



VOTE HERE  
VOTE AQUÍ

# The National Association of Election Officials: At the Center of Elections

Registrars of Voters of Connecticut Conference  
September 19<sup>th</sup> , 2023



- Election Center
  - Background
  - Membership & Committees
  - Convenings
  - Training & Certifications
  - State-Based Work
- Trends: Administration
- Trends: Voting
- Trends: Legislation
- Resources





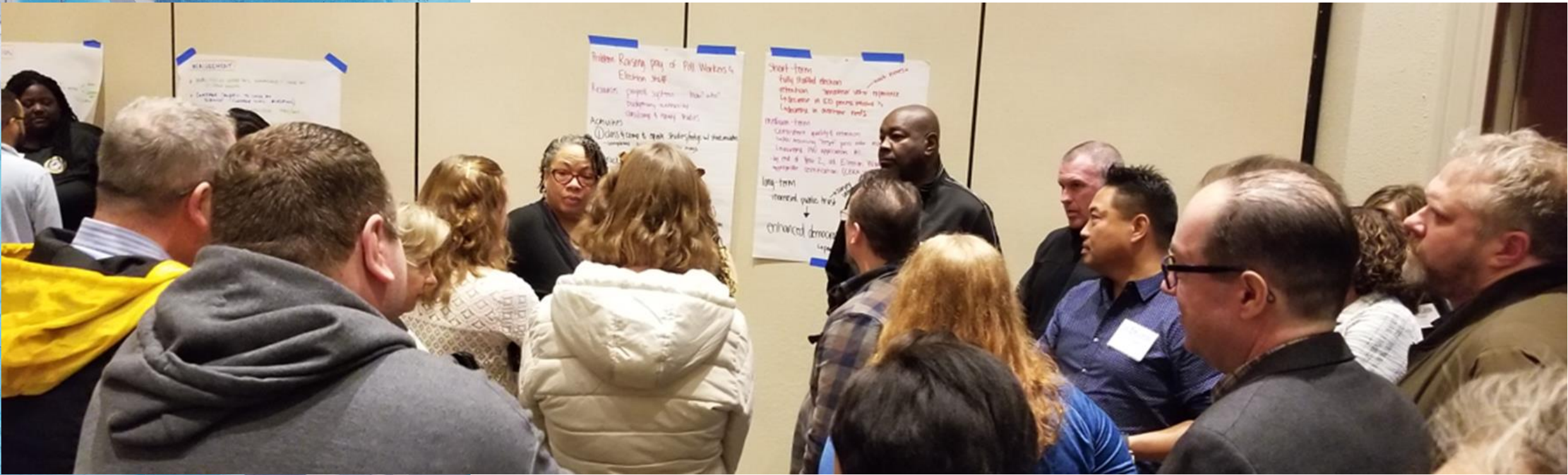
**Election Center**



Background







- Bringing election officials, vendor and nonprofit partners together is a core mission of Election Center.
- Elevating the voices of practitioners in the national narrative has never been more important.



electionline.org's Forever Home



**Daily News**





# Membership & Committees





1-10

11-20

21-50

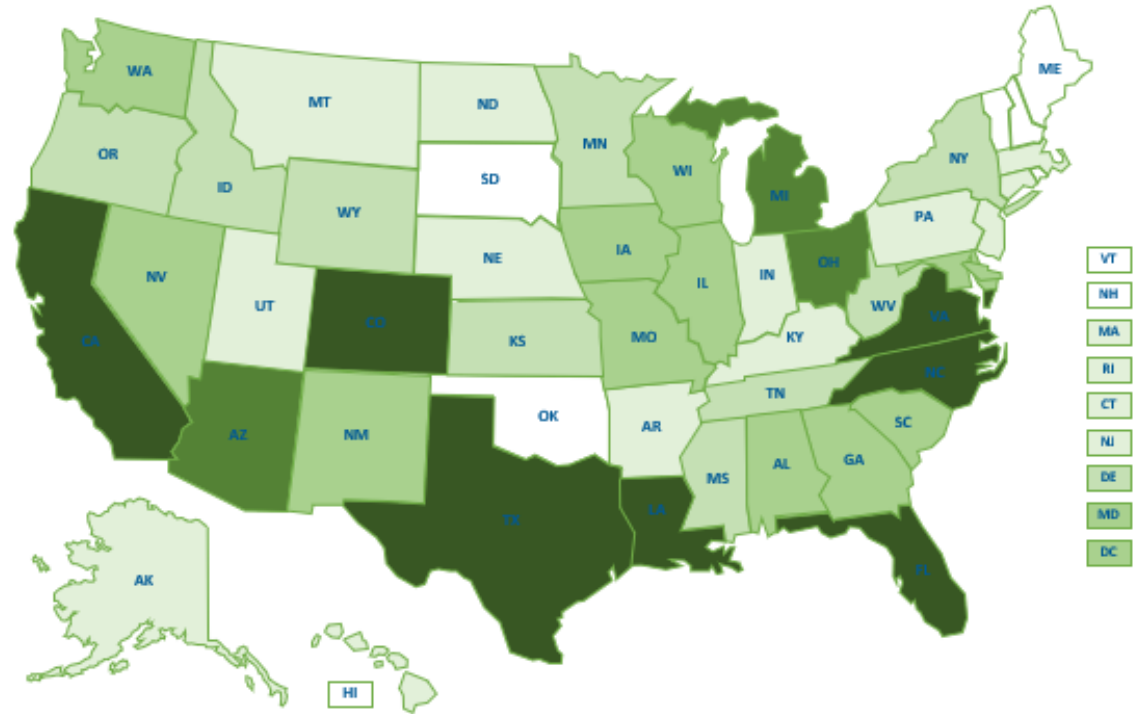
51-100

101-161

Guam, Virgin  
Islands, &  
Marana  
Islands

# Election Center Active Membership

(As of 9/17/2023)





# Legislative Committee

- Election Center does not advocate for any specific policy or procedure.
- With that said, we do offer educational direction to staff on legislation—what impacts may be, unintended consequences, where clarification is helpful, etc.

Page	Line	Section	Question/Issue
34	18+	2(b)	Transparency RE PP resources--this seems rooted in precinct-based systems, not vote centers for the information on impacted voters. Additionally, it does not carve out mobile voting units nor how to best record their usage & the communities being served.
35	21-25	2(C)	This may be difficult for some smaller jurisdictions or those who do not have racial data in their VR systems--specifying what source is desired (decennial, ACS, etc.) may be helpful.
36	1-5	2(D)	Same issues here--both with the precinct-centric focus and also demographics. Annexations happen VERY frequently and can impact the voting populations (particularly for municipal and county/township districts). Is it contemplated as inclusion here, or should this language be tightened up to more clearly define what is intended? Sometimes these changes are land-based only (new subdivisions, etc.) so there may





# Security Committee

- GCC Liaison
  - Chris Chambliss (Clay County, FL)
  - David Stafford (Escambia County, FL)
  - Shaunna Dozier (Clayton County, GA)
- DOJ/FBI/etc. Liaison
  - Jamie Shew (Douglas County, KS)



# Postal Committee

- USPS/MTAC Liaison
  - Anthony Albence(Delaware)
  - Kristin Mavromatis (Mecklenburg County, NC)
  - Mark Earley (Leon County, FL)
- USPIS Liaison
  - Kristin Mavromatis (Mecklenburg County, NC)
- Member Liaison
  - Anthony Albence (Delaware)







# Program Development & Awards

- ★ **Democracy Award:** Best Practice of 2023
- ★ **Freedom Award:** innovation in election administration
- ★ **Stars and Stripes Award:** recognizing outstanding partnerships
- ★ **Eagles Award:** exemplary use of technology
- ★ **Beacon Award:** embodies our Principles & Standards of Conduct
- ★ **Minuteman Award:** time and cost savings
- ★ **Independence Award:** outstanding service and accessibility
- ★ **Guardian Award:** innovation for election security







- Award winners share their programs during the National Conference in August.
- All submissions are available for members on a shared database.



# Working Groups

- Communications
  - PIOs
  - Media designees
  - Comms staff
- Tech Geeks (fashioned after #GeekNet)
  - IT managers & staff
  - GIOs
  - Certifiers





Convenings

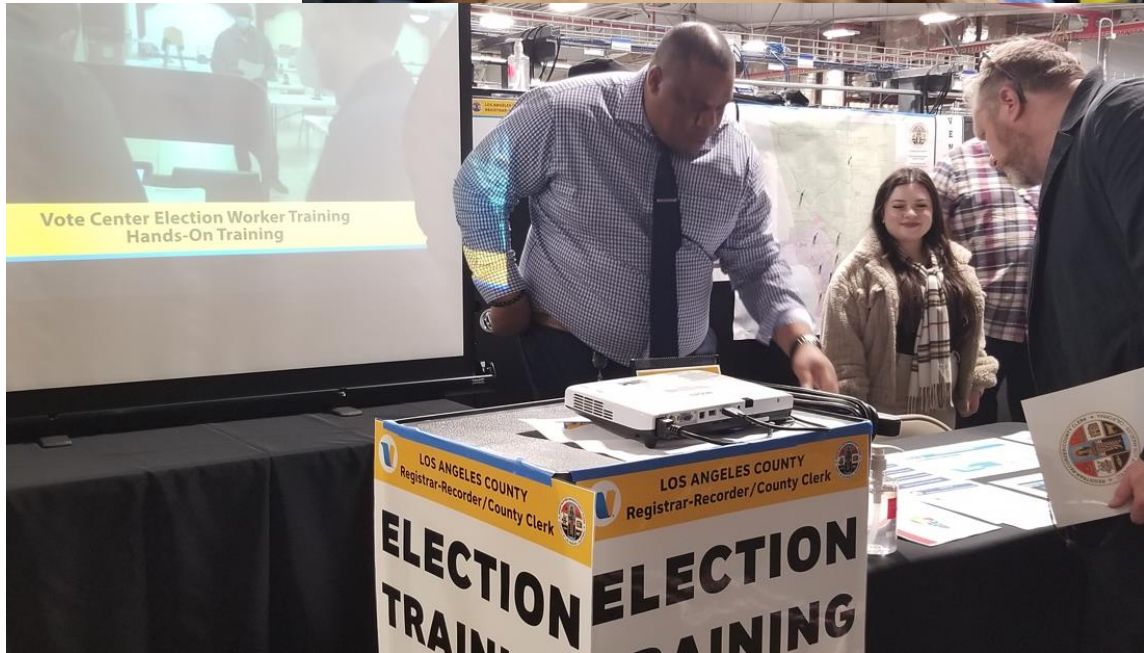


# January: JEOLC

- Members
- Hill Staff
- EAC
- NCSL
- USPS
- FVAP
- DOJ
- FBI
- GAO
- Census
- Nonprofit Partners









# February: Special Workshop



- Focusing on interaction and sharing of practices, the February Workshops formalize those critical conversations that happen during meals, in the hallways, & the hotel bar





# February: Special Workshop



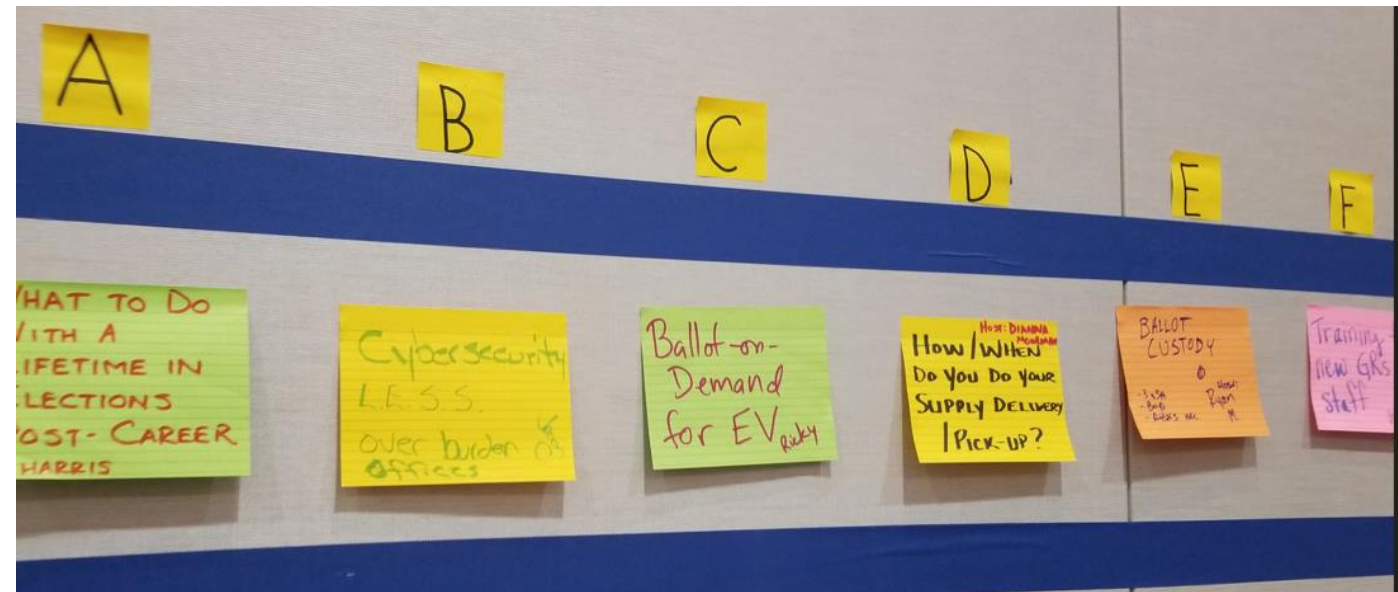
- Various formats demonstrate ways to mix it up at your conferences & meetings





Missouri Association of Election Authorities





Voter Registrars Association of Virginia



# April: State Trainings & Association Workshop

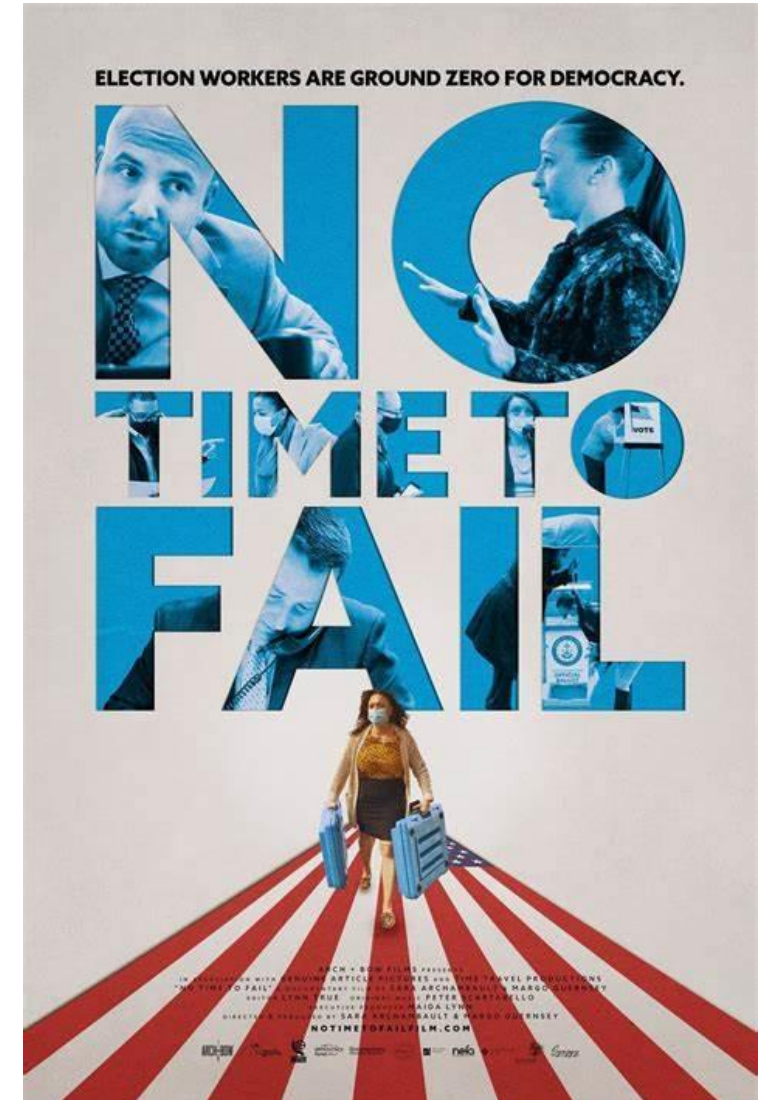
- Starting in 2018 I began hosting association leadership—that work continues at Election Center with our April Workshops.
  - Training
  - Conferences
  - Funding
- Expanded to include state leadership.





# August: National Conference

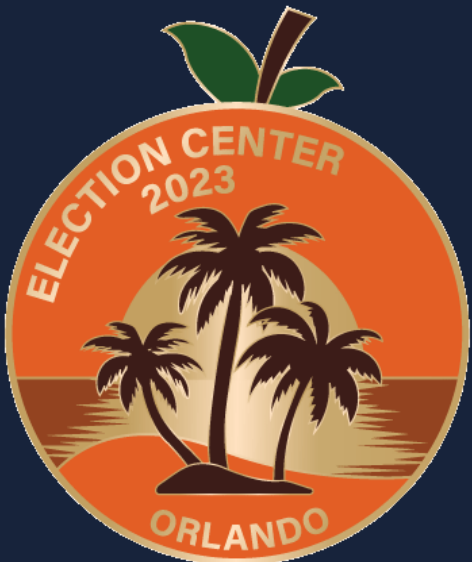
- Plenary Sessions
- Breakouts
- Workshops
- Award Ceremonies
- CERA Graduation
- 2023: Movie Night!





# U.S. Postal Inspection Service

- **USPIS**
  - Federal law enforcement agency (America's oldest, 8/7/1775)
  - Protects Postal Service and the U.S. Mail
  - National HQ in Washington, DC with personnel across the country
- **USPIS Staff Present**
  - Insp. Yolanda Caper-Smith – NHQ Election Security Coordinator
  - Insp. Stephanie Glad – Election Crimes Training SME
  - PS Michael Robson – Election Security & Crimes Program Specialist







# U.S. Postal Inspection Service

- How to contact USPS
  - USPS Election Hotline
    - 877-876-2455 (Option 4)
  - Website – Online Complaint Reports
    - [www.uspis.gov](http://www.uspis.gov)
  - USPS Headquarters Contacts
    - AIC Brendan Donahue – [BTDonahue@uspis.gov](mailto:BTDonahue@uspis.gov)
    - Insp. Yolanda Capers-Smith – [YMCapers-Smith@uspis.gov](mailto:YMCapers-Smith@uspis.gov)
    - Insp. Traci Long – [TALong@uspis.gov](mailto:TALong@uspis.gov)
    - PS Michael Robson – [MWRobson@uspis.gov](mailto:MWRobson@uspis.gov)



# What is the EI-ISAC?

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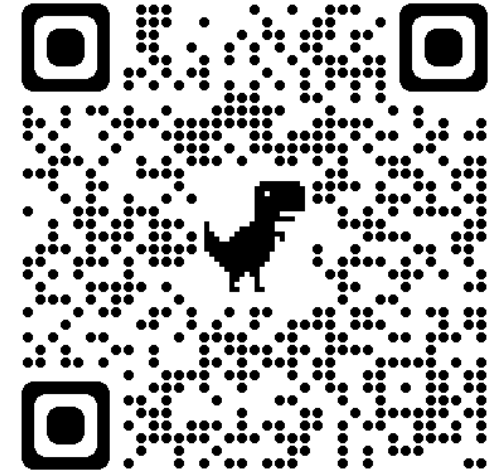
- Elections Infrastructure Information Sharing and Analysis Center
- Mission is to improve the overall cybersecurity posture of State, Local, Tribal and Territorial (SLTT) election offices
- Provide no cost solutions/services
- More than 75 years of election experience
  - State, local and election vendors



# How to find/contact

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- **EI-ISAC Team**
  - [elections@cisecurity.org](mailto:elections@cisecurity.org)
- **EI-ISAC Registration**
  - <https://learn.cisecurity.org/ei-isac-registration>
- **Marci Andino**
  - [Marci.Andino@cisecurity.org](mailto:Marci.Andino@cisecurity.org)
- <https://www.cisecurity.org/ei-isac>
- **Phone: (518) 516-3132**





# WE THE **Veterans**

and Military Families

A nonpartisan, nonprofit organization that empowers the veteran and military family community to strengthen American democracy

## **VET THE VOTE**

A national campaign to recruit veterans and military family members to become the next generation of poll workers

Ellen Gustafson – Co-Founder & Executive Director







WE THE  
**Veterans**  
and Military Families

[www.vetthe.vote](http://www.vetthe.vote)

[www.wetheveterans.us](http://www.wetheveterans.us)

[facebook.com/VettheVote](https://facebook.com/VettheVote)

[facebook.com/wethevets](https://facebook.com/wethevets)

[twitter.com/vetthevote](https://twitter.com/vetthevote)

[twitter.com/wetheveterans](https://twitter.com/wetheveterans)

[instagram.com/vetthevote](https://instagram.com/vetthevote)

[instagram.com/wetheveterans](https://instagram.com/wetheveterans)

[#VettheVote](https://www.tiktok.com/tag/VettheVote)

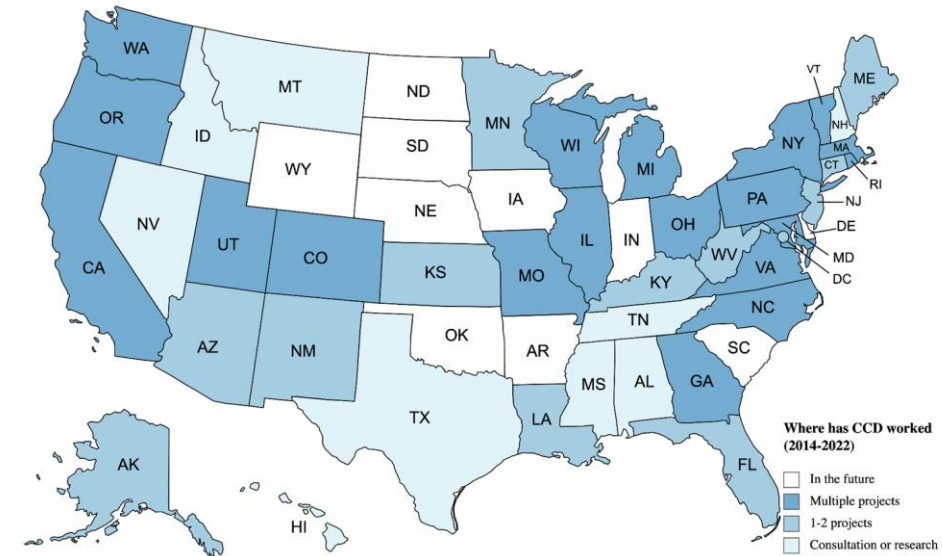
[ellen.gustafson@wetheveterans.us](mailto:ellen.gustafson@wetheveterans.us)



# Center for Civic Design

We work with elections offices and advocates across the country using design best practices to remove barriers in the voter journey and invite participation in democracy.

We bring expertise in UX — user research and usability testing, plain language, accessibility, experience in designing forms, web, applications, and services — to the challenges of making it easy for everyone to vote.

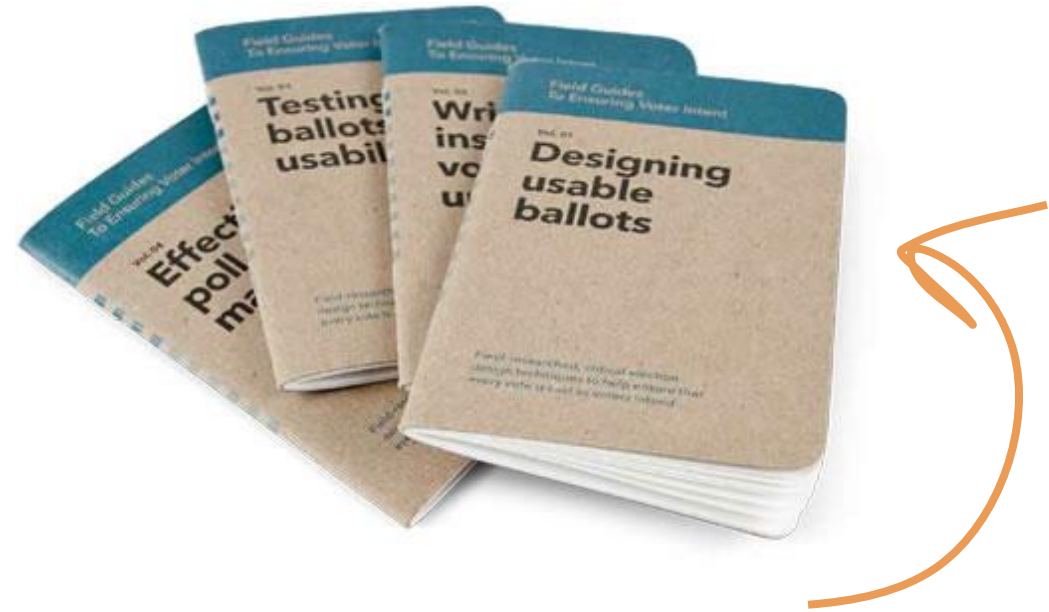




# Center for Civic Design

## Keep in touch!

civicdesign.org  
hello@civicdesign.org  
@civicdesign



Visit our website to sign up for our monthly newsletter, and find tools and resources, like our Field Guides!



READY  
SET  
VOTE



TUESDAY  
SEP  
19  
2023

#VoteReady

#NationalVoterRegistrationDay

learn more on  
[NationalVoterRegistrationDay.org](https://NationalVoterRegistrationDay.org)

# National Voter Registration Day

## Main Mission:

National Voter Registration Day seeks to create broad awareness of voter registration opportunities, ensuring every eligible American voter has the opportunity to participate in our democracy. Our commitment is to make sure everyone has the chance to vote by supporting and coordinating a single day of communication and field events held across the country.

## Location:

National Voter Registration Day is celebrated across all 50 states and territories, our coordinating body operates out of Washington, D.C., and Boston, MA. We support over 3800 community partners and 100 corporate/national partners.

## Staff/Who Am I:

Allen Blackwell, Program Director of National Voter Registration Day



READY  
SET  
VOTE



TUESDAY  
SEP  
19  
2023

#VoteReady

#NationalVoterRegistrationDay

learn more on  
[NationalVoterRegistrationDay.org](http://NationalVoterRegistrationDay.org)

# National Voter Registration Day

**How to find/contact us:**

<http://nationalvoterregistrationday.org>  
[info@nationalvoterregistrationday.org](mailto:info@nationalvoterregistrationday.org)

**Phone:** 667.217.6448

**Social Media:** @natlvoterregday

**Hashtag:** #NationalVoterRegistrationDay #VoteReady

**Community Partner Sign Up:**





The Elections & Voting Information Center  
Reed College

# Amplifying the Voices of Local Election Officials

*Prepared for the Election Center / National Association of Election Officials*

**Paul Manson, PhD**

*EVIC Research Director & Research Assistant Professor,  
Center for Public Service, Hartfield School of Government, Portland State University*





# EVIC: Contact Us

- **Paul Manson, PhD** | [mansonp@psu.edu](mailto:mansonp@psu.edu) | 503.725.2955  
*EVIC Research Director & Research Assistant Professor, Center for Public Service, Hartfield School of Government, Portland State University*
- **Paul Gronke, PhD** | [gronkep@reed.edu](mailto:gronkep@reed.edu) | 503.517.7393  
*EVIC Director & Director of Political Science, Reed College*
- **Michelle M. Shafer** | [shaferm@reed.edu](mailto:shaferm@reed.edu) | 512.567.4740  
*EVIC Senior Program Advisor & Managing Principal, Magenta Sage Strategies, LLC*

**EVIC Website:** <https://evic.reed.edu/>

**LEO Survey Website:** <https://evic.reed.edu/leo-survey-summary/>

**Twitter Handle:** [@ElectionsVoting](https://twitter.com/ElectionsVoting) | **Threads Handle:** @ElectionsVoting



**Bipartisan Policy Center**  
Where democracy gets to work

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# **Bipartisan Policy Center**

**Washington, D.C.**

## **BPC Mission**

Build connections. Negotiate policy.  
Achieve bipartisan solutions.  
Improve lives.

## **Elections**

We work to develop innovative, bipartisan policy solutions to the most pressing challenges in election administration.



# Contact Us

**BPC elections website**

[bpcdc.org/elections](http://bpcdc.org/elections)

**Rachel Orey**

(619)867-1652

[rorey@bipartisanpolicy.org](mailto:rorey@bipartisanpolicy.org)

Save my contact  
info here!



# U.S. Digital Response

We are a nonpartisan nonprofit that helps governments respond quickly to critical public needs.



## 5 focus areas

**Elections**, federal grants, user research, procurement, UI



## 385 projects completed

to improve services across 43 states & territories



## 8,300 volunteers

1,000+ expert technologists placed on projects



## 0 dollars (historically)

Ask us about the Elections Software Collaborative!





# Want to get in touch?

## REQUEST SUPPORT

<https://www.usdigitalresponse.org/contact-us>

## QUESTIONS

[intake@usdigitalresponse.org](mailto:intake@usdigitalresponse.org)



# ★ Trainings & Certifications





# Certified Election/ Registration Administrator

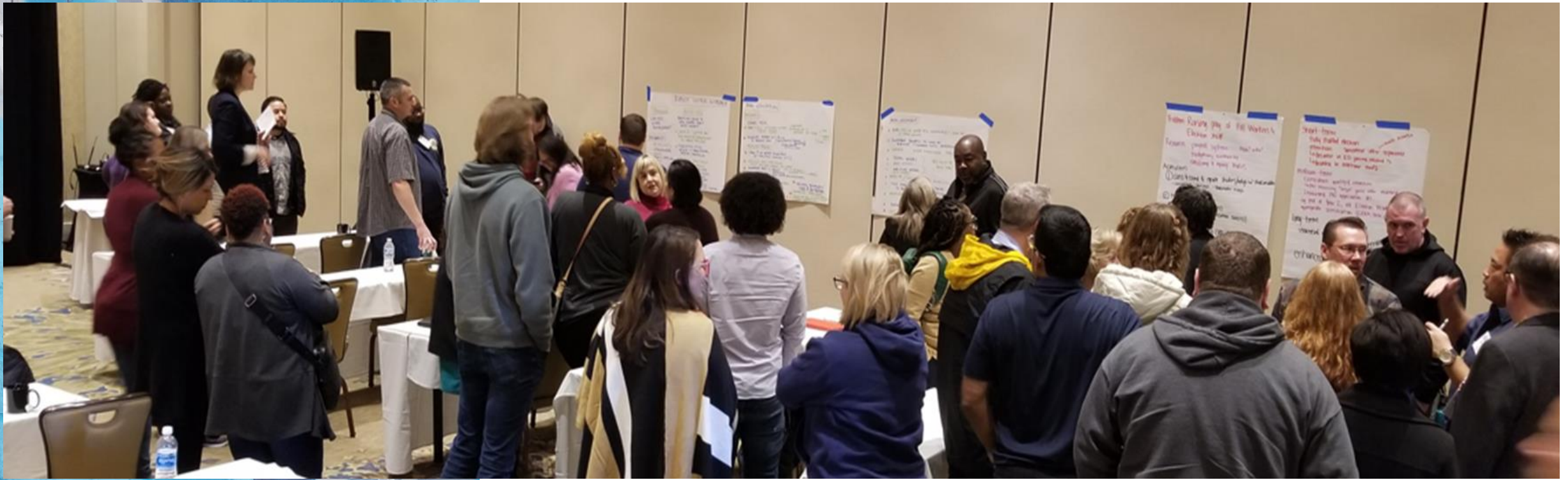




- 12 classes for certification
- Courses offered both in-person & online
- Courses offered in tandem with workshops & conferences as well as week-long sessions with 4-5 classes

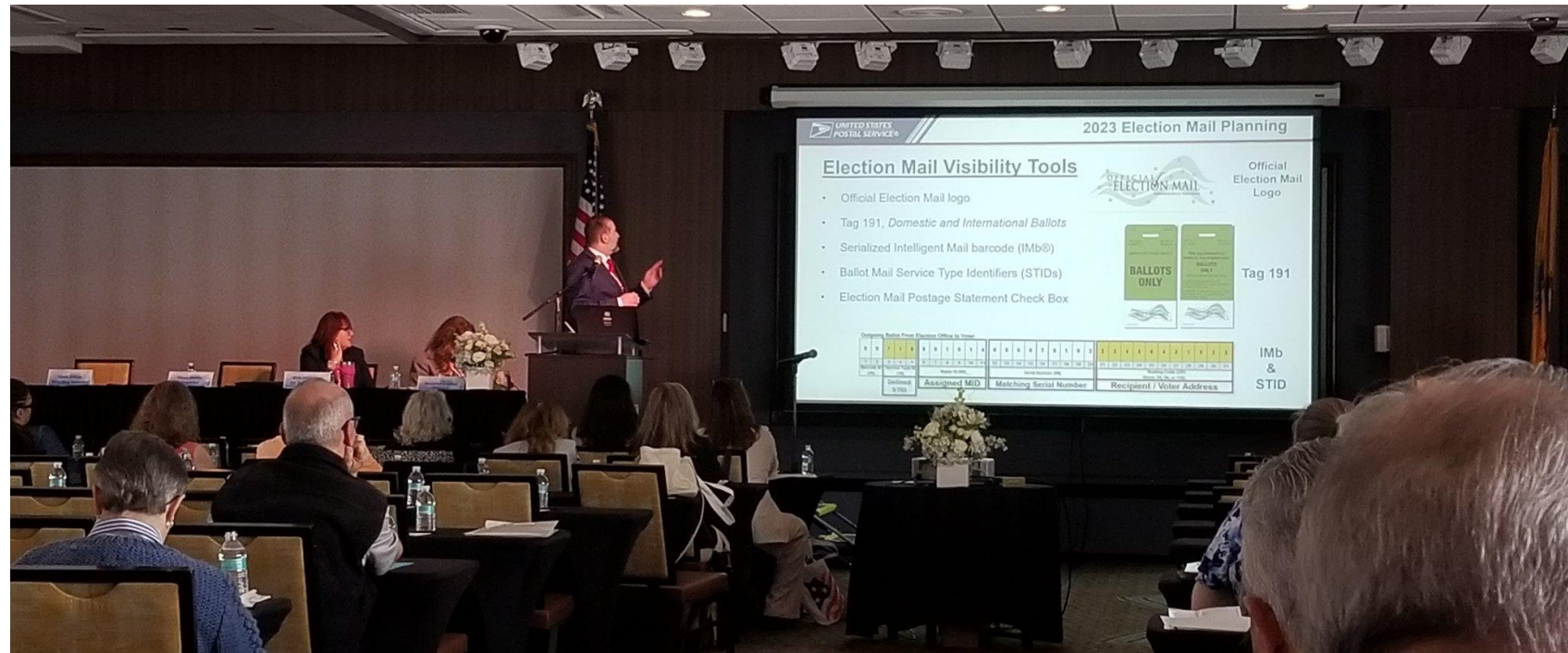






- Classes typically have students from all over the country—sharing best practices, common challenges, and successful solutions.
- Interactive portions of class encourage relationship building and forge long-term friendships.





- The other requirement for graduation, in addition to the 12 classes, you need to attend 2 conferences.
- They don't have to both be Election Center conferences, your state association conference works too!





- More than 1500 CERA graduates
- Louisiana incentivizes CERA certification with an increase in salary





- This year we saw our largest graduating class ever—almost 100 newly certified election professionals.





1-10

11-20

21-50

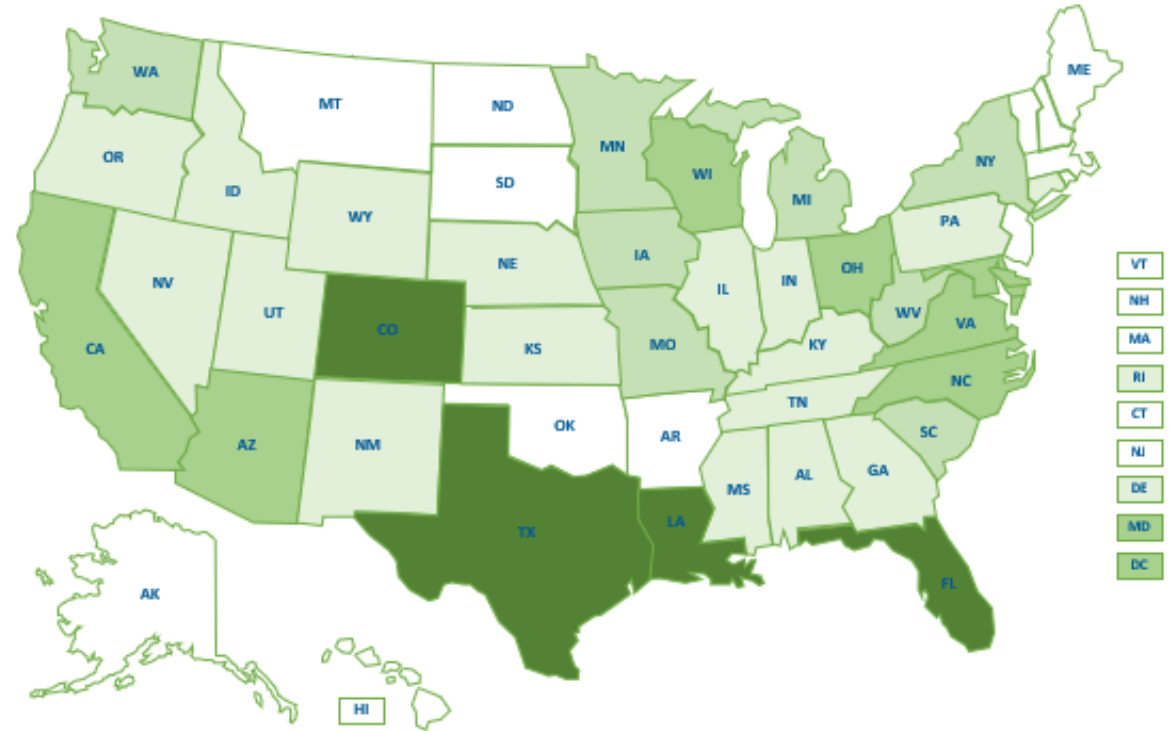
51-100

101-161

Guam &  
Virgin  
Islands

# Active Members & CERA Graduates

(As of 9/17/2023)





# State-based Work





Registration/  
Election  
Official



# REO Program Courses

- Course 1: Election Technology: From Testing to Audits
- Course 2: Ballot Access, Design and Preparation
- Course 3: Pollworker & Staff Management
- Course 4: The Law of Elections
- Course 5: Election Building Blocks: Voter Registration & Political Geographies
- Course 6: Administering Transparency/Transparently
- Course 7: Managing In Person Voting
- Course 8: Managing the Voter Registration/Election Office
- Course 9: Managing Absentee/Voting by Mail
- Course 10: Outreach & Communications





# REO Program

- California, Texas, Idaho, & Virginia (renewals)
- Certification requirements vary by state, 8 core classes in all with CA requiring 2 taught by the SOS office.
- Classes are 3 hours and taught by current and former election officials with emphasis on CERA graduates with expertise in class topical area.
- COST:
  - \$99 class per student
  - \$750 instructor fee plus travel & accommodations



- State association leadership began meeting twice a year in 2018—in Chicago in May and then in D.C. in December.





- In the ensuing years we covered association structures, trainings, conferences, leadership and cessation planning, and the fiscal health of the organizations.







- What we learned is that some associations are very formal, while others are less so.
- Additionally, many of these same types of administrative processes are done by officials at the state office—that they, too would benefit from participating in such convenings.







83

Networking

Connections

Community

Collaboration

People

Information

Conversation

support

Informative

Alaska

Karla

CERA

Education

Friendships

The inpersob meetins

free coffee

The community

Therapy

Tammy Patrick

Zoom training

Tours

Sharing

Variety

Vendors

Learning

The people

Resources

Networking with others

Connection

## Connection

## Vendors

## The people

### Variety

## Alaska

## Sharing

## Networking

support

### Education

## People

## Zoom training

**Tammy Patrick**

### The community

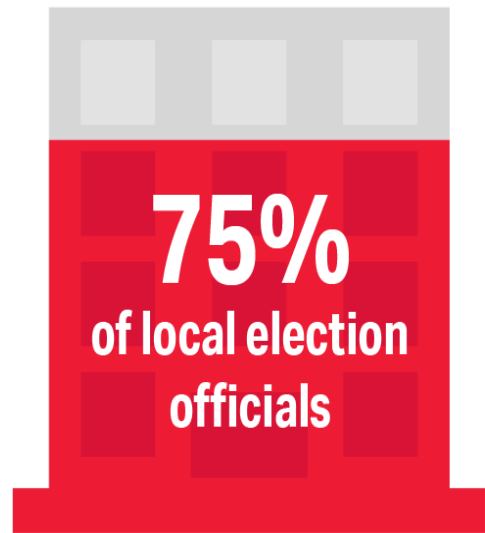
### The inpersob meetins

free coffee

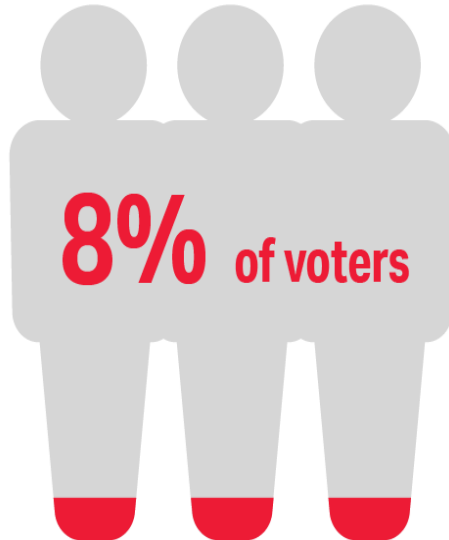


**TRENDS: Administration**





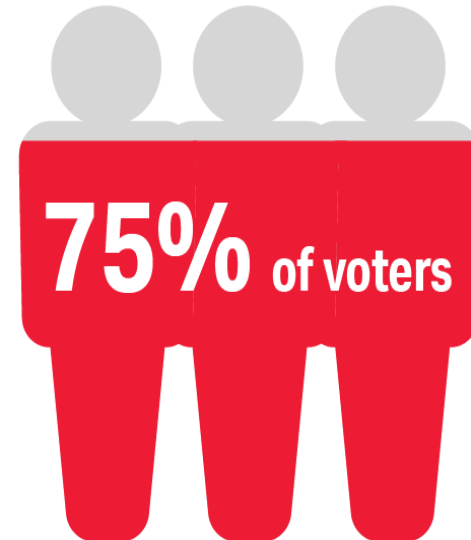
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*Source: 2022 Democracy Fund/Reed College Survey of Local Election Officials*



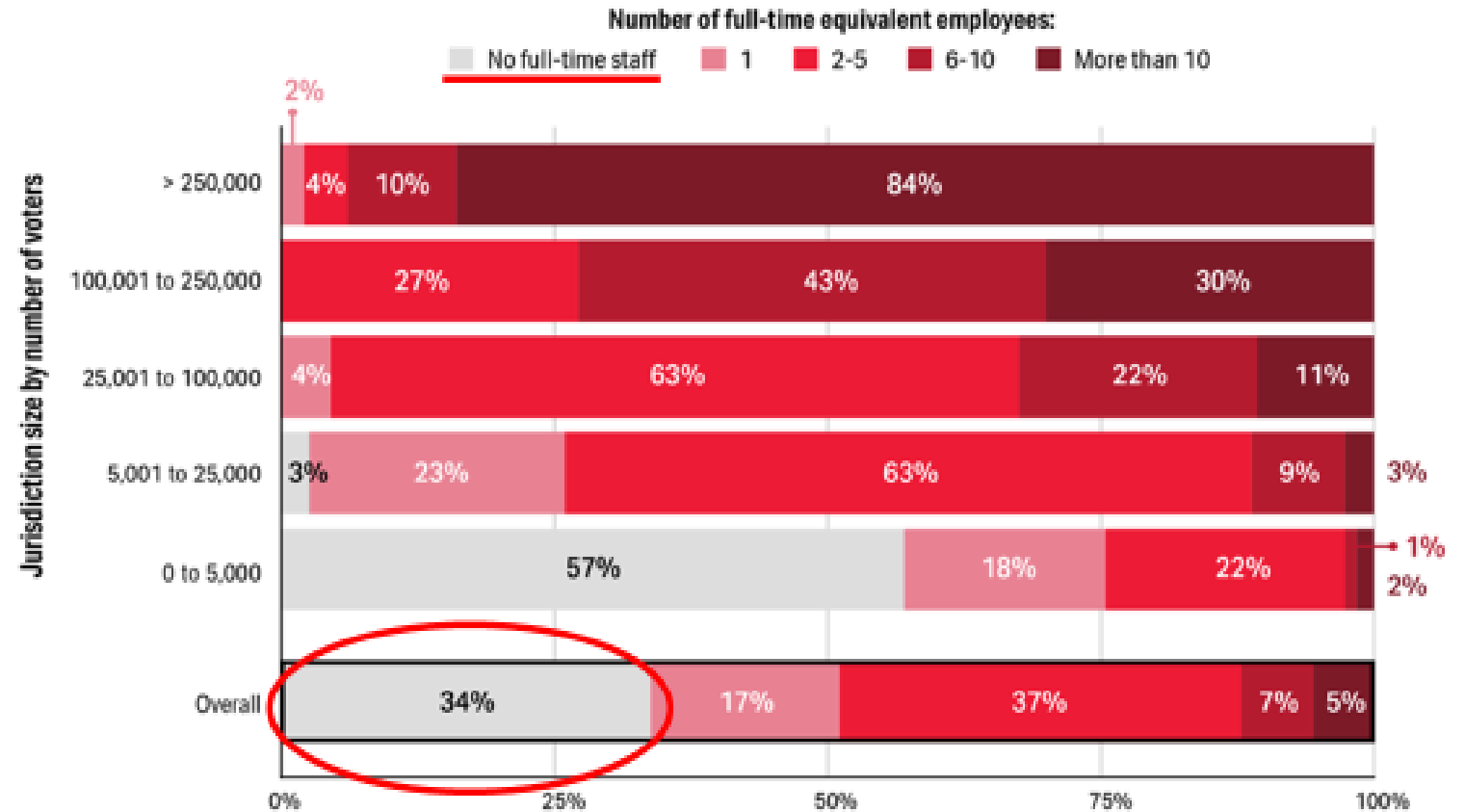
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*Source: 2022 Democracy Fund/Reed College Survey of Local Election Officials*



## The difference in staffing between small and large jurisdictions is striking

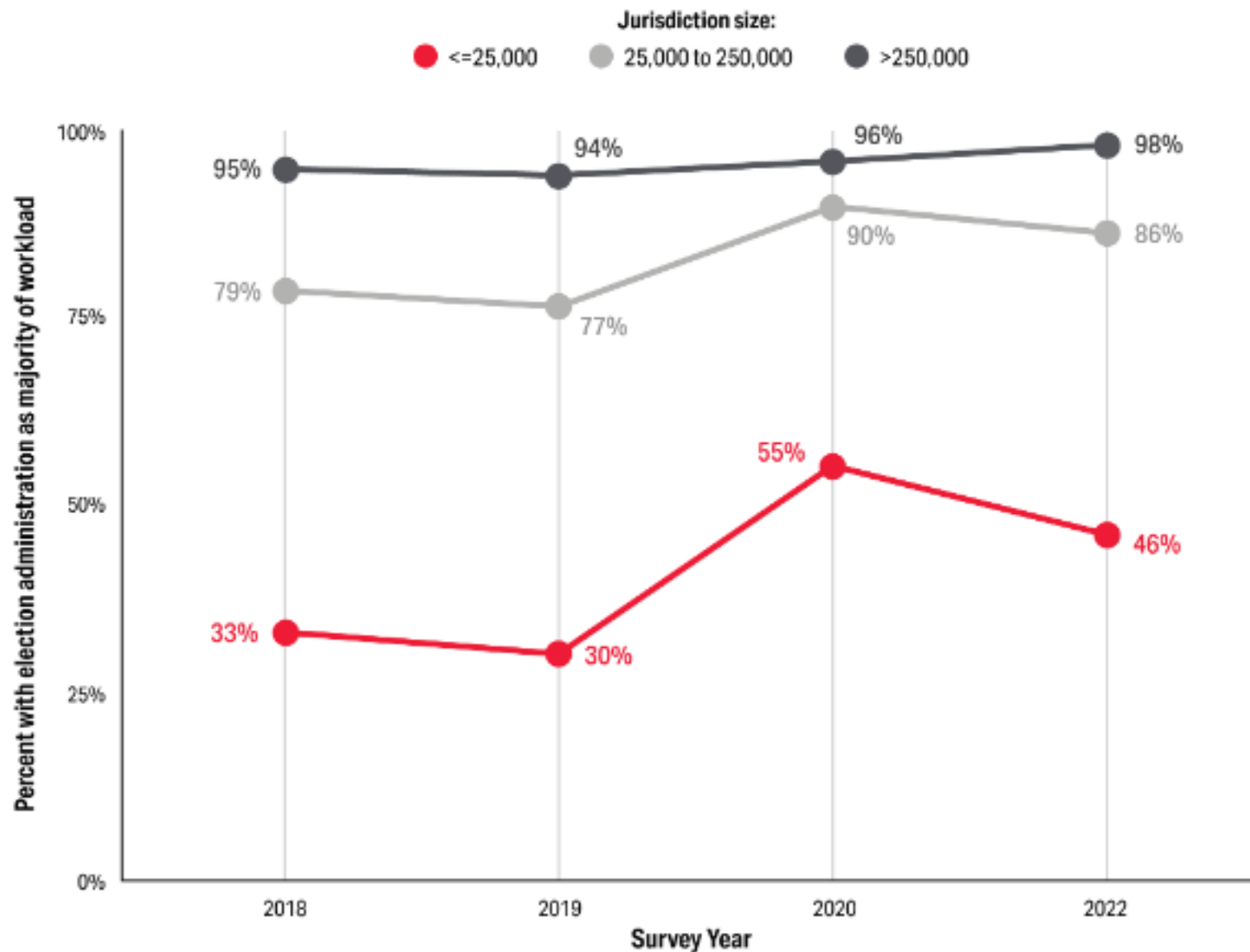


Source: 2020 Democracy Fund/Reed College Survey of Local Election Officials





## Small, rural election offices see the greatest jump in workload



Source: 2022 Democracy Fund/Reed College Survey of Local Election Officials

**1 in 4 local election officials experienced abuse, harassment, or threats** as part of their work in the last two years



*Source: 2022 Democracy Fund/Reed College Survey of Local Election Officials*



## Experience is exiting the elections field at an alarming rate

**4 in 10**

LEOs eligible for retirement plan to retire within two years



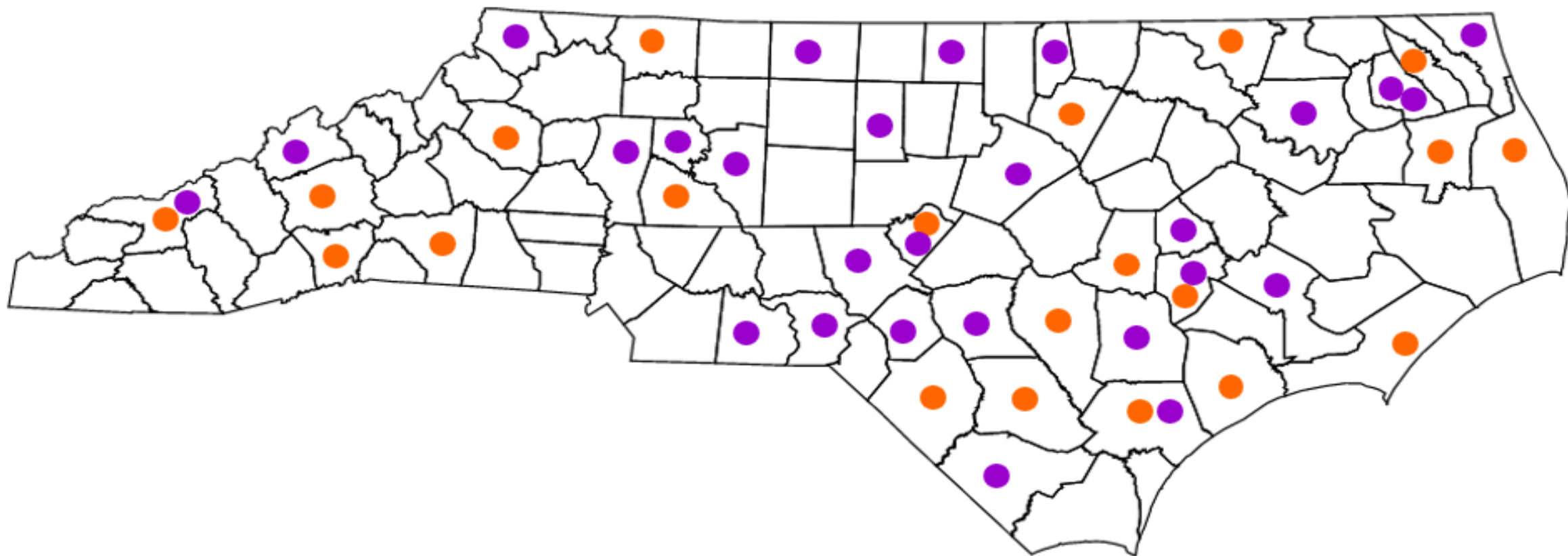
**NEARLY 1 in 5**

LEOs plan to leave their position before 2024



*Source: 2022 Democracy Fund/Reed College Survey of Local Election Officials*

# Nearly 50% Change in County Elections Directors Since 2019



- Director hired between January 2019 – December 2020
- Director hired between January 2021 – April 6, 2023



**NORTH CAROLINA**  
STATE BOARD OF ELECTIONS



# Building Team 101 in North Carolina

- **SBE/CBEs working in unison:**
  - Team 101
  - HUBS
  - Huddles
  - Monday Morning Kickoffs
- **Support system:**
  - SSTs
  - Battle Staff approach
  - Communication Tools
- **Training & Certification Program:**
  - New Director Training
  - New curriculum development
  - State conferences
- **NCADE**
  - Directors association



# NEW TO THE FIELD

ADDRESSING TURNOVER IN THE PROFESSION





# MAMC



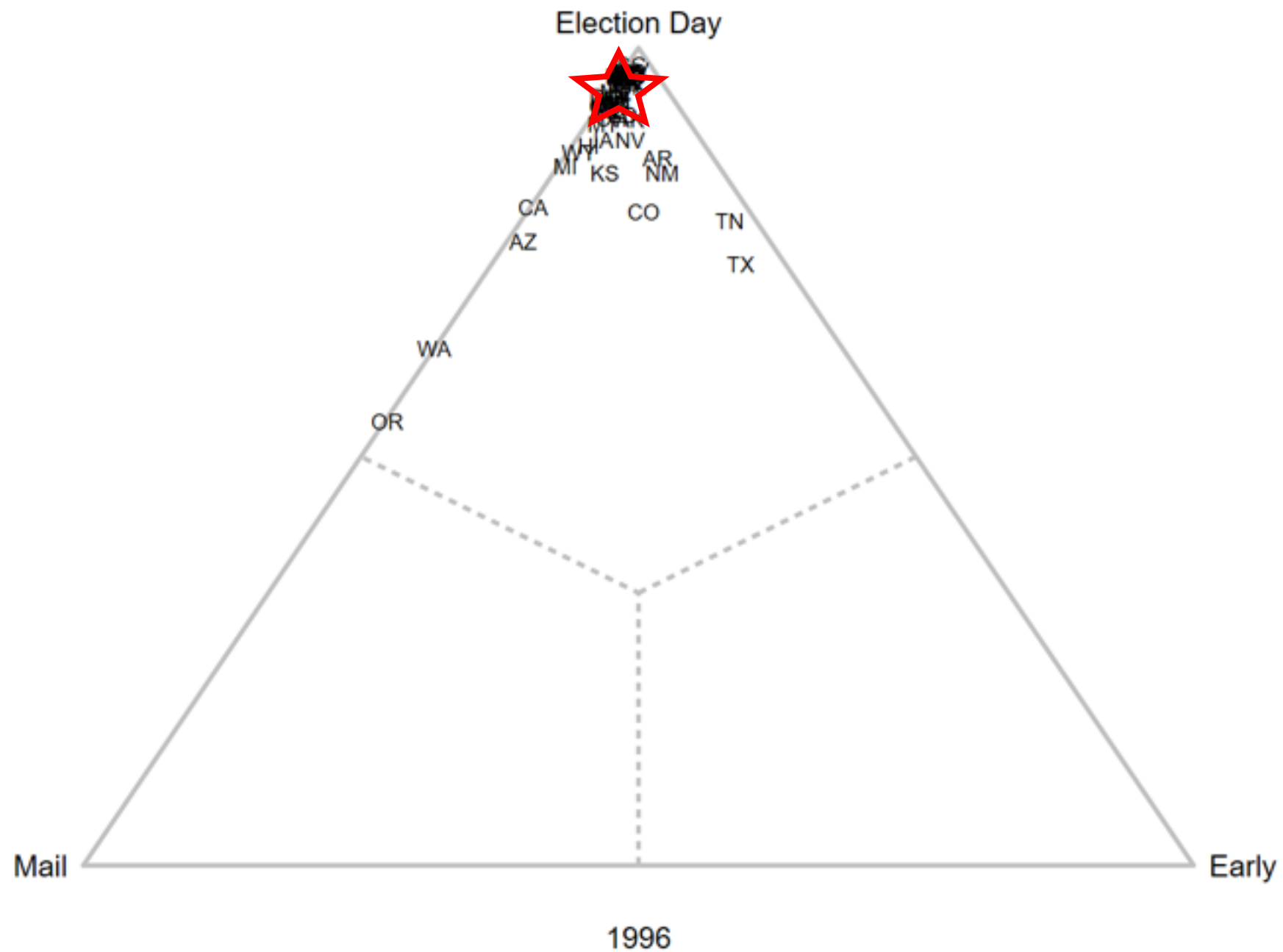
In 2022, as a response to the influx of new Clerks and election officials, the MAMC started a Mentorship program designed to “offer assistance and guidance to new/newer Municipal Clerks”

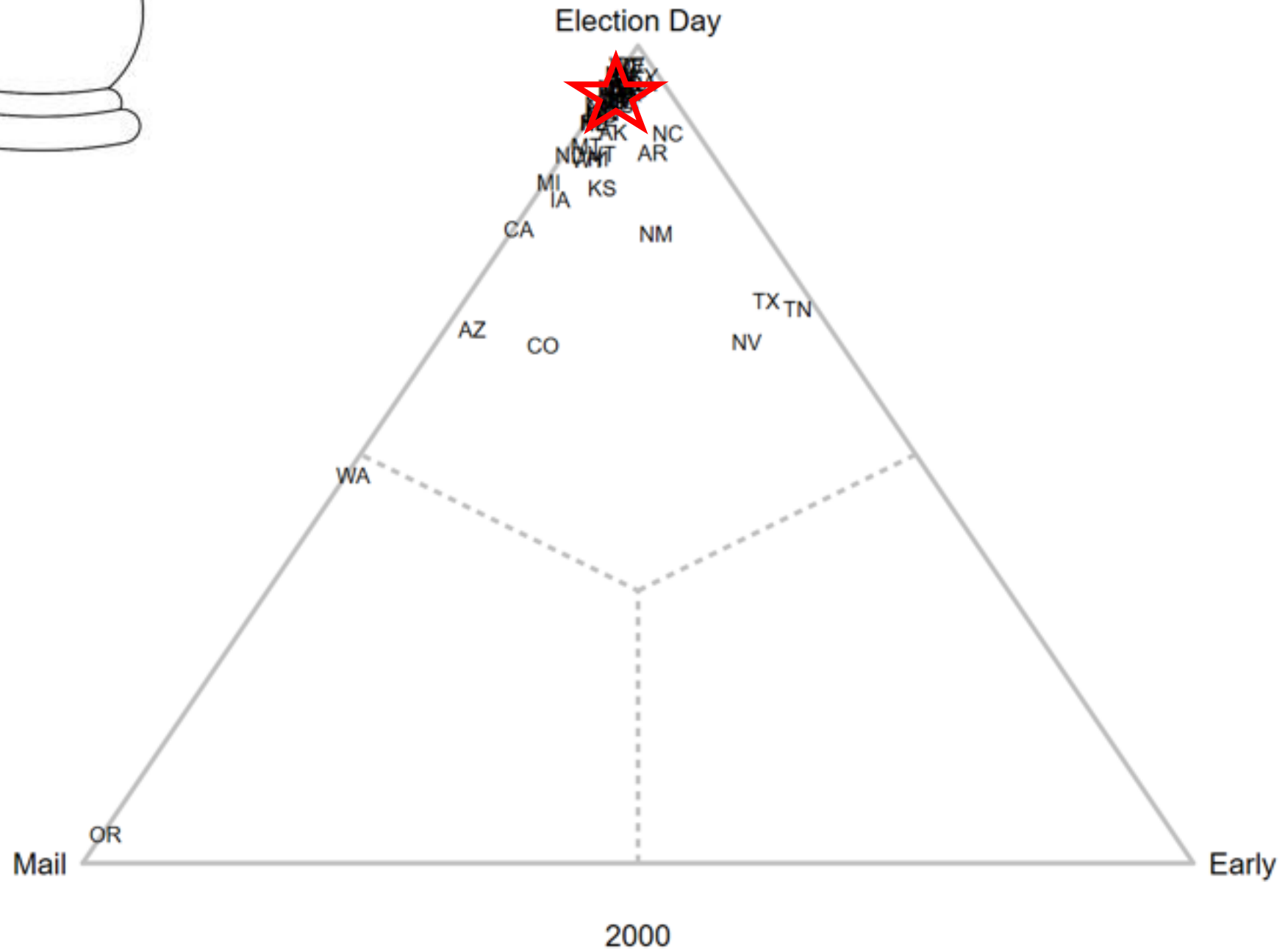
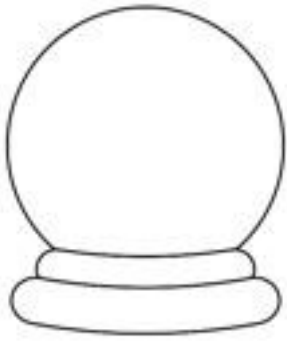




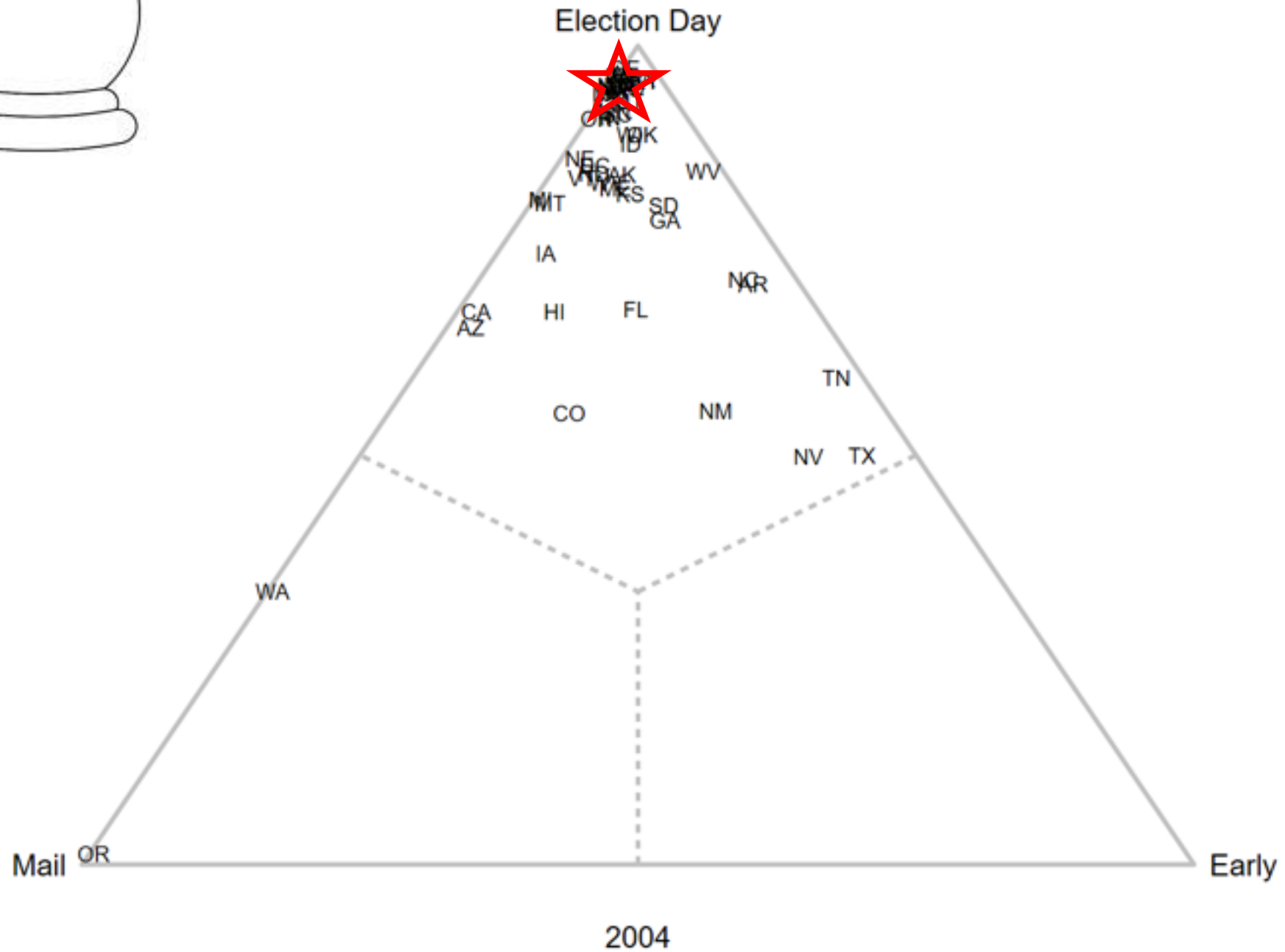
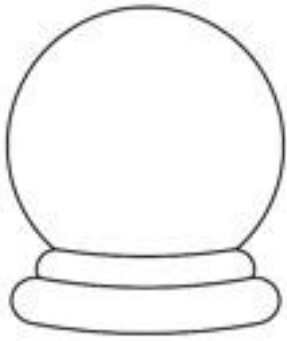
**TRENDS: Voting**

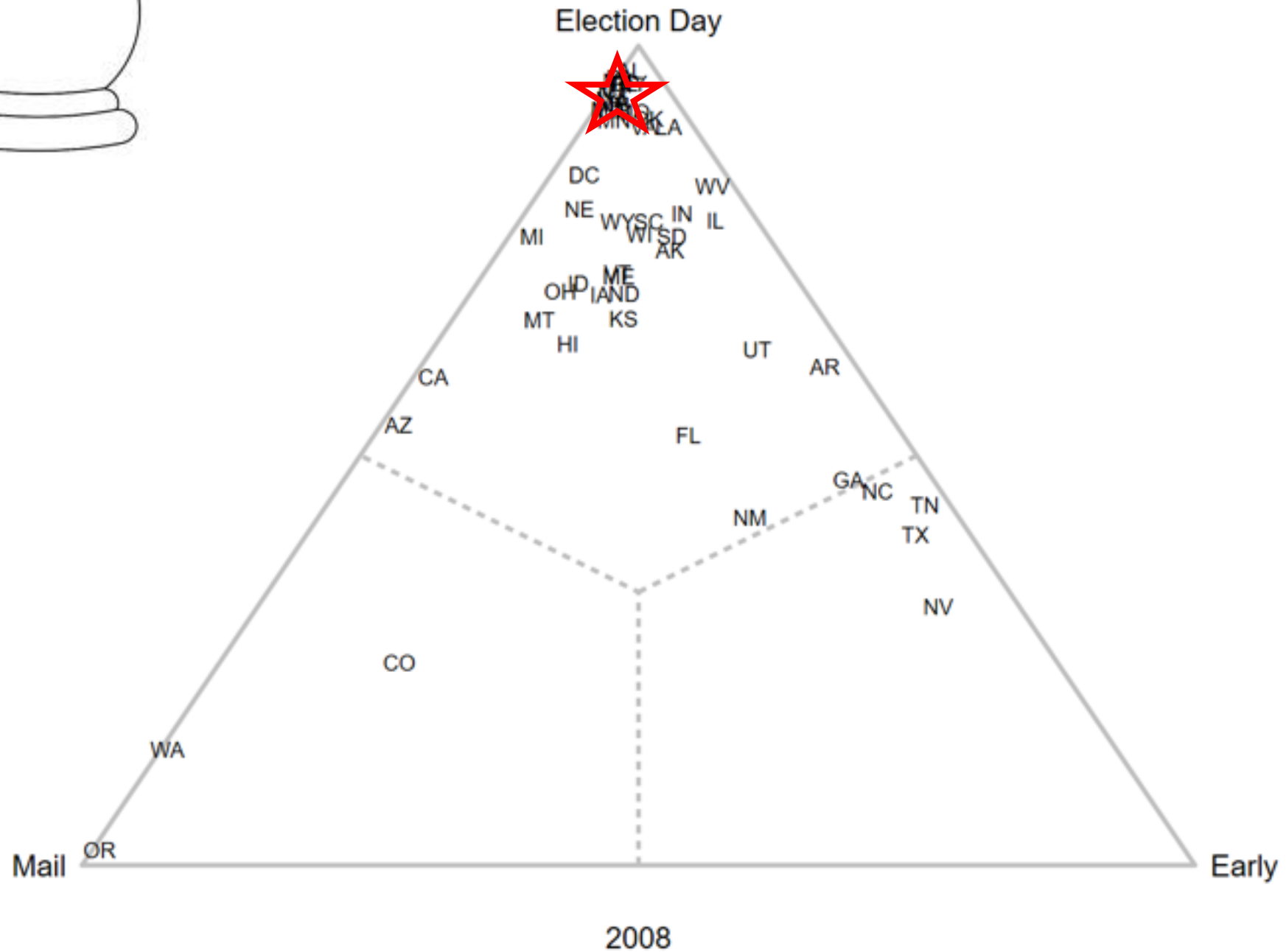
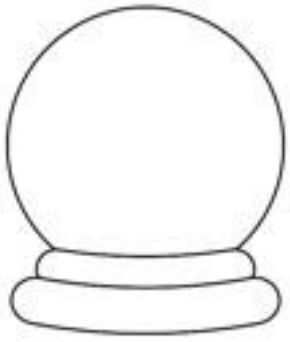




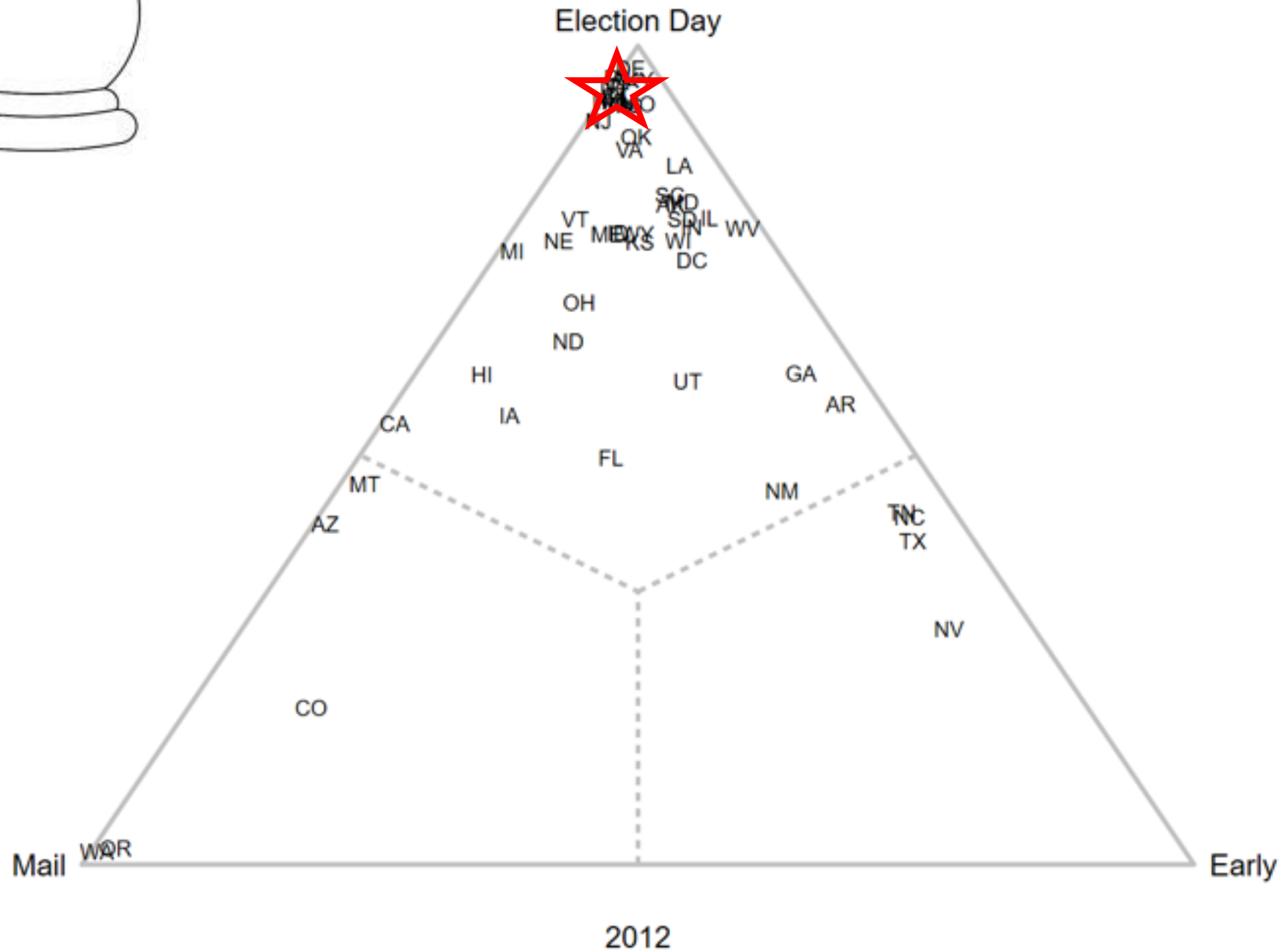
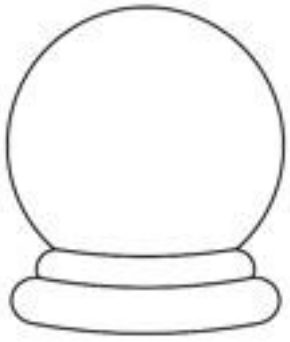


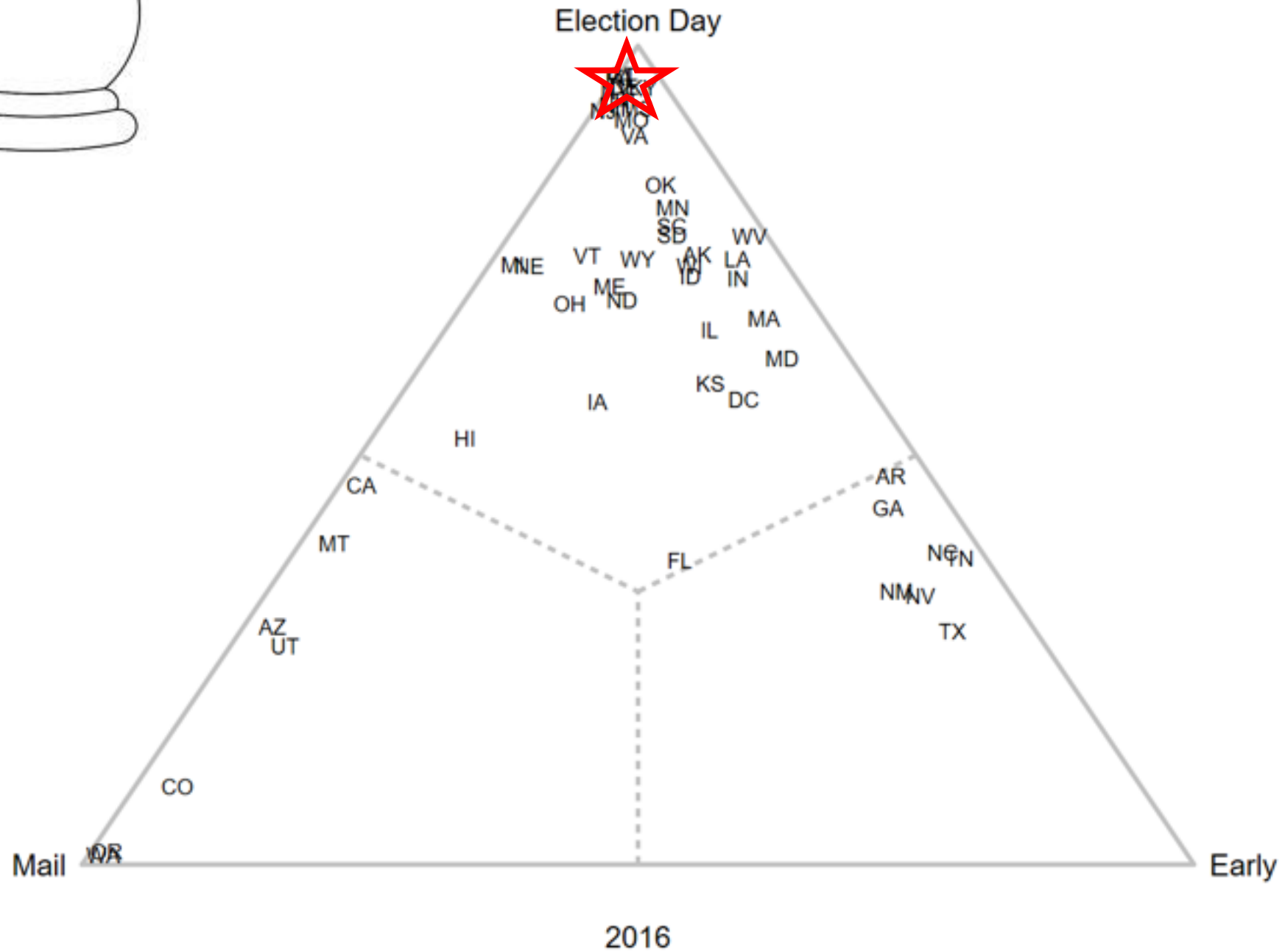
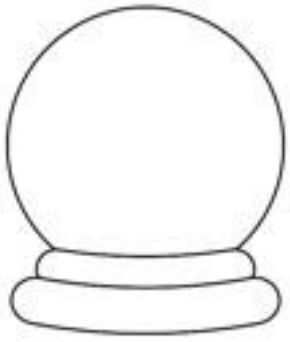




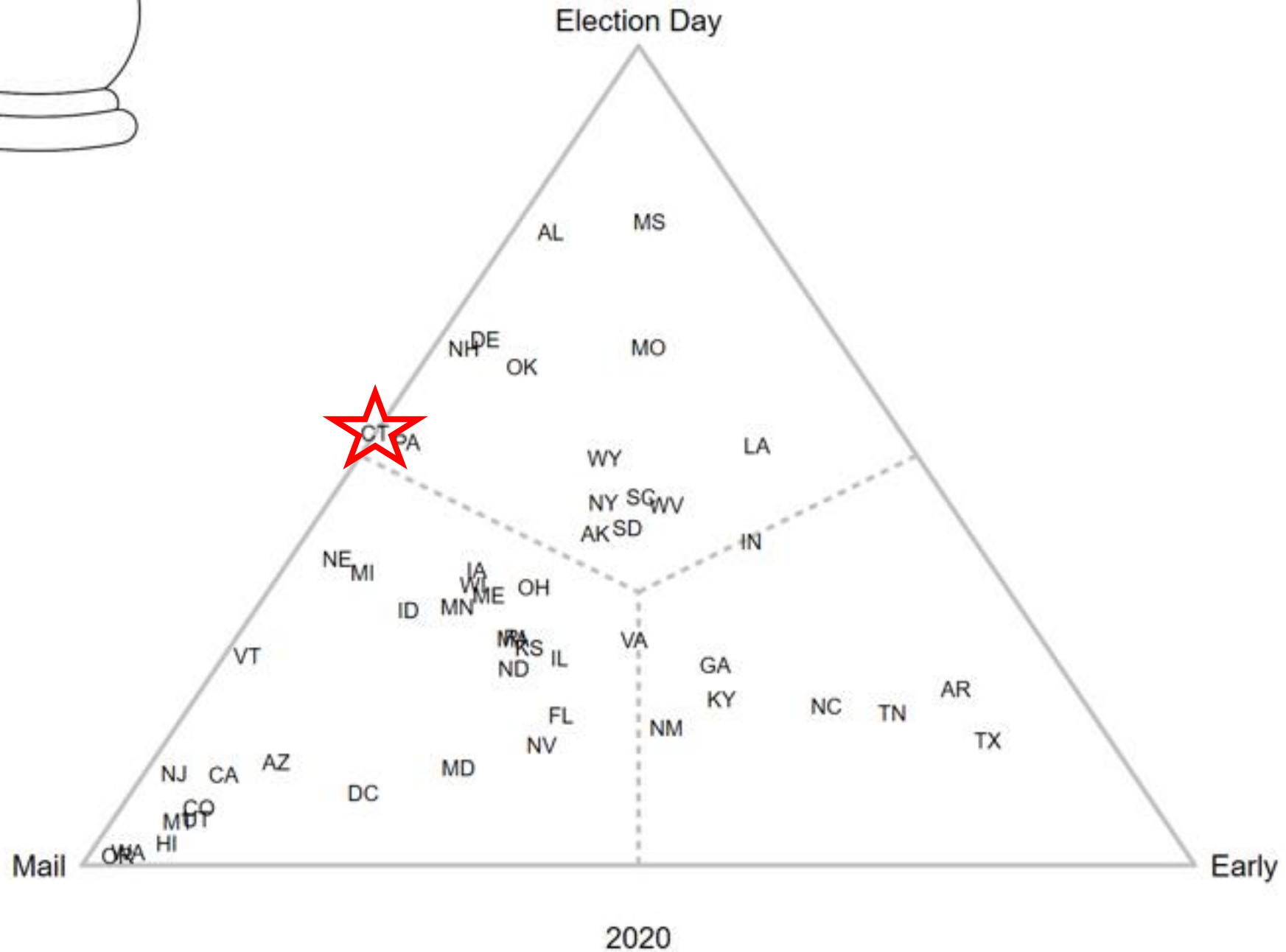
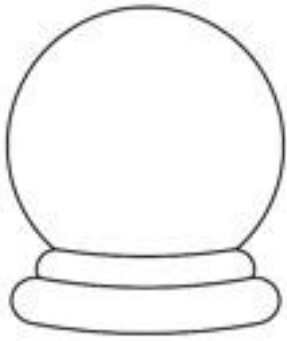


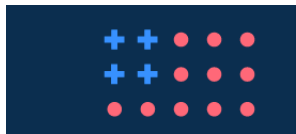
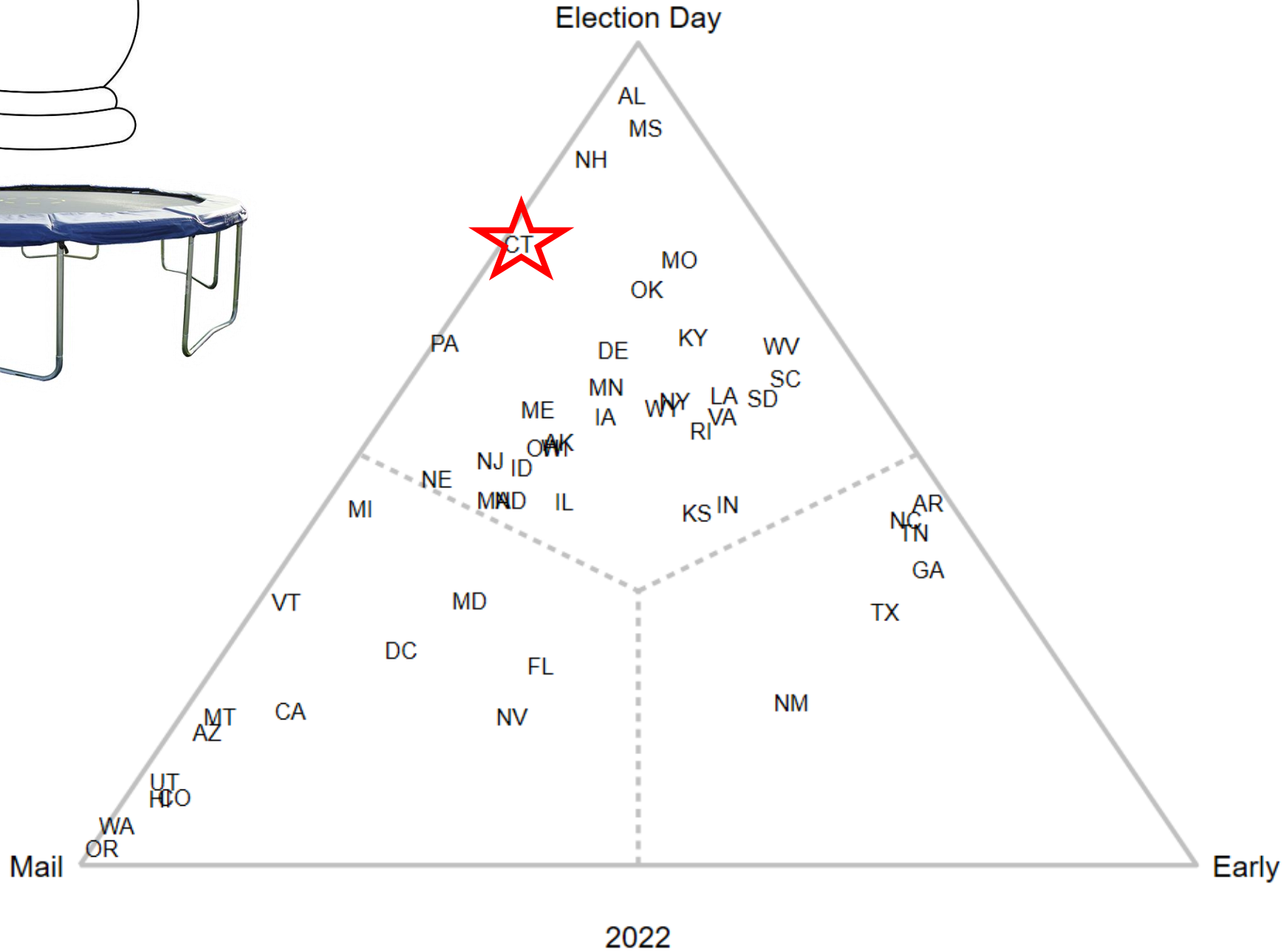
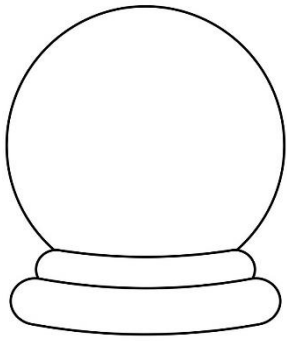
















**TRENDS: Legislation**

**Elections\*:**  
**Fast**  
**Cheap**  
**Accurate**

**\*pick two.**



# Election Trends

Wendy Underhill, Director, Elections and Redistricting, NCSL

May 19, 2023



- Proof of citizenship at registration
- Voter registration list maintenance to identify potential noncitizens
- Constitutional bans on noncitizens voting
- DC allows noncitizens to vote in local elections



## Citizenship and Voting

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- Idaho: Removed student IDs from the list of accepted IDs
- Wyoming: Added concealed carry permits to the list of accepted IDs for in-person voting

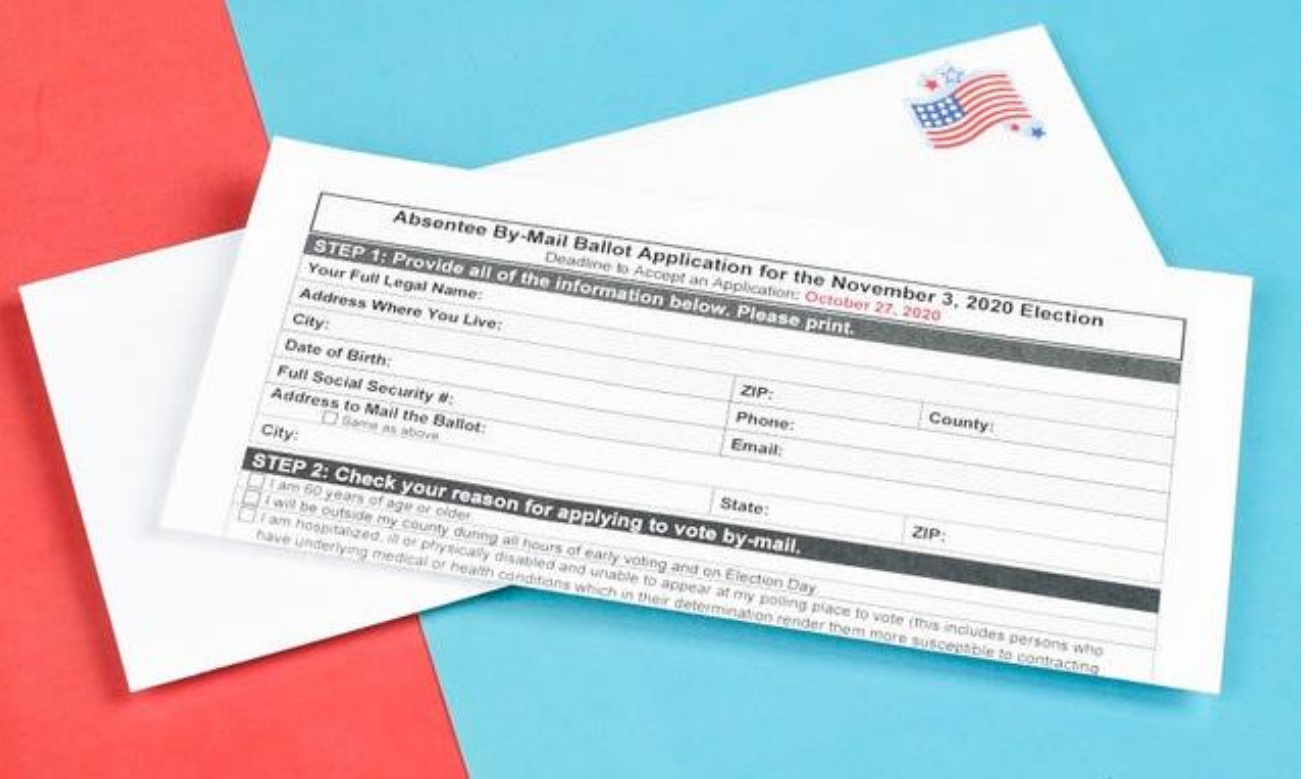


## Voter ID

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For *in-person* voting

- NJ, SC and WY: Allowed absentee/mail processing to begin sooner (2022)
- MD: Allows absentee/mail ballot pre-processing
- AR: Allows absentee voting for those with a religious holiday or observance on Election Day
- AR and SD: Prohibit the use of pre-filled absentee ballot applications



## Finetuning Absentee/Mail Voting



- MI: Required drop boxes (2022)
- MO: Prohibited drop boxes (2022)
- AR and SD: Prohibited drop boxes
- NM: Require two drop boxes per county
- UT: 24-hour surveillance (2022)
- CO: Prohibited carrying of a firearm outside at drop box sites (2022)



## Ballot Drop Boxes

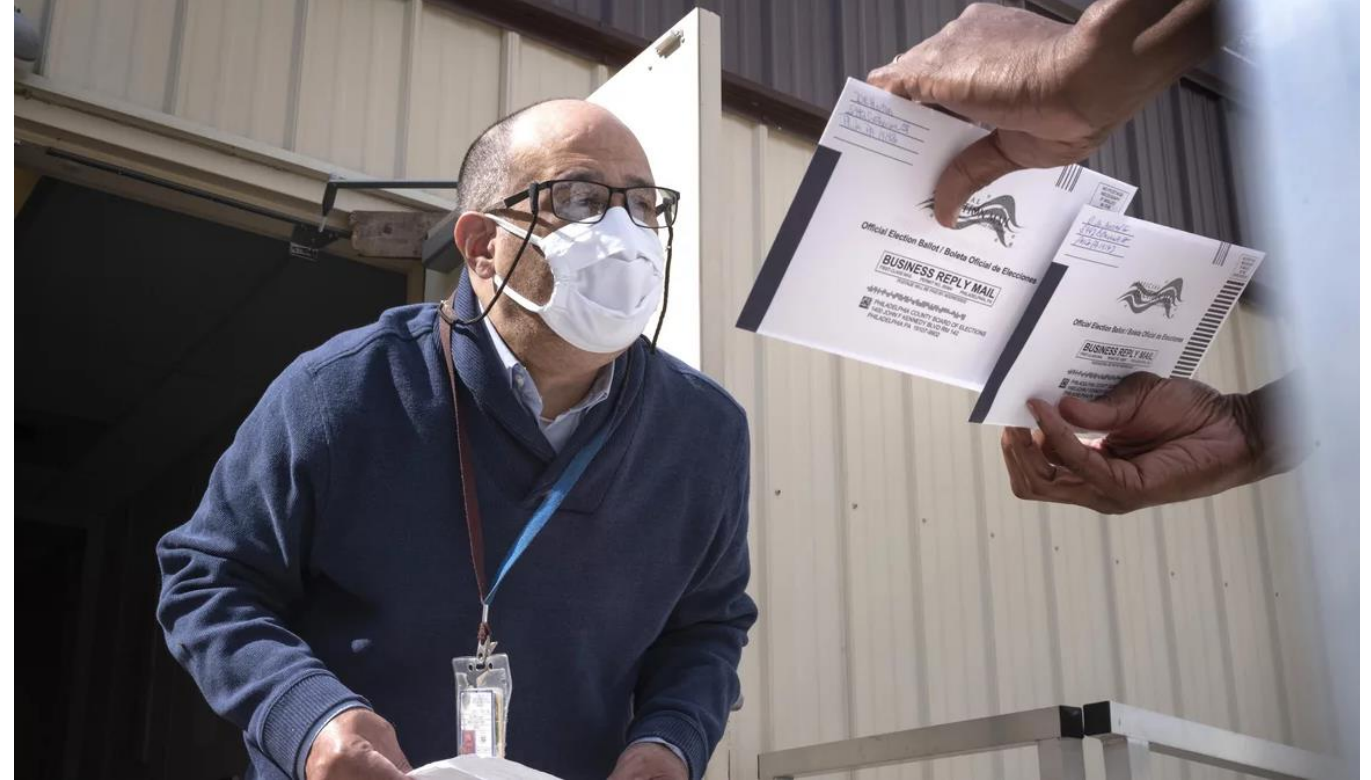


## Ballot Tracking

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- 45 states have some kind of ballot tracking system
- AZ and NY: Passed legislation to establish ballot tracking systems (2022)

- 25 states allow voters to cure their ballots
- Louisiana: Created a ballot cure process (2022)
- Maryland: Created a ballot cure process

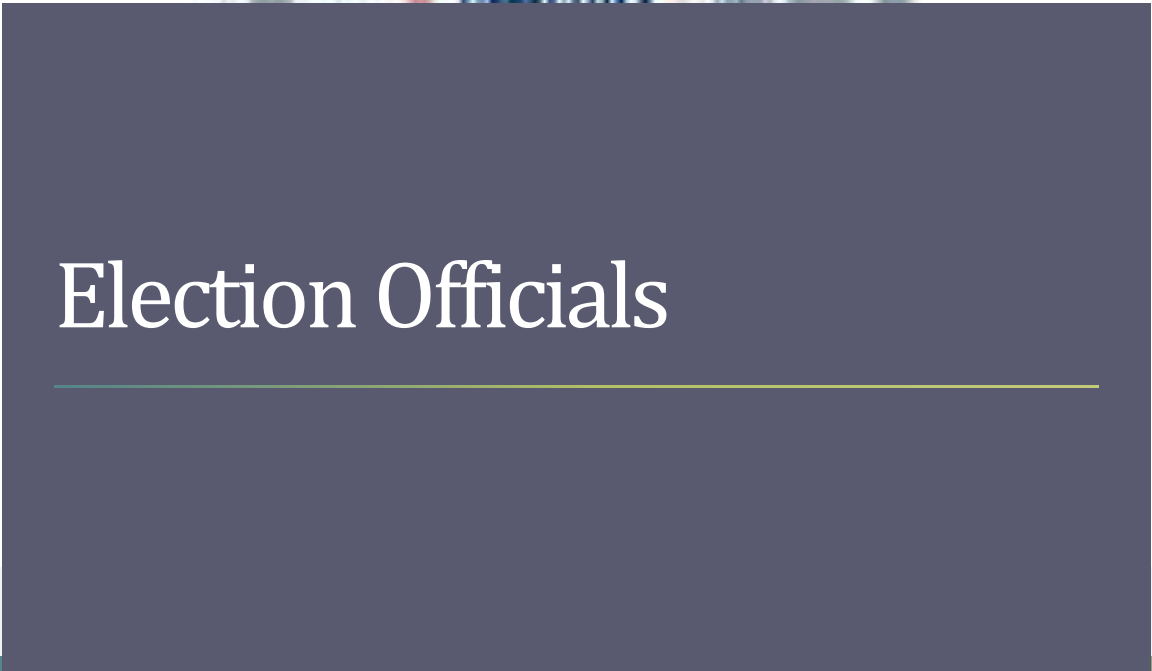


## Ballot Cure Processes

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- Colorado, Maine, New Hampshire and Oregon: Prohibited intimidation and set criminal penalties (2022)
- New Mexico and Oklahoma: Created criminal penalties for threats and impersonation
- Maine: Required de-escalation training and the SOS to record reports of threats (2022)

# Election Officials

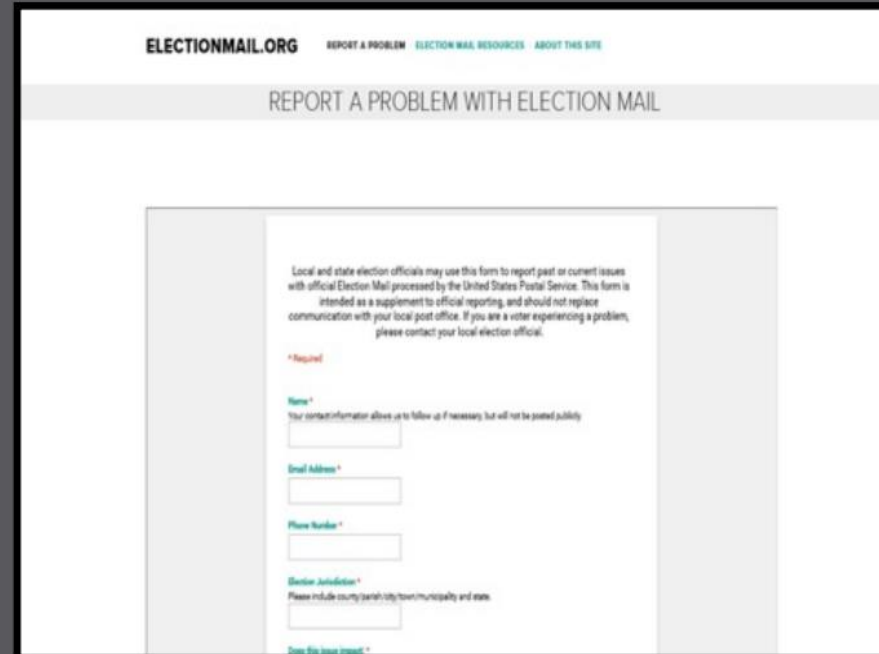




**Resources**



# Electionmail.org



The screenshot shows the 'REPORT A PROBLEM WITH ELECTION MAIL' form on the Electionmail.org website. The form includes a header with the site name and navigation links. The main heading is 'REPORT A PROBLEM WITH ELECTION MAIL'. Below this, a paragraph explains the form's purpose: 'Local and state election officials may use this form to report past or current issues with official Election Mail processed by the United States Postal Service. This form is intended as a supplement to official reporting, and should not replace communication with your local post office. If you are a voter experiencing a problem, please contact your local election official.' The form contains several required fields: 'Name \*', 'Email Address \*', 'Phone Number \*', and 'Service Jurisdiction \*'. Each field has a small explanatory text below it. At the bottom, there is a 'Send My Issue Report' button.

ELECTIONMAIL.ORG [REPORT A PROBLEM](#) [ELECTION MAIL RESOURCES](#) [ABOUT THIS SITE](#)

## REPORT A PROBLEM WITH ELECTION MAIL

Local and state election officials may use this form to report past or current issues with official Election Mail processed by the United States Postal Service. This form is intended as a supplement to official reporting, and should not replace communication with your local post office. If you are a voter experiencing a problem, please contact your local election official.

**\* Required**

**Name \***  
Your contact information allows us to follow up if necessary, but will not be posted publicly.

**Email Address \***

**Phone Number \***

**Service Jurisdiction \***  
Please include county/parish/city/town/municipality and state.

[Send My Issue Report](#)

What type of problem are you reporting? \*

- ☐ Delivery delay
- ☐ Damaged mail
- ☐ Lost mail
- ☐ Undeliverable/returned mail
- ☐ Addressing/CASS/NCOA
- ☐ Rate/class qualification
- ☐ Postmark/cancellation
- ☐ Misdirected mail
- ☐ Intelligent Mail tracking
- ☐ Communication/responsiveness
- ☐ Other

# Electionmail.org

Captures basic information regarding the postal issue that you are experiencing and reports it *directly* into the USPS reporting system!

The screenshot shows the 'REPORT A PROBLEM WITH ELECTION MAIL' form on the ElectionMail.ORG website. The form includes fields for Name, Email, Phone, Address, Election Jurisdiction, Issue or Returned Mail, Domestic or Overseas Mail, Problem Type, Election Cycle(s), Date Problem Occurred, Problem Still Occurring, Mail Type, Mail Class, Mail Vendor, Issue Description, Number of Affected Voters, Patterns/Similarities with Issue, USPS Contacted, and Additional Comments. A red arrow points from the 'Problem Type' field to the 'Issue Data and Resolution Entry' form on the right.

The screenshot shows the 'Notification Email' and 'Issue Data and Resolution Entry' forms. The 'Notification Email' form includes fields for Name, Email, Phone, Address, Election Jurisdiction, Issue or Returned Mail, Domestic or Overseas Mail, Problem Type, Election Cycle(s), Date Problem Occurred, Problem Still Occurring, Mail Type, Mail Class, Mail Vendor, Issue Description, Number of Affected Voters, Patterns/Similarities with Issue, USPS Contacted, and Additional Comments. The 'Issue Data and Resolution Entry' form includes fields for Name, Email, Phone, Address, Election Jurisdiction, Issue or Returned Mail, Domestic or Overseas Mail, Problem Type, Election Cycle(s), Date Problem Occurred, Problem Still Occurring, Mail Type, Mail Class, Mail Vendor, Issue Description, Number of Affected Voters, Patterns/Similarities with Issue, USPS Contacted, and Additional Comments. A red arrow points from the 'Problem Type' field in the 'Notification Email' form to the 'Issue Data and Resolution Entry' form.



# Journal of Election Administration Research & Practice

- FREE!
- A partnership of the Institute for Election Administration, Research & Practice at the National Association of Election Officials
- Call for submissions on the Election Center website.



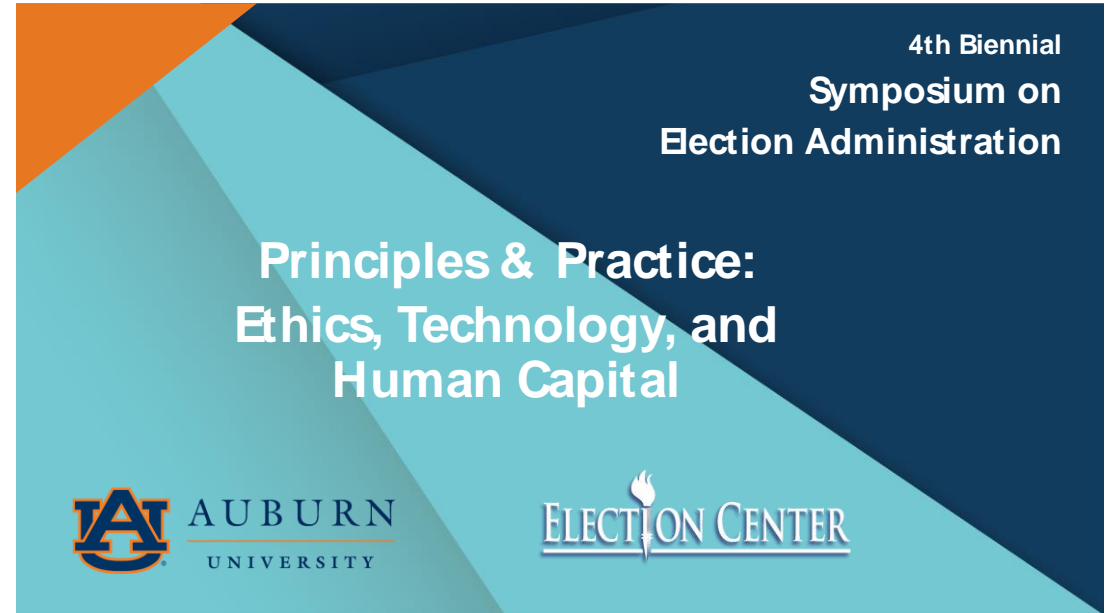




# Institute for Election Administration Research & Practice

## CERA Certification

- Updates and changes
- Connecting relationships to other certifications



October 15-17, 2023 @  
Auburn University

- Will include:
  - Presentations
  - Working sessions to develop handbook of EA (2024)

# Election Center State Association Network

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