



POLLWORKER ADMINISTRATION BEST PRACTICES

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Effective management of poll workers is crucial for the smooth functioning of elections and helps county governments to elevate the election experience for voters, poll officials, election staff and all stakeholders. Here are some best practices that county governments emulate for Poll Worker Administration.

A. Poll Worker Staffing, Selection and Training

DEI recruitment from all age groups

- Strive for diversity among poll workers to ensure representation from different communities.
- Implement strategies to recruit poll workers from various age groups, ethnicities, and backgrounds.
- Foster a culture of inclusion and respect for diversity within the poll worker team
- Leverage SaaS based public HRMS solutions for recruiting, developing, and managing workforce

Training Modules Framework

- Develop an online platform that hosts training modules for Poll Workers covering various aspects of election processes, etiquette, equipment setup, forms, and closing procedures.
- Create interactive modules with quizzes and assessments to engage
- Allow poll workers to progress at their own pace and revisit modules as needed
- Create a dashboard for the administrators to review the training status.

Role-Specific Training

- Tailor training content based on the specific roles each poll worker will perform on Election Day.
- Provide separate modules for poll clerks, managers, and others to address their unique responsibilities.

Personalized, Self-Paced Training for Poll Workers

Provision of a Personalized, self-paced training portal for poll workers can be an effective approach to ensure that each individual is well-prepared for their specific roles.

Expected Outcome – Diverse, Trained poll workers to assist the election process

B. Objective Evaluation & Certification

Objective evaluation and certification are essential components of a comprehensive poll worker training program. Here are key steps to implement effective objective evaluation and certification processes:

Assessment Design

- Develop clear and measurable learning objectives for each module or training track.
- Design assessments, quizzes, or tests that align with these learning objectives.
- Ensure that assessments cover a range of topics, including election laws, procedures, and role-specific responsibilities.

Multiple Assessment Methods

- Use a variety of assessment methods, such as multiple-choice questions, scenario-based simulations, and practical skills assessments.
- Incorporate a mix of knowledge-based questions and practical scenarios to evaluate both understanding and application.

Poll Worker Certificates

- Define the criteria that poll workers must meet to receive certification.
- Upon receiving certificates, poll workers can be issued re-usable, QR Based badges that can be used for identification, as well as for kiosk attendance during training and elections

Continuous Learning Requirements

- Implement ongoing learning requirements for poll workers, encouraging them to stay informed about any updates or changes in election laws and procedures.
- Require periodic recertification to ensure that poll workers maintain their knowledge and skills.

Expected Outcome – Carefully assessed, knowledgeable poll workers to assist the election process

C. Poll Worker Assignment

Assigning poll workers to specific roles and polling locations is a critical aspect of election planning. Here are some best practices for poll worker assignment:

Skills and Experience Matching:

- Match poll workers' skills and experience with the requirements of specific roles. For example, experienced poll workers can be assigned to leadership positions or roles that involve handling complex issues. Also, their assessments can provide some pointers.

Language Skills:

- Consider language skills when assigning poll workers to polling places. Having multilingual poll workers in areas with diverse populations can improve communication and accessibility.

Technological Proficiency:

- Assign poll workers with technological proficiency to roles that involve operating and troubleshooting voting machines. This is crucial to ensure smooth operations on Election Day.

Accessibility Needs:

- Consider any accessibility needs of poll workers when making assignments. Ensure that polling places are equipped to accommodate individuals with different abilities.

Geographic Proximity:

- Assign poll workers to locations that are geographically convenient for them. This can help reduce travel time and logistical challenges for the poll workers.

Backup Assignments:

- Have a backup plan in case a poll worker is unable to fulfill their assigned role. Identify substitute poll workers who can step in if needed.

Expected Outcome – Appropriate assignments based on language skills, proximity, and proficiency

D. Early voting / AIP scheduling

Scheduling for advance in-person and early voting involves coordinating various resources and ensuring that voters have convenient and accessible options. Here are some best practices for scheduling advance in-person and early voting:

Flexible Hours:

- Offer extended and flexible hours for advance in-person and early voting to accommodate voters with different schedules.
- You can schedule them for 5 hours, AM / PM hours, and allowing them to pick their days and hours using an online tool helps to operationalize this

Multiple Locations:

- Establish multiple early voting locations across the jurisdiction to increase accessibility.
- Choose sites strategically, considering factors such as population density, geographic distribution, and transportation accessibility.

Centralized Scheduling System:

- Implement a centralized scheduling system that allows voters to view available time slots and locations online.
- Enable voters to select a time that suits their schedule, promoting efficiency and reducing wait times.

Accessible Locations:

- Choose early voting locations that are easily accessible to individuals with disabilities.
- Ensure that facilities comply with accessibility standards, and provide accommodations as needed.

Public Transportation Access:

- Select early voting locations that are accessible by public transportation to facilitate easy and cost-effective travel for voters.

Monitoring and Adjusting:

- Monitor the scheduling system and voter turnout regularly
- Be prepared to adjust scheduling, locations, or staffing based on demand and feedback from voters.

Expected Outcome – Efficient management for Early Voting / Advance-in-Person election

E. Poll Worker Attendance

Ensuring consistent and punctual attendance of poll workers is crucial for the smooth functioning of polling stations during elections. This section outlines best practices for managing poll worker attendance, focusing on strategies to prevent understaffing and maintain operational efficiency.

Communication and Expectations:

- Clearly communicate expectations regarding attendance to all poll workers during the recruitment and training phases.
- Provide a detailed schedule well in advance, highlighting training / election dates, reporting times, and the importance of punctuality.

Modern Attendance Kiosk:

- Implement modern attendance tracking systems, such as digital kiosk sign-ins or mobile applications, to streamline the recording of poll worker attendance.
- Utilize technology to enable real-time monitoring of attendance, allowing quick identification of any potential issues.

Clear Policies and Procedures:

- Develop and communicate clear policies regarding absenteeism, tardiness, and the consequences of not adhering to attendance expectations.
- Ensure that poll workers understand the importance of their role in the electoral process and the impact of absenteeism on overall operations.

Backup and Substitute Poll Workers:

- Maintain a pool of backup and substitute poll workers who can be called upon in case of unexpected absenteeism.
- Develop a system for efficient communication with substitutes, providing them with necessary information and training materials in advance.

Live Status:

- Develop a system through which live status of poll workers in various polling locations is made visible for the election authorities to ensure visibility and also help to provide required assistance as needed

Expected Outcome – Accurate attendance reducing manual data entries, discrepancies, and rework

F. Poll Worker Payroll Handoff

Successful and timely compensation of poll workers is vital for maintaining their satisfaction and ensuring their continued engagement in future elections. This section outlines best practices for the efficient handoff of poll worker attendance data to the payroll system, aiming to minimize errors and delays in the compensation process.

Automation of Payroll Handoff:

- Automate attendance data transfer (IN/OUT times) from the attendance kiosk to the payroll system directly without manual input
- Automation reduces errors, enhances accuracy, and expedites the payroll handoff process.

Inform about Poll Worker compensation

- Clearly communicate AIP / Election rates, Training, and additional pay incentives (if any)
- Ensure transparency in the calculation and even aspire to show their payroll online

Payroll related support

- Respond to payroll related queries or concerns on a timely basis
- Ensure their queries are addressed and create a positive feeling so that they will come back and help during the next elections

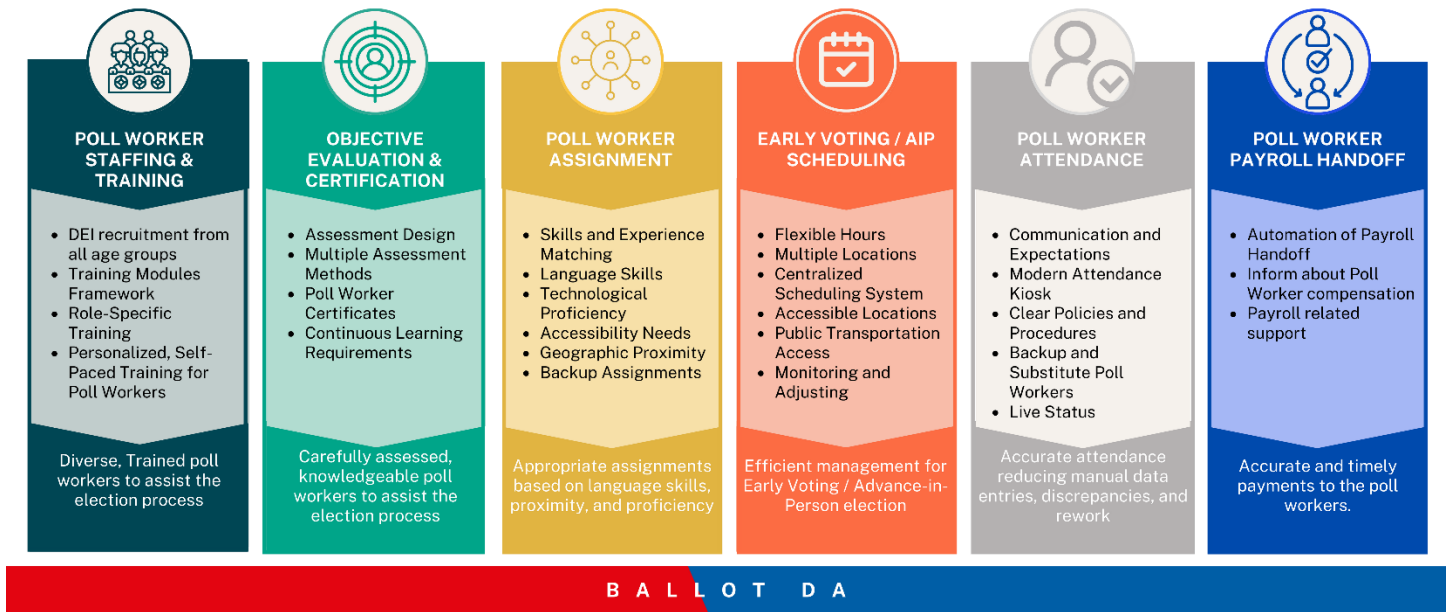
Expected Outcome – Accurate and timely payments to the poll workers.

G. Article Summary

Launching new initiatives is a time-consuming endeavor, especially within a local government agency where various stakeholders actively participate to ensure the proper procedures are followed. The implementation of best practices is a valuable journey, and it is essential to respect the opinions, questions, concerns, and advisory notes of your internal stakeholders, as this collaboration helps refine and tailor these practices to better suit the unique needs of your county.

POLLWORKER ADMINISTRATION

BEST PRACTICES



The BallotDA platform, developed by Sonline LLC, is exclusively tailored to assist Local Governments in the digitalization and automation of their operations, leading to enhanced efficiency and effectiveness. Our Poll Worker Administration module has proven to be an invaluable asset, expediting processes such as poll worker recruitment, training, assessment, precinct assignment, scheduling, attendance tracking, and payroll support for counties. We take immense pride in our role in supporting the dedicated election staff who work tirelessly to uphold the electoral process across our great nation.