

MULTNOMAH COUNTY
VOTER ASSISTANCE TEAM
(VAT)

NOVEMBER 6, 2007

SPECIAL ELECTION

OCTOBER 8, 2007 THROUGH NOVEMBER 30, 2007

VAT MISSION STATEMENT

The mission of the Multnomah County
Voter Assistance Team (VAT) is to make
voting secure, convenient, fast, independent,
private, and accessible to all voters in
Multnomah County.

Report submitted by:
Mary Shultz, Assistant Director of Elections
December 21, 2007

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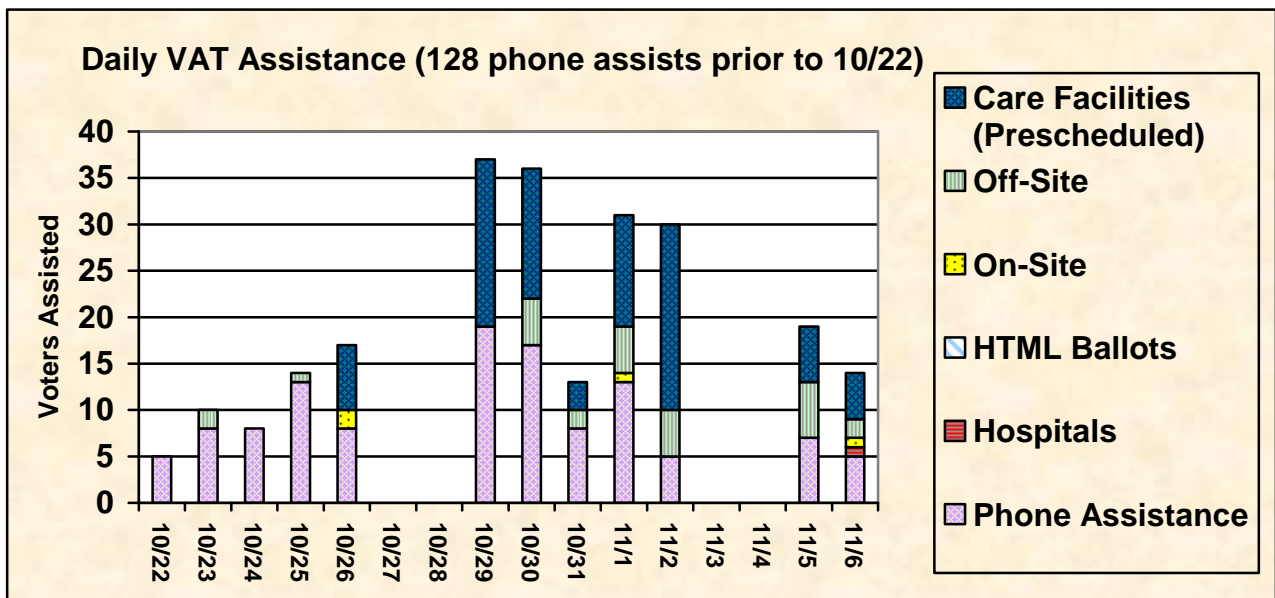
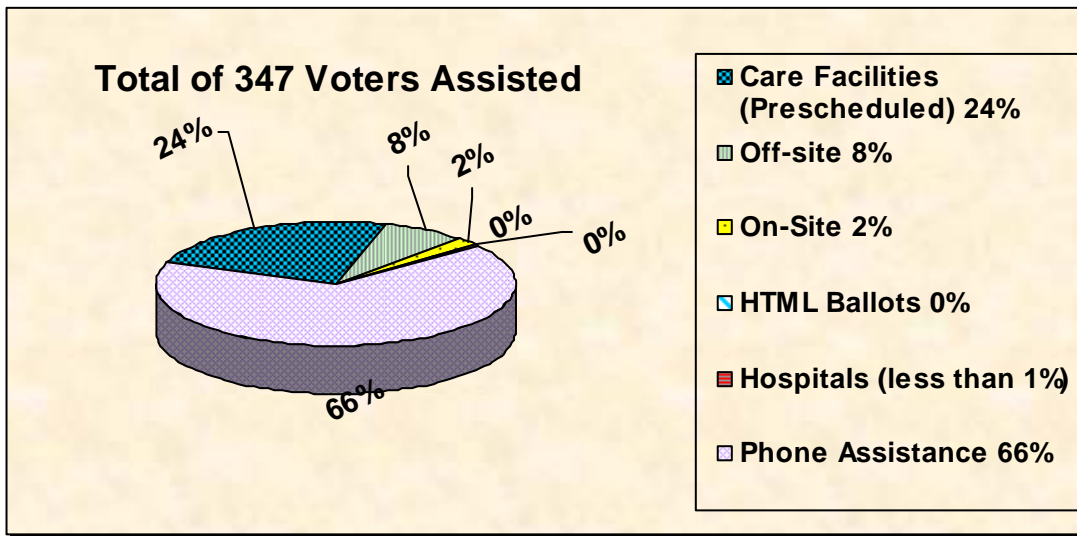
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OPENING STATEMENT

The November 6, 2007 Special Election cost a total of \$407,656.93. With 214,644 citizens voting, the cost per voter was \$1.90. Voter turnout was 58.46%

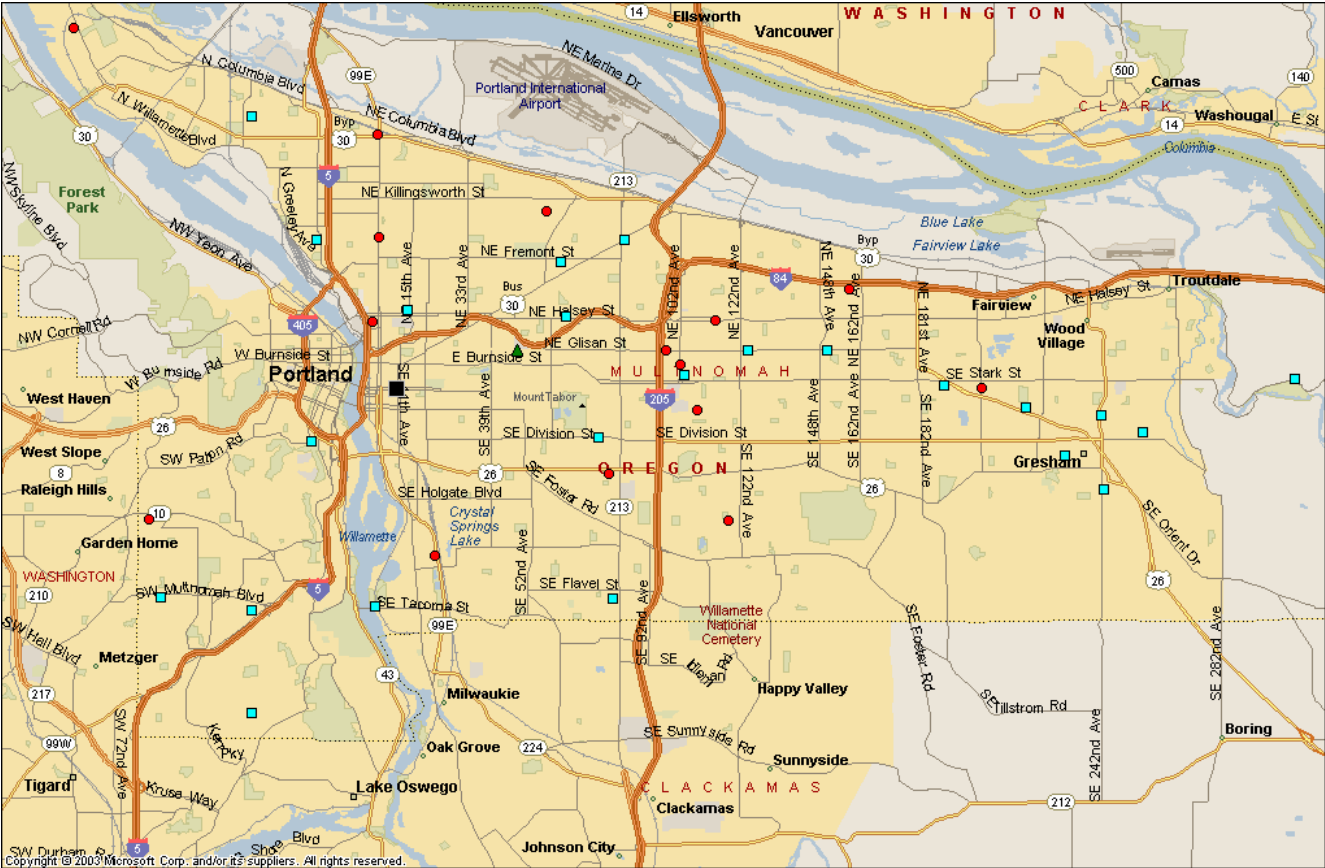
The 12 Voter Assistance Team Members served 118 voters in person and another 229 by telephone for a total of 347 assisted. This assistance occurred between October 22, 2007 (the first Monday after ballots are mailed) and November 6, 2007 (Election Tuesday). Total VAT hours **NOT INCLUDING ELECTION SUPPORT** was 661.75. The average cost was \$30.79 per voter assisted.

- 83 voters in 16 prescheduled care facility visits
- 27 off-site voters (private residences, adult foster homes and other care facilities)
- 7 on-site voters
- 0 HTML (not an option this election)
- 1 Hospital (Providence – PPMC)
- 229 voters were assisted by phone (October 8, 2007 through November 6, 2007)



Between October 22, 2007 and November 6, 2007 VAT members drove 424 miles or an average of 3.82 miles per off-site voter assisted.

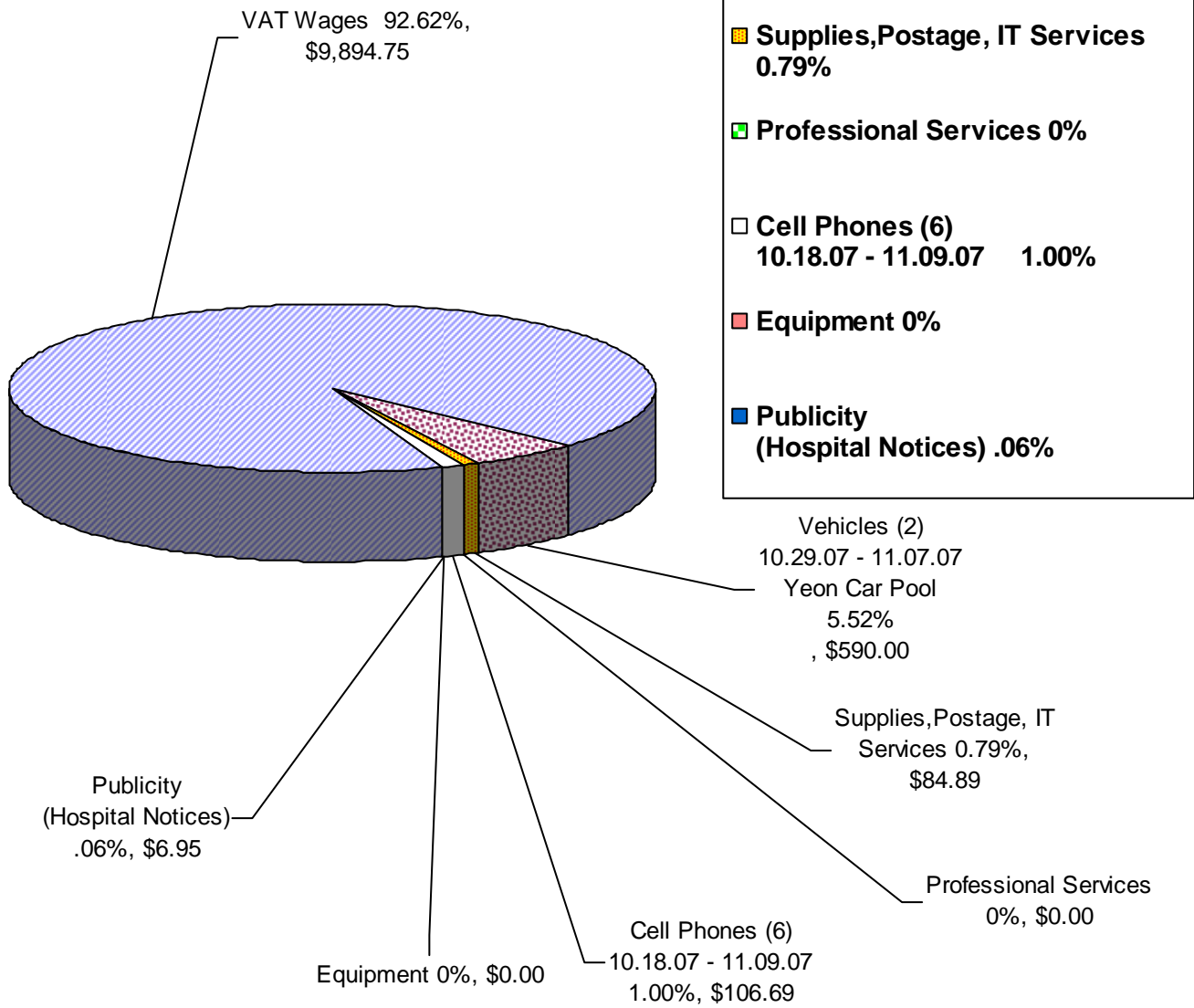
Voter Assistance Team Visits AL/IL Facilities ● Individuals ■ Hospital ▲



Distribution of VAT Expenses

October 8, 2007 – November 30, 2007

Total VAT cost \$10,683.28



I. PERSONNEL

Twelve (12) members * worked a total of 661.75 hours during this election on VAT.

Beginning October 8th, the Coordinators made the first contact with care facilities to arrange for voter assistance visits. After an estimation of number of visits was determined, contact was made with VAT team members to schedule work.

An additional 231 hours were devoted to election support which included:

1. Calling 89 “wrong person signed” and 152 “no signature” or “printed signature” voters for a total of 241 telephone contacts.
 - This process included inquiry for the voter’s telephone number from the registration card, reverse directory and white pages, and then contacting the number found.
 - The time frame for this was November 5 and 6 and it involved seven (7) VAT members.
 - It is unknown how many people responded to these calls.
 - A count was not kept on the number of voters for whom we had no contact information.
2. Support by VAT Coordinators with data entry and signature checking on ballots.
3. Special needs by Shaun for ID’s, ballot box and drop site pick ups.
4. Refueling, picking up and returning vehicles
5. Election Night:
 - Maintaining security at AGP Industry parking lot after 6 pm
 - Securing drop boxes on SE 11th and SE Belmont streets at 8 pm
 - Spotters to monitor traffic for “last voter in line” at 8 pm
 - Picking up ballots from the post office after 8 pm
 - Assisting with libraries returning ballots to Elections Office after 8 pm
 - Sorting “out of county” ballots received from the post office
 - Retrieving election signs after 8 pm
 - Check in Runners’ supplies

A. Lead Coordinator — Lorene Lamp

B. Support Coordinators — Donna Knutson and Rebecca Halverson

C. VAT Members

Karissa Boyd
Terry Chapman
Tom Hoefft
Samuel Jackson
John Jones
Duane Knutson
Linda Preisendorf
Bill Scheb
Norman Watanabe
Patrick Gaughen*
Janice Willis*

D. Language Assistants

Telelanguage and Speech to Speech were available for this election but not used.

*Two were in training only

II. TRAINING

Brief information update for former employees on revised forms and policies at the beginning of their shift on the first day scheduled to work. Defensive Driving training was taken by Rebecca Halverson and Bill Scheb.

Training of Patrick and Janice was done in preparation for election 2008. General program and forms explained to Patrick and Janice plus they viewed two videos. They shadowed teams on calls and did not perform actual assistance.

A. Housekeeping

1. Administer the “*Oath of Office for Vote-By-Mail Temporary Employees*”
2. Payroll documents, including W2 forms
3. Time card explanation
4. Signing in and out of the office
5. Discussed “*Lunch & Breaks for Temps*”

B. Videos (Patrick and Janice)

1. “*The Ten Commandments of Communicating with People with Disabilities*”
2. “*Multnomah County Employees’ Field Safety Guide*”
3. “*Vote by Mail*”
4. “*What’s New in Multnomah County Elections*”

C. Written Materials

Jan Carothers’ tips regarding Diversity and Multi-Cultural customers

D. Forms

1. “*VAT Log*” (blue, pink for hospital voter)
2. “*Affidavit of Elector Requesting/Receiving Assistance*” (gray) revised 5/25/07
3. “*Intake Form for Voter Requesting Assistance*” (white)
(*New format reflecting ballot processing procedures for VAT.*) (11/08/07)
3a. *Facility Intake Form* revised 10/08/07 (*special color for each election*)
4. “*Voter Registration*” card and green Ballot Request slip and # twelve envelope
Revision to registration card on 3/07
5. “*Signature Stamp Attestation Form*” (white)
6. “*VAT Visit Checklist*”(gold) (revised 11/09/07)
7. “*Sign Up Sheet*” and “*Flyers*” (facilities)
8. *Mileage Log*

E. Off-Site Materials Package (*Black Folder Contents*)

1. Voter’s General Information Folder (green)
2. Emergency Procedures Folder (maroon)
3. Forms Folder (blue)
4. Sheet magnifier
5. Set of supplies (pen, pencils, tape, etc)
6. “*QUIET PLEASE – Voting in Progress*” sign
7. Set of official “*Voters’ Pamphlets*”; large print League of Women Voters booklet
8. Portable Voting Booth

F. Auxiliary Aids and Services

1. Ask the voter “*How may I assist you?*” and offer options appropriate to the situation
 - a. Reading the ballot
 - b. Marking the ballot as directed by the voter
 - c. Reading the provided official explanatory materials to the voter when requested (official “*Voters’ Pamphlet*”)
 - d. Language assistance – Teletext and Speech-to-Speech
 - e. Signing for voters with hearing disabilities (only available by prior arrangement)
 - f. Use of magnifying tools for voters with visual impairments
 - g. Telesensory machine
 - h. Signature template (provided by Oregon Commission for the Blind)
2. Emphasize the need for tact, neutrality, privacy and confidentiality when assisting the voter.
 - a. All assistance was provided by a “pair” of VAT members not of the same political party and, if possible, not the same gender.
 - b. Do not lead the voter – the VAT member’s role is “to be a pencil”. VAT can not paraphrase, explain or recommend any candidate or measure.
 - c. It is not necessary to vote on every measure or candidate.
 - d. Do not rush the voter. There are no time limits. This is especially important with voters with developmental disabilities.
 - e. All information received about the voter and how his/her vote was cast must be confidential.
 - f. Protect any documents containing the voter’s signature.
 - g. Whenever possible provide a private and quiet place for the voter to work.
 - h. Caution about wearing clothing or accessories which may be construed as favoring one particular party, measure, or candidate.
 - i. The voter may place the completed, sealed ballot envelope into the locked ballot box or hand it to a VAT member and observe as it is dropped into the ballot box.
 - j. Alternatively, the voter may choose to keep the completed ballot and mail it directly to Multnomah County Elections.

G. Security and Safety

1. How to use the ID card for entering the building, interior secured areas, and elevators.
2. Emphasize security and not allowing members of the general public to pass through doors when an ID card holder enters.
3. Washing hands after return from calls is essential. Special procedures to be implemented for the hospitals. If visiting different rooms, wash between patients. Be alert to need to “glove-up” within specific patient rooms.

H. Driver Training

1. The driver drives the vehicle and is responsible for keeping track of fuel needs. It is important that the driver makes sure all lights (parking and dome) are off when leaving the vehicle.
2. The accompanying team member is responsible for tracking mileage for each trip recording beginning and ending mileage on new checklist.
3. The accompanying team member is also responsible for carrying the cell phone, turning it on at the start of the trip, turning it off at the end of the trip, and returning it to the phone station for recharging.

4. Obtain copies of valid driver's license for each VAT member who will be driving and have them sign the accompanying documentation. The form should indicate if member has taken defensive driving. Verify that each license is current.
5. Provide instruction in parking restrictions and refueling the vehicles.
6. Each vehicle contains materials to be used in case of an accident, including a camera to help document the incident.
7. While parking at AGP Industry Lot do not back in to the parking spot. Raise and lower handicapped parking signs.
8. All drivers must take the County's Defensive Driving course.

I. Cell Phones

1. Operation and hands-on practice (New phones for this election and text messaging)
2. Phone numbers
3. Checking in and out

J. Hospital Visits & Adult Foster Homes

1. Provide Providence with flyers for patients' meal trays on November 5 & 6
2. Develop procedure for meeting need of out of county voters when in a hospital.

III. SERVICES PROVIDED

A. Locations

1. On-site (7)
 - Multnomah County Elections Office
includes telephone assistance, front counter, the Helen Walton Room, and curbside
2. Off-site
 - a. Individuals (27)
 - Locations included Gresham Rehab, Tabor Crest and Adult Foster Care (2 sites)
 - b. Care facilities (16 - Prescheduled calls)

<ul style="list-style-type: none"> Calaroga Terrace Care Center East Elder Place in Cully (2) Gateway Care (2) Glisan Care Center (2) Harvest Home Irvington Village Marquis @ Centennial 	<ul style="list-style-type: none"> Marquis @ Piedmont Premier Living Robison Jewish Rose Schnitzer Manor Royal Anne Summerplace St Anthony Village Westmoreland Union Manor
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 - c. Hospital (1)
 - Pilot program with Providence Hospital on NE Glisan. Our contact was James Arp. Patients were provided notices regarding the availability of voting assistance on their meal trays. Notices printed and provided by the county were placed on trays Monday, November 5 (lunch and dinner) and Tuesday, November 6 (breakfast and lunch only).

B. Auxiliary Aids and Services

1. Language Assistance
 - a. Telelanguage
 - b. Speech to Speech Relay Service (STS) assistance
2. Reading Assistance
3. Reading of ballot and "Voters' Pamphlet" to voter
 - a. Audio transcript of official "Voters' Pamphlet"
 - b. Telesensory (26X) Vision Assistance Machine
4. Replacement and reissue ballot assistance

5. "Signature Stamp Attestation Form" assistance
6. Voter registration card assistance

C. Scheduling

1. On-site

Multnomah County Elections Office

At least one team (minimum) available at all times beginning 2-1/2 weeks prior to the election. Seven (7) voters visited the Elections Office and received assistance in the Helen Walton Room. No curbside requests were made this election.

2. Off-site

a. Private residences, Adult Foster Homes, unscheduled care facility visits

b. Care facilities (prescheduled visits)

(i) Scheduling of our visits at care facilities by telephone began two weeks before the ballots were mailed. Sign up sheets and posters were mailed prior to our visit.

Previously scheduled events at the facility sometimes caused scheduling challenges.

(ii) Four care facilities faxed the residents' names requesting assistance which allowed us time to check their voter status. Our purpose was to visit each facility once.

(iii) Whenever possible, visits to care facilities or individual locations were coordinated within the same geographic area. Evaluation of current and future sites is ongoing.

(iv) Visits began October 26, 2007 and ended November 5, 2007. Our primary focus on Election Tuesday was to service voters on-site, at individual locations, and at Providence Portland Hospital.

c. Hospitals (1)

Special cell phone number was given to the hospital to contact the Elections Office.

This cell phone was monitored at the Elections Office and at home the evenings of November 4 and 5. One assistance call did come in on this special line and the voter was assisted accordingly.

3. Telephone assistance

Depending on existing circumstances, sometimes the assistance was immediate. Other times, a call back was required.

IV. SUMMARY

Once again, the VAT goal this election was to do more with less. We succeeded. We were successful in providing cross training assistance to other areas of the Elections Office especially with Shaun and Georgann receiving help from Duane and Tom. VAT coordinators were able to assist with voter registration and signature checking October 18, 23, 24 and on November 5 and 6.

Due to a change in the voter registration card, we had our VAT teams deliver current registration cards on their care facility calls. This did not include large print or Spanish version since neither had been changed.

While on duty in the Elections Office, VAT members were kept actively busy or were assigned "stand by" status to provide on site assistance if requested by the voter. Scheduling of VAT members was efficient and productive. VAT members were understanding in our inability to schedule their work

with good advance notice, were willing to provide more time as the need arose, and continued to work well together as team members.

After scheduling a care facility we sent a confirmation letter with visit information and the names of residents receiving VAT assistance on prior elections. The "Sign up Sheet" and visit flyer were sent at the same time. Four of the care facilities faxed back the "*Sign up Sheet*" to the Elections Office several days prior to the scheduled visit, providing time for the VAT Coordinators to look up each voter to determine voting status. Because of this information we were prepared for the voter whose registration needed to be updated and eliminated the need for a second visit. Second visits were made to three facilities during the November 2007 Election.

VAT coordinators issued necessary replacement or reissued ballots when a return call from a VAT team was required. Twenty-seven (27) such ballots were issued during the November 6, 2007 Special Election.

As was true in the election in May 2007, we experienced a large number of voters seeking assistance in registering to vote. Such assistance in registering had not been promoted by VAT Coordinators in the initial contact with the facilities. We also experienced more visits to Adult Foster Care homes this election.

The VAT reputation for providing professional, confidential, secure, and accessible service to facilities was evident by the response we received when initially contacting facilities. Those facilities who scheduled us for a visit were deeply appreciative of our services.

We received seven (7) on site requests for assistance. It was surprising that the first request was October 23rd. It was helpful to have designated staff within the building to assist a VAT member with the voter. It enabled us to reduce the number of VAT team members.

During post election evaluation by VAT members, the variety of ballot control procedures at different care facilities was noted in previous elections. Some facilities kept possession of voters' ballots, while residents in other facilities were responsible for physical possession of their own ballots. It is relevant here to state that in each instance, we will be most efficient and productive when we know in advance which voters requesting VAT assistance are in possession of ballots and which residents are not.

Cognitive disabilities and voters with speaking disabilities (stroke patients and voters with Multiple Sclerosis) provided a challenge to VAT team members. Any additional training on how best to provide assistance to these voters is helpful. Extra time is needed for those sites that we know have a high number of developmentally disabled voters. Any training on how to assist those with disabilities and the tools that they may need or use improves our sensitivity and our effectiveness.

VAT Coordinators feel it necessary that there be a clear, precise county and statewide policy and instruction for signatures and attestations. This information is needed prior to providing assistance to voters for the next election.

Because the nature of this particular election was a short ballot we found assistance went quickly. It enabled us to have more time to provide election support in other areas. This available time should not be assumed at an election with a more complex ballot, such as the 2008 Primary and General Elections.

This was a very successful election in that VAT goals were met and valuable post election discussions resulted in ideas to utilize in planning for future elections.