



**DEFENSE HUMAN RESOURCES ACTIVITY  
FEDERAL VOTING ASSISTANCE PROGRAM**  
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ALEXANDRIA, VA 22350-4000

OCT 15 2013

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

**SUBJECT: Installation Voter Assistance Office Expectations**

The Department of Defense Instruction (DoDI) 1000.04 requires all Department of Defense (DoD) Components and the Uniformed Services to establish an Installation Voter Assistance (IVA) Office on military installations. These IVA Offices are to provide voter assistance to military personnel, their dependents, civilian Federal employees, and all qualified voters who have access to such installation offices.

- The IVA office should be located in a well-advertised, fixed location, consistent throughout the Service. It should be physically co-located with an existing office that receives extensive visits by Service personnel, family members, and DoD civilians.
- The IVA office shall be staffed during the hours the installation office is open with trained personnel to provide direct assistance in registration and voting procedures.
  - IVA Offices telephone lines should have access to answering machines and voicemail, except where 24-hour telephone coverage is available.
  - Voicemails received by the IVA Office must be returned within three business days of receipt, but within 24 hours if less than 45 days prior to a Federal election.
  - Emails received by the IVA Office must be returned within three business days of receipt, but within 24 hours if less than 45 days prior to a Federal election.
- IVA Office personnel on leave should:
  - Update voicemails to indicate where voter assistance may be obtained; this could include anyone who assists in the IVA Office or Installation Voting Assistance Officer (IVAO).
  - For email, the out-of-office assistants should indicate where voter assistance may be obtained; this could include anyone who assists in the IVA Office or IVAO, if the IVA Office personnel are using their individual email account or if the organizational email box is not accessible and monitored by multiple people.
  - When no alternative IVA Office staff member is available, FVAP contact information should be used.

A handwritten signature in black ink, reading "Matt Boehmer", is written over a horizontal line.

Matt Boehmer  
Acting Director