jurisdictions train a poll worker only on their given tasks for Election Day. By thoroughly training each poll worker solely in their areas of responsibility, poll worker training sessions are streamlined and poll workers are not provided extraneous information.

Los Angeles County Registrar’s Office:

**Ballot Box Clerk Job Card**

See back of this card for PBR Messages, Ballot Alert Notification Slips, and assisting voters with the ABB.



**Assisting Voters:** Assist voters with inserting ballots into the Precinct Ballot Reader (PBR) and starting the Audio Ballot Booth (ABB).

Also, when necessary, assist voters with affixing the headset and provide the Multilingual Audio Ballot Point To Card so voters may select a language.

1. Greet voter when he or she arrives at the PBR by asking: **“Are you ready to cast your ballot?”**
2. Keep Write-In Portion attached and folded over for voter privacy. Remove Voter Stub/Receipt; then return ballot and stub to voter.
3. Instruct voter to unfold ballot and insert facedown into the PBR.
4. If ballot is accepted by the PBR, the voter has cast his or her ballot. Give “I Voted” sticker.  
  
If ballot is returned, see the back of this card or pages 45 — 46 in the *Election Guide and Checklist*.
5. Check-off number on the green Voter Turnout Tally Sheet.

For operating the ABB, see pages 48 — 50 in the *Election Guide and Checklist*.

**For Provisional Voters:**

Never insert Provisional Ballots into PBR.

Leave ballot inside Provisional Secrecy Sleeve and place inside Provisional Envelope. Seal Provisional Envelope (with ballot) and insert through slot on back of Ballot Box.

**Ballot Box Clerk Job Card**

PBR Screen Messages, Ballot Alert Notification Slips, and ABB.

**PBR Screen Messages / Ballot Alert Notification Slips:**

- ➔ **Ballot accepted and drops into Ballot Box:**
  - PBR Screen Reads: **Ballot Cast Successful**. (Give voter “I Voted” sticker.)
  - Ballot Alert Notification Slip does not print.

- ➔ **Ballot returned to voter:**
  - PBR Screen Reads: **Ballot Alert**.
  - Ballot Alert Notification Slip prints and states: **Overvote**. A contest is Overvoted when a voter marks more selections than allowed for a contest.



**OR**

- Ballot Alert Notification Slip prints and states: **No Selection**. This means it is a Blank Ballot and occurs when a voter has not made any marks for any of the listed contests.



Voters may choose to vote an Overvoted or Blank Ballot. Ballot Box Clerk should press Override on the PBR Screen and have voter re-insert ballot.

**ABB with Multilingual Audio Ballot Point To Card:**



- ➔ **Audio Ballot Booth (ABB):** Ballot Box Clerk should have offered the ABB to all voters. Voters who will most likely use the ABB are those requesting language assistance, as well as individuals with vision, mobility, cognitive, and limited dexterity disabilities.

- ➔ Additionally, the accompanying **Multilingual Audio Ballot Point To Card** is available for voters to indicate to Pollworkers the language that they would like to hear their Audio Ballot.



District of Columbia Board of Elections:

**Paper Ballot Clerk  
Standard Operating Procedures (SOP)**

On Election Day, your job is to provide a paper ballot to each voter, the Special Ballot Clerk and the Voter Assistance Clerk. The following steps provide a full description of how to perform your duties.

**PREPARING THE BALLOT CLERK TABLE**

1. Place one pack of ballots on the table.
2. Start with ballot #1 and stay in numerical order.
3. Keep the remaining ballots in the delivery box until needed.
4. Make sure your table has all the proper documents and materials:

Ballots	Pens and Pencils	Ballot Accounting Form
Ballot Tally Sheet	Voter Card Box	Envelope No. 2
Special Stamp	Secrecy Sleeve	Magnifying Glass

**ISSUING A BALLOT**

**VOTER WITH A VOTER CARD**

1. Get the voter card from each voter.
2. Read out loud the voter's name as it appears on the voter card so that the Pollwatcher can hear.
3. Confirm the precinct number is correct.
4. Place a large "X" over the number for the ballot you issued on the Ballot Tally Sheet.
5. Get the ballot.
6. Instruct the voter to:
  - a. Fill in the oval next to the candidate of choice;
  - b. Return the ballot to me if a mistake is made;
  - c. Vote at the voting booth; and
  - d. Cast your ballot at the M100
7. Place the ballot in the white Secrecy Sleeve and hand it to the voter.
8. Place the voter card in the voter card box.

**SPOILED BALLOT**

1. Get the spoiled ballot from the voter.
2. Remind the voter they can only be issued up to 3 paper ballots.
3. Write "SPOILED" on the ballot.
4. Tear one corner with a timing code.
5. Place the spoiled ballot into Envelope No. 2.
6. Get the Ballot Tally Sheet.
7. Place a large "X" over the number on the Ballot Tally Sheet.
8. Get a new ballot and re-issue it to the voter in a Secrecy Sleeve.

**CURBSIDE VOTER**

1. Get the Ballot Tally Sheet.
2. Place a large "X" over the number on the Ballot Tally Sheet for the ballot issued.
3. Write the word "Curbside" over the "X".
4. Get the ballot.
5. Place the ballot in a Secrecy Sleeve.
6. Give the Secrecy Sleeve to the Voter Assistance Clerk.

**SPECIAL BALLOT**

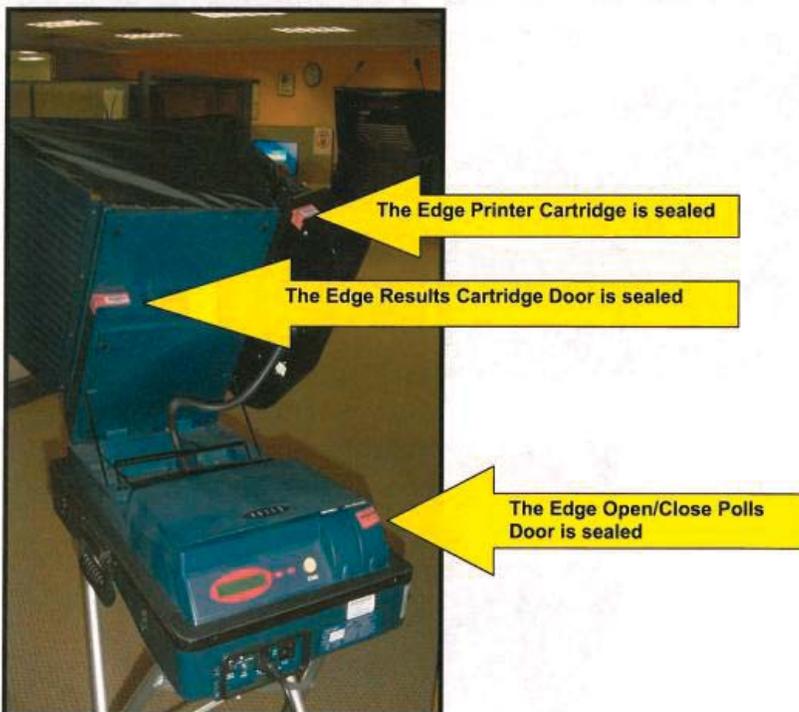
1. Get the Ballot Tally Sheet.
2. Place a large "X" over the number for the ballot issued.
3. Stamp the "X" with the SPECIAL stamp.
4. Get the ballot.
5. Stamp the ballot with the SPECIAL stamp.
6. Give the ballot to the Special Ballot Clerk in the blue Secrecy Sleeve.

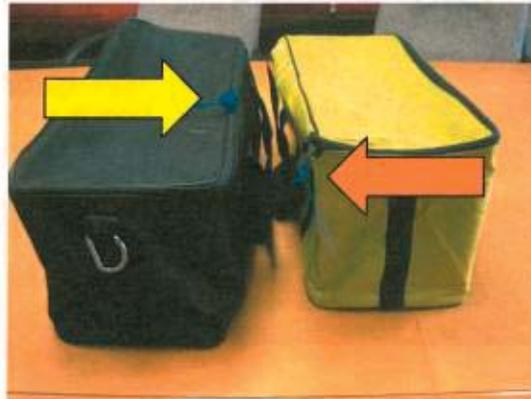
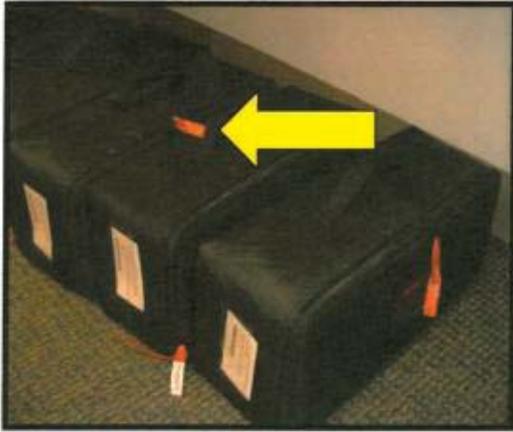
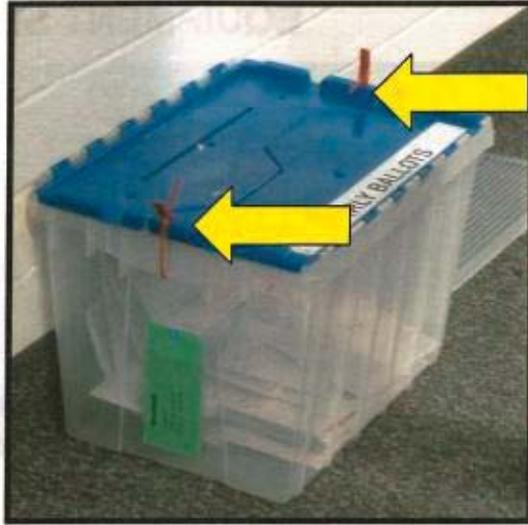
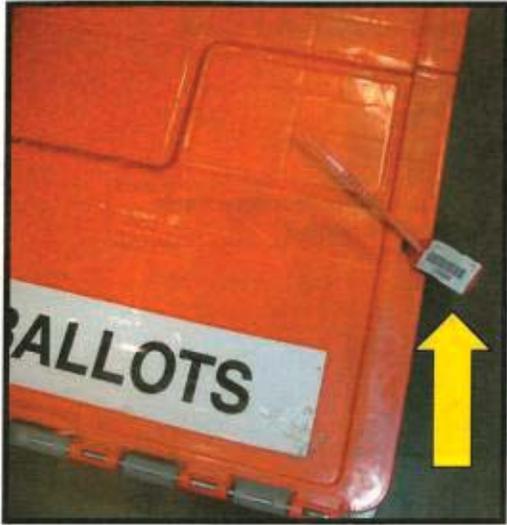
## Closing the Polls

After voting has concluded, it is essential that poll workers are provided with clear instructions on closing the polls, ensuring that all information is properly accounted for. Poll worker materials pertaining to the closing of polls should be explicit and minimize the opportunity for mistakes.

Maricopa County, Arizona Poll Worker Handbook:

### EQUIPMENT SEAL INFORMATION





Maricopa County, Arizona:

PRECINCT NAME AND NUMBER:		
<b>EQUIPMENT LOG</b>		
THIS LOG MUST BE COMPLETED EACH TIME YOU REPLACE EQUIPMENT OR REPLACE A SEAL. IT IS AN INTEGRAL PART OF THE POST ELECTION AUDIT.		
If you replace a piece of equipment, please write the SERIAL NUMBER of the replacement in COLUMN #1. If you replace a Label or Beaded Seal, please write the SEAL NUMBER in COLUMN #2 on the same line as the item.		
Shading indicates this Equipment requires a Bar Coded Label Seal	COLUMN #1	COLUMN #2
<b>TYPE OF EQUIPMENT</b>	WRITE <i>NEW</i> EQUIP SERIAL #s HERE ↓	WRITE <i>NEW</i> BEADED or LABEL SEAL #s HERE ↓
INSIGHT OPTICAL SCANNER →		
INSIGHT OPTICAL SCANNER BALLOT BOX SEALS →		
INSIGHT MEMORY PACK DOOR SEAL # →		
EDGE PRINTER CARTRIDGE HINGE SEAL # →		
EDGE RESULTS CARTRIDGE DOOR SEAL # →		
EDGE POLLS OPEN/CLOSE SWITCH SEAL # →		
CARD ACTIVATOR (HAAT) →		
ACTIVATOR CARDS →		← How many?
REPLACEMENT EDGE TOUCHSCREEN → <i>Only MCTEC has replacement Edges</i>		
POWER CORD FOR CARD ACTIVATOR →	CHECK HERE <input type="checkbox"/>	Did you give them a power cord?
POWER CORD FOR EDGE TOUCHSCREEN →	CHECK HERE <input type="checkbox"/>	Did you give them a power cord?
EDGE AUDIO UNIT →	CHECK HERE <input type="checkbox"/>	Did you give them a new audio unit?
LEGS FOR EDGE TOUCHSCREEN →	CHECK HERE <input type="checkbox"/>	Did you give them legs for the Edge?
ADDITIONAL RED PROVISIONAL BALLOT BOX →	CHECK HERE <input type="checkbox"/>	Did you give them another red lid box?
ADDITIONAL BLUE EARLY BALLOT BOX →	CHECK HERE <input type="checkbox"/>	Did you give them another blue lid box?
ADDITIONAL BLACK BALLOT BAG →	CHECK HERE <input type="checkbox"/>	Did you give them a black canvas bag?
ADDITIONAL GREEN CANVAS BAG →	CHECK HERE <input type="checkbox"/>	Did you give them a green canvas bag?
YELLOW VOTE HERE BARRICADE →		← How many?
ORANGE ID BARRICADE →		← How many?
<i>This list will be used to make sure all additional signs &amp; equipment are retrieved from each polling place after Election Day; please do not list any other supplies</i>		
rev. 3/15/2012		

District of Columbia Board of Elections:

**Paper Ballot Clerk**  
**Standard Operating Procedures (SOP)**

**Closing Instructions** The Precinct Captain will announce polls closed at 8:00 p.m. Any voters standing in line will be allowed to vote. After the last ballot has been issued, you may begin your closing procedures. Check off each box after you complete each step.

**Ballot Accounting Form**

- Turn to the last page used in the Ballot Tally Sheet, Find the last number marked, Write the number in **Box #2**
- Count the number of unused paper ballots left on the table and in the box. Write the number in **Box #3**.
- Count the number of spoiled ballots collected in Envelope No. 2. Write the number in **Box #4**.
- Verify the totals with the Captain, Write the precinct number on the form.
- SIGN the Ballot Accounting Form.
- Give the Ballot Accounting Form to the Special Ballot Clerk.



The image shows a 'BALLOT ACCOUNTING FORM' with a header that includes the DC Board of Elections logo and the date 'April 13, 2017'. The form is divided into several sections with checkboxes and input fields. A large 'SAMPLE' watermark is overlaid on the form.

**Envelope No. 2**

- Write the Precinct number and election date on the outside of the envelope.
- Write the total number of Spoiled Ballots contained in the envelope.
- Give the completed envelope to the Captain.

**Ballot Tally Sheet**

- Write the precinct number on each used sheet.
- SIGN all used pages.
- Give the Ballot Tally Sheet pad to the Captain.



The image shows a 'SPECIAL ELECTION' ballot tally sheet. It features a header with the DC Board of Elections logo and the date 'April 13, 2017'. Below the header is a grid of boxes for recording ballot counts. A large 'SAMPLE' watermark is overlaid on the sheet.

**Voter Card Container Seal and Voter Card Boxes**

- Complete the Seal and have the Captain sign the Seal.
- Place the Seal securely around the box.
- Give the sealed voter card box to the Captain.

**Other Steps**

- Return unused ballots and stubs to the box in which they were delivered.
- Assist the Captain with any work necessary to close the precinct.
- Sign out completely on the Payroll Sheet (if not, your check will be delayed).
- Leave ONLY when the Captain dismisses you.