



FEDERAL VOTING ASSISTANCE PROGRAM

Department of Defense
Rosslyn Plaza North
1777 North Kent Street
14th Floor, Suite 14003
Arlington, VA 22209-2162

November 5, 2010

**MEMORANDUM FOR SENIOR SERVICE VOTING REPRESENTATIVES OF THE
MILITARY DEPARTMENTS**

SUBJECT: Voting Assistance Program Metrics

The Federal Voting Assistance Program (FVAP) coordinated with your Service Voting Action Officer (SVAO) to identify voting assistance programs performance metrics and reporting requirements, as required by DoD Directive 1000.04 and the Military and Overseas Voter Empowerment (MOVE) Act. For such metrics to be meaningful and useful in assessing voting assistance program performance, they must be uniform across the Services. Further, they must limit the reliance on transactional measures and focus on measuring the desired effects of voting assistance; effort is meaningless if it does not improve the opportunity to successfully vote.

In addition to voting assistance at the Unit Voting Assistance Officer (UVAO) level, the MOVE Act mandates Installation Voter Assistance (IVA) Offices. The subsequent designation of these offices as voter registration agencies under the National Voter Registration Act (NVRA) compounds the need for effective, results-oriented metrics.

Under these proposed metrics, Measures of Success are reported at both the UVAO and IVA Office levels. These metrics need to be reported on a quarterly basis and provide the information necessary to perform meaningful assessments of voting assistance programs throughout the election cycle. A key goal of the IVA Office metrics collection effort is to assess the costs and benefits of Installation Voting Assistance Offices in addition to, or in place of UVAOs.

Service coordination is requested by November 24, 2010.

Bob Carey
Director

Attachment:
As stated

Federal Voting Assistance Program-Measures of Success

Installation Voter Assistance Office

Metrics	Justification
<ul style="list-style-type: none"> • Number of Military Personnel Assisted <ul style="list-style-type: none"> ○ Voter registration requests ○ Absentee ballot requests ○ FWAB requests ○ Change of Address notifications ○ For all of the above, further subcategorized by career milestone requiring the assistance: <ul style="list-style-type: none"> ▪ PCS ▪ Pre-deployment ▪ Post-deployment ▪ On-demand ○ General voting information 	<p>To provide an accurate representation of the frequency of the types of services provided to active duty military members at IVA Offices</p>
<ul style="list-style-type: none"> • Number of Military Dependents Assisted <ul style="list-style-type: none"> ○ Voter Registration request ○ Absentee ballot request ○ FWAB request ○ Change of Address notifications ○ For all of the above, further subcategorized by career milestone requiring the assistance: <ul style="list-style-type: none"> ▪ PCS ▪ Pre-deployment ▪ Post-deployment ▪ On-demand ○ General voting information 	<p>To provide an accurate representation of the frequency and types of services provided to military dependents at IVA Offices</p>
<ul style="list-style-type: none"> • Number of Federal Employees Assisted <ul style="list-style-type: none"> ○ Registration request ○ Change of Address ○ For both of the above, further subcategorized by career milestone requiring the assistance: <ul style="list-style-type: none"> ▪ Change of duty station ▪ Pre-deployment ▪ Post-deployment ▪ On-demand ○ General voting information 	<p>To provide an accurate representation of the frequency and types of services provided to civilians at IVA Offices</p>

<ul style="list-style-type: none"> • Number of Civilian Contractors Assisted <ul style="list-style-type: none"> ○ Registration request ○ Change of Address ○ For both of the above, further subcategorized by career milestone requiring the assistance: <ul style="list-style-type: none"> ▪ Change of place of federal contract employment ▪ Pre-deployment ▪ Post-deployment ▪ On-demand ○ General voting information 	<p>To provide an accurate representation of the frequency and types of services provided to civilians at IVA Offices</p>
<ul style="list-style-type: none"> • Number of non-Federal Civilian Employees & Contractors (public) Assisted <ul style="list-style-type: none"> ○ Registration request ○ Change of Address ○ General voting information 	<p>To provide an accurate representation of the frequency and types of services provided to civilians at IVA Offices</p>
<ul style="list-style-type: none"> • Number of Forms Mailed on Behalf of the Voter <ul style="list-style-type: none"> ○ NVRFs mailed ○ State registration forms mailed (if applicable) ○ FPCAs mailed ○ FWABs mailed 	<p>To measure the extent that mailing forms for voters burden office personnel. Need to verify whether the state forms are being used.</p>
<ul style="list-style-type: none"> • Number of Total Persons Assigned to IVA Office <ul style="list-style-type: none"> ○ Full-Time IVA Office employee <ul style="list-style-type: none"> ▪ Grade ▪ Military/Civil Service/Contractor ○ Part-time IVA Office employee <ul style="list-style-type: none"> ▪ Grade ▪ Military/Civil Service/Contractor ▪ Hours per month ○ Temporary Personnel-As assigned-Hours per month 	<p>To account for all staffing of IVA Offices and to provide an accurate number of staff hours spent staffing IVA Office services.</p>
<ul style="list-style-type: none"> • Number Reporting Being Trained within 90 days of assignment to IVA Office <ul style="list-style-type: none"> ○ Number trained by formal FVAP workshop ○ Number trained by Service provided workshop ○ Number trained online 	<p>DoD Directive 1000.04, paragraph 5.2.1.15 requires that all Voting Assistance Officers shall attend an FVAP Voting Assistance Workshop. Online and Service-provided training is a viable alternative to attendance at FVAP workshops.</p>
<p>Quarterly Operating Cost to Run Office</p>	<p>To provide an accurate cost to the installation as to the upkeep of the IVA Office</p>

Unit Voting Assistance Officers

Metrics	Justification
<ul style="list-style-type: none"> ○ Number of Service Members Assisted <ul style="list-style-type: none"> ○ Registration request ○ Absentee ballot request ○ FWAB request ○ Change of Address ○ For all of the above, further subcategorized by career milestone requiring the assistance <ul style="list-style-type: none"> ▪ PCS ▪ Pre-deployment ▪ Post-deployment ▪ Routine change of address ● General voting information 	<p>To provide an accurate representation of the services provided to active duty military members by UVAOs</p>
<ul style="list-style-type: none"> ● Number of Military Dependents Assisted <ul style="list-style-type: none"> ○ Registration request ○ Absentee ballot request ○ FWAB request ○ Change of Address ○ For all of the above, further subcategorized by career milestone requiring the assistance <ul style="list-style-type: none"> ▪ PCS ▪ Pre-deployment ▪ Post-deployment ▪ Routine change of address ○ General voting information 	<p>To provide an accurate representation of the services provided to military dependents by UVAOs</p>
<ul style="list-style-type: none"> ● Number Reporting Being Trained within 90 days of assignment as VAO <ul style="list-style-type: none"> ○ Number trained by formal FVAP workshop ○ Number trained by Service provided workshop ○ Number trained online 	<p>DoD Directive 1000.04, paragraph 5.2.1.15 requires that all Voting Assistance Officers shall attend an FVAP Voting Assistance Workshop. Online and Service-provided training is a viable alternative to attendance at FVAP workshops.</p>

Minimum Content Required for AAR

(Subject to Change pursuant to paragraph 5.2.1.17 of DoD Directive 1000.04)

1. List of installations with established voter assistance offices
 - a. Date established.
 - b. Installation location.
 - c. Are the following available in the IVA Office?
 - i. Computer with access to the Internet?
 - ii. Printer?
 - iii. Scanner?
 - d. Identify multiple offices (satellite offices) on any installation.
2. Number of formal written complaints received: Congressionals, Lawsuits?
 - a. What was the general problem?
 - b. How was it resolved?
3. A narrative assessment describing the activities and effectiveness of the Service voting assistance program during the 2010 elections in terms of :
 - a. service-wide voting activities and special events including required distribution of SFs as specified by paragraph 5.2.1.6 of DoD Directive 1000.04, or any successor directive or regulation
 - b. installation-wide voting activities and special events,
 - c. service-wide voting communications,
 - d. special efforts to encourage voting participation by flag or general officer leadership,
 - e. specific accomplishments during Armed Forces Voters Week and Absentee Voting Week,
 - f. problems encountered in implementing IVA Offices
 - g. recommendations for DoD- or service-level training and assistance to IVA Offices
 - h. voter participation and success rates through most expeditious means
 - i. any lessons learned, and
 - j. recommendations to improve the voting assistance program in future elections.