



**31<sup>st</sup> Annual  
National Conference  
Houston, TX**

## **2015 Professional Practices Program**

# **Practice Makes Perfect**

**An Open House Weekend of Review for Poll Workers**

## **Franklin County, OH**

**Submitted by:**

**Steve Bulen**

**Precinct Election Official Manager**

**1700 Morse Road**

**Columbus, OH**

**43229**

**614.525.5353**

**[smbulen@vote.franklincountyohio.gov](mailto:smbulen@vote.franklincountyohio.gov)**

**[vote.franklincountyohio.gov](http://vote.franklincountyohio.gov)**

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## *An Open House Weekend of Review for Poll Workers*

Franklin County recognized the importance of providing poll workers with the opportunity for a final review of election procedures and materials just prior to them serving on Election Day. As a result we developed “**Practice Makes Perfect**,” an open house review staffed by poll worker trainers, which is held on the weekend (Friday evening through Sunday) preceding every election.

Depending on the scope of an election, Franklin County employs anywhere from 2500 to 4500 poll workers each election, and poll worker training takes place during a seven-week period prior to Election Day. Consequently those poll workers who attend classes earlier in the season have a greater chance of forgetting important information needed to successfully perform their duties. **Practice Makes Perfect (PMP)** provides an opportunity to receive a last-minute review of those duties and ultimately instill confidence into our poll workers, which they then take with them to the polls.

Our mission is “to recruit, train and place the very best poll workers who are committed to serving voters with excellence and civic pride.” **Practice Makes Perfect** helps fulfill that mission by providing a way to maintain “borderline” poll workers who might otherwise have needed to be replaced because of difficulties during training. A poll worker may be recommended or required to attend **Practice Makes Perfect**, based on either a firsthand assessment from a poll worker trainer or the results of a written assessment given at the end of every training class. We are able to target specific areas of need to customize a last-minute review track for each poll worker recommended or required to attend.

**Practice Makes Perfect** is devised to accommodate every poll worker through creating a smorgasbord of options within the event, including the following ▶

*“There is no glory in practice,  
but without practice  
there is no glory.”*

Author Unknown



### **Quick Question Counter**

The Quick Question Counter is designed to support those poll workers who have one or two areas where they may be a little unsure of a correct voting procedure, or perhaps they would like to review the materials that they will be using on Election Day. Affectionately called the “big sandbox” of **Practice Makes Perfect** because of its hands on component, this station contains all of the supplies as well as copies of forms and workbooks that are used on Election Day. Trainers are available throughout the room to answer questions, and poll workers can see pictures and descriptions of and examine any temporary ADA equipment required at their voting location that may need to be set up before the polls open. This area is extremely popular during **Practice Makes Perfect**.



### **Ten-Minute Tune-Up Groups**

These groups (6 to 8 poll workers) were created to concentrate on the most important components of correctly processing voters.

Areas of focus include:

- accurately determining whether a voter is a Regular or Provisional voter
- providing the correct ballot for Provisional Voters based on the voter’s current street address
- reviewing each section of the Provisional Envelope

These trainer-led sessions, as the name implies, are designed to last 10 to 15 minutes. Participants in these groups include not only general **PMP** attendees but also those poll workers who were recommended to attend. After the review session is complete, the trainer escorts his/her group to the Quick Question Counter and returns to the Tune-Up area to begin another ten-minute session. There may be up to 10 different Tune-Up groups simultaneously taking place.



**Continued ▶**



### Intense Hands-On Small Group Training

Created to handle those who were required to attend **Practice Makes Perfect**, these groups of 6 to 8 poll workers go through a more in-depth session that simulates the training that poll workers receive prior to the election. A trainer takes each group through actual voting scenarios and poll workers process "voters" using the same procedures and completing the same materials that they will use on Election Day. Usually lasting for 30 minutes or more, these sessions give the trainer another chance to monitor each participant and advocate for a possible "eleventh-hour" change in a poll worker's assignment if he/she is still unable to master the important skills needed on Election Day. A poll worker who is required to but does not attend **Practice Makes Perfect** is in jeopardy of losing his/her position in future elections. Both elements serve as effective ways of maintaining the best possible roster of poll workers every election.



### Voting Machine Review

Franklin County uses DRE voting machines and during **Practice Makes Perfect**, poll workers can receive a last minute review on three separate segments of using the machines:

- opening and closing procedures
- accurately processing voters
- printing a results tape at the end of an election

This section of **PMP** is designed to give poll workers the option to choose which segment(s) they would like to complete by simply walking up to an available station and, under the supervision of a trainer, go through the steps to successfully complete each part. In an effort to brush up on skills that might allow them to be a better team player, many times poll workers will visit this area even if their Election Day assignment is something other than assisting voters on the DRE voting machines.



### Voting Location Manager Lab

The successful implementation of Election Day procedures and policies falls upon each group of poll workers assigned to over 400 voting locations throughout Franklin County. We rely heavily upon a team leader, the Voting Location Manager (VLM) and ask him/her not only to be the head of each team but also to be familiar with each team member's Election Day duties.

That is why **Practice Makes Perfect** has a dedicated room to focus on the Voting Location Manager's responsibilities. In addition to a couple of our very best trainers, this station is also staffed by a few veteran Voting Location Managers who are able to squelch the fears and concerns of 'rookies' by providing expertise derived from years of experience. Voting Location Managers also receive reminders of any last minute updates and/or changes that have been implemented by the Secretary of State or Board of Elections.

Most Managers begin their **PMP** journey in the "Lab" and then visit the Voting Machine Review room and Quick Question Counter where they are able to study in depth the equipment and materials that will be used on Election Day.

**Practice Makes Perfect** is an important element of poll worker training in Franklin County. We have seen tremendous benefits from offering this last minute review open house. Poll workers are able to spend as much time as they need to ensure that they feel confident heading into the election. This past spring, almost 40% of the poll workers scheduled for the May 5th Primary attended the event.

Franklin County poll workers may not be performing perfectly on Election Day, however, **PMP** has been a step in the right direction to help get them there!



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# Ten Minute Tune-Up Groups



**Ten Minute Tune-Up Groups**





Set Timer For 10 Minutes

**ROSTER TABLE JUDGE**

**Object:** Poll Workers will determine if voter is regular or provisional.

- 1) Work through scenarios, having PEO ask for name & current address.
- 2) Give PEO a minute or so to make decision. All at same time, PEOs will lay down poker chip either REG or PROV side up.
- 3) Take PEOs to QOC to discuss their assessments/ask any questions they may have.

**Scenarios:**

- 1 – Bea Kuhl: ID & SPB match – Regular voter  
Current address: 1543 North Star Ave
- 2 – Bunker Hill: Military ID & SPB do not match (must use Street Guide) – Regular voter  
Current address: 1680 Ridgeway Place
- 3 – April Furst: Non Photo ID & SPB don't match (must use Street Guide)– Provisional voter  
Current address: 1456 Mews Court
- 4 – Major Downer: Military ID & SPB match – Regular voter  
Current address: 1301 Urlin Ave
- 5 – Daisy Fields: 17 YO voter; ID & SPB match – Regular voter  
Current address: 855 Grandview Ave  
**\*\*Remind 17 YO voters sign SPB, get ATV & RFPB, and are sent to paper table.**
- 6 – Gene Poole: No ID – Provisional Voter  
Current address: 1284 Hope Ave



**Ten Minute Tune-Up Groups**





Set Timer For 10 Minutes

**Provisional Ballot Judge**

**Object:** Poll Workers will review provisional envelope and complete Crossword Puzzle.

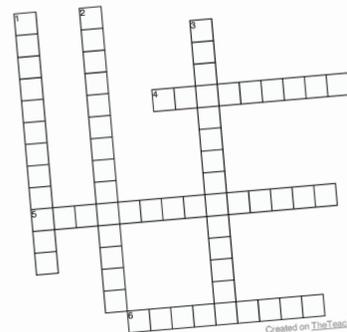
- 1) PEO completes Reference Guide per sample.  
Remind PEO of required information in both the voter and PEO sections.
- 2) PEO completes crossword, using Yellow Street Guide.  
Give correct info so PEO can check work.
- 3) PEO takes copy of 12-D form.  
Discuss when/how to use 12-D form.
- 4) Take PEOs to QOC to discuss their assessments/ask any questions they may have.



**Ten Minute Tune-Up Groups**



**Find the Precinct Identifier or Ballot Style**  
Complete the crossword below



Created on [TheTeachersCorner.net](http://TheTeachersCorner.net) Crossword Maker

**Across**

4. 1384 Westwood Ave (Precinct Identifier)
5. 1456 Mews Ct (Ballot Style)
6. 855 Grandview Ave (Precinct Identifier)

**Down**

1. 1602 Goodale Blvd (Precinct Identifier)
2. 1573 Elmwood Ave (Ballot Style)
3. 1680 Ridgeway Pl (Ballot Style)



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# Voting Location Manager Lab

**Experienced Voting Location Managers review common managerial procedures with PMP attendees.**

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**Voting Location  
Manager Lab**

## Voting Location Manager Review Table

Answer questions specific to managing the location.

<u>Management Topics that may come up:</u>	<u>Training Manual Page(s):</u>
Picking up supplies	Page 23
Supplemental Absentee Voter List	Page 23 and 50
Setting Up ADA Equipment <i>Remind VLM's to take down equipment at the end of the day and put it where they found it first thing in the morning</i>	Page 20 – 27
In case a poll worker does not show up	Page 33
Managing lunches and breaks	Page 6
In Case of Emergency at your location	Page 10-13
Who is allowed in the polling location	Page 38-42
Replacing RTAL Paper	Page 46-47
Items that must be returned Election night	Page 58-59

### Things that fall through the cracks

- o Using the Problems and Corrections pages
- o Checking the voter off of the Register of Voters list
- o Tracking of paper ballots by Paper Ballot Judge

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**Voting Location  
Manager Lab**

### Lesson plan for the VLM's at Practice Makes Perfect

- Review some of the Management topics (ask the VLM if they have concerns about any of them)
- Review the late letter information that is included in the VLM Supply pick up packet (especially the yellow, green and blue highlighted sections)
- Review the 17-Yr-Old notice that contains the Ballot Style for the voter. The Signature Poll Book will not have the Ballot Style listed for 17-yr-old voters (left out by mistake). Encourage VLM's to record the ballot style in the Signature Poll book.
- Review the "Supplemental Green Page" of the County Street and Road Guide (show the page that will be included)
- Review the list of LID's that will have the #5 in the Signature Poll Book. Follow the instructions on the sticker for each voter with a #5
- Review of the Info Graphic cards – Roster, Machine Judge, Portable Printer (People learn through different methods)
- Remind them about the Absentee Supplemental list that will be available on Monday, May 4<sup>th</sup> Review the instructions on how to access the list
- Review the supply drop off instructions, especially if coming from Interstate 71 (show new map of double turn lane)
- Remind them of the Youth at the Booth Surveys and to return them on Election Day (see envelope)
- Encourage them to visit the Quick Question Room to see the ADA setup for their voting location
- Encourage them to visit the Machine Room to review Closing the machines



10012388  
MCCOY, ZUCCHINI  
1802 W GOODALE BLVD

Zucchini McCoy

5 Please let the Board of Elections # 80325-1100 for verification

803

Granview-01



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# Intense Hands-On Small Group Training

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Intense Hands-On  
Small Group Training

## Intense Hands-On Small Group

### Roster Table Judge

**Object:** Poll Worker completes Roster Table Judge scenarios.

- 1) Work through scenarios, having Poll Workers ask for name and current address.
- 2) Give Poll Workers Reference Guide card.
- 3) Discuss assessments.
- 4) **Keep a list of those Poll Workers unable to process voters correctly. Give list to Steve.**

Scenarios:

- 1 – Bea Kuhl – ID & SPB match – Regular voter  
Current address: 1543 North Star Ave (Precinct ID **COLS 33D 01** Ballot Style **170**)
- 2 – Bunker Hill: Military ID & SPB do not match (must use Yellow St Guide) – Regular voter  
Current address: 1680 Ridgeway Pl (Precinct ID **Grandview B 01** Ballot Style **803**)
- 3 – Harris Halitosis: ID & SPB do not match – Regular voter  
Current address: 1739 Westwood Ave (Precinct ID **COLS 33 D01** Ballot Style **170**)
- 4 – Flavius Freeman: ID expired; No other ID – Provisional voter  
Current address: 1667 North Star Rd
- 5 – Gene Poole: ID & SPB do not match – Regular voter  
Current address: 1404 Hollywood Ave (Precinct ID **COLS 33 G01** Ballot Style **174**)
- 6 – Homer Goforth: ID & SPB do not match - Regular voter  
Current address: 1566 Terrace Dr (Precinct ID **Grandview B 01** Ballot Style **803**)



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Intense Hands-On  
Small Group Training

## Intense Hands-On Small Group

### Provisional Ballot Judge

**Object:** Poll Worker completes Provisional Ballot Judge scenarios.

- 1) Poll Worker completes Reference Guide per sample.  
Remind Poll Worker of required information in both the voter and PEO sections.
- 2) Poll Worker finds missing voter info on each page of Provisional packet.  
Give ID & missing info for Poll Worker to complete voter info & check exp date of ID.
- 3) Poll Worker completes their section, using Yellow Street Guide.  
Give correct info so Poll Worker can check work.
- 4) Discuss assessments.
- 5) **Keep a list of those Poll Workers unable to process voters correctly. Give list to Steve.**

#### Provisional Packet:

- 1 – Duckey Bill: No Birthdate  
Birthdate: 03/15/1993 LID 3021 (Precinct ID **COLS 33 D01** Ballot Style **701**)
- 2 – Vern Fern: No Signature/Date  
Signature/Date LID 3021 (Precinct ID **Grandview B 01** Ballot Style **803**)
- 3 – Daisy Fields: No Printed Last Name  
Last Name: Fields LID 3021 (Precinct ID **COLS 33 G01** Ballot Style **174**)
- 4 – Jill Plum: No city in Current Address  
City: Columbus LID 3021 (Precinct ID **COLS 33 G01** Ballot Style **174**)
- 5 – Avery Goodbook: No ID  
ID: Utility Bill LID 3021 (Precinct ID **COLS 33 G01** Ballot Style **174**)

**Talking Point:** Voter to Provide ID in 7 days