2015 Professional Practices Program

Practice Makes Perfect
An Open House Weekend of Review for Poll Workers

Franklin County, OH

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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:

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.

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

Author Unknown
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!
Ten Minute Tune-Up Groups

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 up to make decision. All at same time, PROs will lay down poker chips either RED or PROV side up.
3) Take PROs to QOE to discuss their answers/ask any questions they may have.

Scenarios:
1. Ben Kuhl: ID & SP match – Regular voter
   - Current address: 1543 North Star Ave
2. Barker NR: Military ID & SP do not match (must use Street Guide) – Regular voter
   - Current address: 1603 Ridgeway Plaza
3. Andy Farn: No Photo ID & SP don’t match (must use Street Guide) – Provisional voter
   - Current address: 1456 Miles Court
4. Major Downer: NV/key ID & SP match – Regular voter
   - Current address: 1301 Urbn Ave
5. Bruce Pinto: ID match ID & SP match – Regular voter
   - Current address: 805 Grandview Ave
   - **Revised:** 17 ID voters sign SP, get ATV & EVFR, and are sent to paper table.
6. Gense Pinto: No ID – Provisional Voter
   - Current address: 1284 Hope Ave

Provisional Ballot Judge

Object: Poll Workers will review provisional envelope and complete Crossword Puzzle.
1) PEO completes Reference Guide per sample.
   - Remove PEO of required information in both the voter and PRO sections.
2) PEO completes crossword, using Village Street Guide.
   - Give correct info to PEO on check work.
3) PEO takes copy of 12.0 form.
   - Discuss when to use 12.0 form.
4) Take PROs to QOE to discuss their answers/ask any questions they may have.

Find the Precinct Identifier or Ballot Style

Draw a line through the correct answer:

**Action:**
1. Yes, candidate blank (should accompany)
2. Yes, blank/No (should accompany)
3. Yes, blank/No (should accompany)

**Answer:**
1. Yes, candidate blank (should accompany)
2. Yes, blank/No (should accompany)
3. Yes, blank/No (should accompany)
Board of Elections

Voting Location Manager Lab

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

Lesson Plan for the VLM’s at Practice Makes Perfect

Review the written information that is located in the VLM supply package (especially the yellow, green, and blue highlighted sections).

Review the 275-10C notice that contain the Ballot Style for the voter. The Signature Poll Book will not have the Ballot Style (which is a 23-year-old entry, half-bottle of PMP attendees) to record the ballot style in the Signature Poll Book.

Review the “Supplemental Green Page” of the County Street and Road Guide (covered on the page that will be included).

Review the list of LDEs that will have them in the Signature Poll Book. Follow the instructions on the list for each one with 50.

Review of the info Graphic cards - Tally, Machine Judge, Portable Printer (which are through different methods).

Remind them about the Absentee Supplemental list that will be available on Monday, May 4th. Review the instructions on how to access the list.

Review the supplies drop off instructions, especially those regarding the free form of double entry.

Remind them of the you have the Booth surveys and to return them on election day (we encorporated)

Encourage them to visit the Quick Question Room to ask the ADA questions for their voting location.

Encourage them to visit the Machine Room to review checking the machines.

Franklin County
Board of Elections

Voting Location Manager Lab

Voting Location Manager Review Table

Answer questions specific to managing the location.

<table>
<thead>
<tr>
<th>Management Topics that may come up</th>
<th>Training Manual Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Picking up supplies</td>
<td>Page 23</td>
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<tr>
<td>Supplemental Absentee Voter List</td>
<td>Page 23 and 50</td>
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<tr>
<td>Setting Up ADA Equipment</td>
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<tr>
<td>Rentals VLM’s to take down equipment at the end of the day and put it where they found it first thing in the morning</td>
<td></td>
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<tr>
<td>In case a poll worker does not show up</td>
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<td>Managing lunches and breaks</td>
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<td>In Case of Emergency at your location</td>
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<td>Who is allowed in the polling location</td>
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<td>Replacing RTAL Paper</td>
<td>Page 46-47</td>
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<tr>
<td>Items that must be returned Election night</td>
<td>Page 58-59</td>
</tr>
<tr>
<td>Things that fall through the cracks</td>
<td></td>
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</tbody>
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Intense Hands-On Small Group Training

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

1. Work through scenarios, having Poll Workers ask for name and current address.
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 & SPN match – Regular voter
   - Current address: 1543 North Star Ave (Precinct ID COLS 330 01 Ballot Style 170)

2. **Busker Hill:** Military ID & SPN do not match (must use Yellow St Guide) – Regular voter
   - Current address: 1680 Ridgeway PI (Precinct ID Grandview 8 01 Ballot Style 803)

3. **Harry Haltos:** ID & SPN do not match – Regular voter
   - Current address: 1739 Westwood Ave (Precinct ID COLS 33 001 Ballot Style 170)

4. **Flavius Freeman:** ID expired; No other ID – Provisional voter
   - Current address: 1667 North Star Rd

5. **Gene Poole:** ID & SPN do not match – Regular voter
   - Current address: 1404 Hollywood Ave (Precinct ID COLS 33 601 Ballot Style 174)

6. **Herman Gooford:** ID & SPN do not match – Regular voter
   - Current address: 1566 Terrace Dr (Precinct ID Grandview 8 01 Ballot Style 803)

**Intense Hands-On Small Group Training**

**Provisional Ballot Judge**

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

1. Poll Worker completes Reference Guide per sample.
2. Poll Worker finds missing input information in both the voter and PED sections.
   - Vote & & double check. In each stage of the completion process, verify & & double check.
   - Poll Worker completes their section, using Yellow St Guide.
   - Discuss assessment.
   - Keep a list of those Poll Workers unable to process voters correctly. Give list to Steve.

**Provisional Packet:**

1. **Quigley Brie:** No Birthdate
   - Birthdate: 01/01/0000
   - ID 3021 (Precinct ID COLS 33 001 Ballot Style 701)

2. **Debo Fernandez:** No Signature/Date
   - Signature/Date: L.R. 1021
   - ID 3021 (Precinct ID Grandview 8 01 Ballot Style 803)

3. **Davia Fields:** No Printed Last Name
   - Last Name Fields: ID 1022 (Precinct ID COLS 33 601 Ballot Style 174)

4. **Allison:** No Residential/Current Address
   - ID 1021 (Precinct ID COLS 33 601 Ballot Style 174)

5. **Amy Goodwin:** No PP
   - ID 1022 (Precinct ID COLS 33 601 Ballot Style 174)

**Taking Point:** Voter to Provide ID in 7 days.