

Airman and Family Readiness Center

# Voting Assistance Program (VAP)

## Action Plan



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## **A. Introduction:**

The Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) protects the right to vote for members of the Uniformed Services (including activated Reserve and Guard), Merchant Marines, their spouses and dependents, and United States (US) citizens residing outside the territorial limits of the US. It requires each Government department to distribute balloting materials and develop a program of information and education for all employees and family members covered by the Act. As the Presidential Designee for oversight of the Federal Voting Assistance Program (FVAP), the Secretary of Defense has directed commanders at all levels to support the FVAP and encourage maximum participation by Air Force (AF) personnel and their dependents, in exercising their right to vote.

## **B. Purpose:**

The AF Voting Assistance Program (VAP) is an ongoing program to assist military personnel, their family members and all other voting age citizens with access to the Installation Voter Assistance (IVA) Office, regardless of MAJCOM or branch of service affiliation, to register and vote either at the polls or by absentee ballot. The mission of the program is to provide assistance for all elections, regardless of when they are held, with special emphasis on the period prior to general elections.

## **C. Regulatory Guidance:**

Guidance includes Public Law, directives and instructions that directly or indirectly affect Airman & Family Readiness Centers (A&FRC) and the VAP.

- Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) 42 USC 1973ff; PL 99-410; PL 107-107; PL 107-253; PL 111-84 Subtitle H
- Public Law 111-84 (FY10 NDAA) Subsection H, Military and Overseas Voter Empowerment Act (MOVE Act), (codified into Title 10, Section 1566 and Title 52 U.S.C.)
- Section 7(a)(2) of Public Law 103-31, National Voter Registration Act (NVRA), May 20, 1993
- DoDI 1000.04, Federal Voting Assistance Program
- AFPD 36-31, Personal Affairs
- AFI 36-3107, Voting Assistance Program
- FVAP Installation Voter Assistance (IVA) Office Handbook
- FVAP Voting Assistance Guide (VAG)
- FVAP Voting Action Plan

## **D. Key Roles and Responsibilities:**

### **Airman & Family Operations (HQ AFPC/DPFF)**

1. Issues a biennial Voting Action Plan to provide VAP operational guidance to installation A&FRCs.
2. Provides oversight of the IVA Offices at the A&FRCs and responds to their questions, problems or queries.
3. Promotes and provides VAP training opportunities for A&FRC staff who are appointed as Voting Assistance Officers (VAO).
4. Implements metric tracking and reviews AFFIRST and FVAP Portal reports for FVAP metric requirements, trainings, workshops, individual consultations and coordination/outreach.
5. Establishes AF-wide means to communicate effectively with and expeditiously disseminate voting information to Total Force Airmen.
  - a. Forwards myPers message regarding absentee voting information and resources:
    - i. 90, 60 and 30 days before each federal election

6. Organizes and manages A&FRC MAJCOM Support to provide VAP expertise for MAJCOM leadership.

### **Installation Commander**

1. Establishes and/or maintains an IVA Office designated as a Voter Registration Agency IAW AFPPD 36-31 and AFI 36-3107 (AFGM) para 1.8.1.
2. Appoints a primary and alternate Installation Voting Assistance Officer (IVAO) and additional Voting Assistance Officers (VAOs) in writing (Atch 1 and 2, IVAO and VAO Appointment Letters)
3. Ensures unit commanders have access to A&FRC VAOs and that voting assistance services are available for the eligible populations.
4. Ensures VAOs are available and equipped to assist voters for all elections.

### **Installation Voting Assistance Officers (IVAO)**

1. Responsible for operations of the IVA Office.
2. Reports directly to the installation commander for voting assistance matters.
3. Oversees operations of the IVA Office to ensure compliance with AFI 36-3107 and the current AF Voting Action Plan.
4. Directs VAOs at all levels to accomplish training requirements
  - a. Initial training within 30 days assuming VAO duties and prior to appointment
  - b. Biennial refresher training on even-numbered/election years
  - c. On the job training
5. Coordinates with applicable base offices on voting assistance support needed, as outlined in annexes A-F of this Action Plan.
6. Assesses program effectiveness and provides feedback as appropriate
7. Creates command information programs and disseminates voter information via base newspapers, electronic mail and social media.
8. Maintains hard copy and electronic copies of voting assistance materials. Ensures enough forms are on-hand for year-round registration, absentee ballot requests and change-of-address requests for those deploying, returning from deployments, moving or PCSing.
9. Maintains hard-copy or virtual continuity book:
  - a. AF Voting Action Plan
  - b. FVAP IVA Office Handbook
  - c. Voting Assistance Guide
  - d. Voting Forms
    - i. Federal Post Card Applications (FPCA)
    - ii. Federal Write-In Absentee Ballots (FWAB)
    - iii. National Voter Registration Forms (NVRF)
  - e. Appointment Letters
  - f. Training certificates
  - g. FVAP Election Cycle Voting Action Plan: <https://www.fvap.gov/vao/directives>
  - h. Detailed Absentee Voting Process Handout: <https://www.fvap.gov/vao/materials>
  - i. Voting FAQ: <https://www.fvap.gov/guide/appendix/faq>
10. Utilizes the FVAP Election Cycle Voting Action Plan to ensure timed events/actions occur as planned: [https://www.fvap.gov/uploads/FVAP/2018VotingActionPlan\\_20170919.pdf](https://www.fvap.gov/uploads/FVAP/2018VotingActionPlan_20170919.pdf)
11. Conducts biannual Armed Forces Voters Week (CONUS)/Overseas Citizens Voters Week (OCONUS) IAW FVAP Election Cycle Voting Action Plan
  - a. Provides a plan and after action report to AFPC/DPFF
    - i. Plan is due NLT the first Monday of May
    - ii. After action report is due NLT last Monday of Jul
    - iii. Plan and after action report Instructions (Atch 4)

- b. Develops programs to create voting awareness and motivates absentee voters to participate in the mid-term elections.
- c. Encourages voter assistance activities in conjunction with installation events such as Armed Forces Day and academy or school graduations.
- d. Ensures procurement and distribution of FPCAs.
- e. Publicizes the importance of early planning well in advance of election deadlines, so absentee voters can obtain a ballot for the election.
- f. Publicizes the last date absentee ballots can be mailed from a location that outlines the reasonable expected delivery date to the appropriate state and local election officials.

12. Conducts Absentee Voters Week IAW FVAP Election Cycle Voting Action Plan

- a. Provides a plan and after action report to AFPC/DPFF
  - i. Plan is due NLT the first Monday of Aug
  - ii. After action report is due NLT last Monday of Oct
  - iii. Plan and after action report instructions (Atch 4)
- b. Encourages all UOCAVA voters to vote and mail their absentee ballots.
- c. Ensures procurement and distribution of FWABs.
- d. Recommends FWAB use if the voter meets the criteria but has not received the requested regular absentee ballot in sufficient time (30 days) to vote and return their ballot to be counted.

13. Assists, as requested by FVAP and AFPC/DPFF, with post-election surveys. Emphasis to those who receive the survey to promptly complete and submit responses.

14. Maintains voting assistance page on the installation's public website

### **Voting Assistance Officer (VAO)**

1. Appointed in writing and performs VAP duties for installation members/units, including GSUs/OLs, Dets.
2. Provides UOCAVA-eligible voters, Federal civilian employees and other U.S. Citizens who have access to the IVA Office with accurate and nonpartisan voting information and assistance for state and local elections IAW DoD and AF guidance.
3. Offers information on voter registration, absentee ballot procedures and general mail delivery deadlines (recommended by Military Postal Service Agency):
  - a. Federal Post Card Application (FPCA):
    - i. Encourages voters to complete and submit to their local election officials in order to register and apply for an absentee ballot.
    - ii. Reminds members that voting age dependents are eligible to use the FPCA and FWAB.
  - b. Federal Write-In Absentee Ballot (FWAB):
    - i. The FWAB may be used as a backup ballot to vote for federal offices. Some states allow the FWAB to be used for state and local offices. Refer to the VAG for state specific requirements.
    - ii. Advise voters, who have not received their requested absentee ballot 30 days before the election, to complete and submit the FWAB so it arrives NLT 15 days before the election.
  - c. National Voter Registration Form (NVRF):
    - i. The NVRF is used to register to vote and update information with the local voter registration office (e.g., report address change).
    - ii. Provides information and assistance with completing NVRF.
  - d. Transmits the FPCA or NVRF via mail to the local election official, upon voter request
    - i. Must mail within 5 calendar days of voter submission to the IVA Office IAW DoDI 1000.04.

4. Encourages voters to access the FVAP website ([www.fvap.gov](http://www.fvap.gov)) for voting information and materials.
5. Maintains record of voting assistance provided at the time (or on the day) that the assistance takes place.
  - a. See Atchs 9 and 10, AFFIRST and FVAP Portal Instructions, for more information on voting assistance documentation.

### **AFPC/Total Force Service Center (TFSC)**

1. Provides scripted answers to IVAOs, AF members, voting age family members and federal civilian employees and contractors stationed overseas who are unable to contact their IVAO or appointed VAO.
2. When necessary, refers questions and/or queries to AFPC/DPFF.
3. Tracks voting assistance provided via phone, email or other means.

### **National Guard Bureau (NGB)**

1. Appoints a NGB/A1PS headquarters-level VAO to coordinate with the SSVR and the FVAP Director and to maintain a contingency absentee voting program for units and personnel who have been activated and deployed.
  - NGB OPR is NGB/A1SA (ANG VAO) and may be contacted through the organizational email: [usaf.jbanafw.ngb-a1.mbx.a1sa-family-programs@mail.mil](mailto:usaf.jbanafw.ngb-a1.mbx.a1sa-family-programs@mail.mil)
2. ANG units co-located on a RegAF installation will refer to the installation A&FRC for voting assistance support.
3. ANG units not co-located on a RegAF Installation, and units or members activated/deployed to a location not-supported by RegAF or other host/tenant service agreements will use the TFSC (identified within Key Roles and Responsibilities of this Action Plan) as a primary source of voting information and assistance.

### **HQ Air Force Reserve Command (AFRC)**

1. Appoints a headquarters-level VAO to coordinate with the SSVR and the FVAP Director and to maintain a contingency absentee voting program for AF Reserve units and personnel who have been activated and deployed to a location not supported by RegAF or other host/tenant service agreements. A contingency plan may include the use of the TFSC (identified within Key Roles and Responsibilities of this Action Plan) as a primary source of voting information and assistance.
  - HQ AFRC OPR is HQ AFRC/A1RY, at DSN 497-1236; email: [afrc.a1ry@us.af.mil](mailto:afrc.a1ry@us.af.mil)
2. HQ AFRC Voting Action Officer (VAO) will be the primary POC and A&FR personnel at standalone AFR bases will be alternate POC on appointment letter. Tenant units will refer to RegAF A&FRC for voting assistance support.
3. HQ AFRC VAO will establish a folder on the A1RY Support Integration Team SharePoint that will contain supporting documents: SF 76, SF 186 and link to FVAP website for additional information: <https://www.fvap.gov/>
4. A&FR personnel at standalone AFR bases will add their information to appointment letter (template provided) and will be the conduit between member and HQ AFRC.
5. A&FR personnel at standalone AFR bases will have a copy of the appointment letter loaded into the Management Internal Control Toolset (MICT) system for inspection purposes.

## E. Voting Assistance Mandatory Touchpoints

1. Absentee voters, including military personnel; voting age family members, civilian personnel and contractors must be provided voting assistance/information as described below.
2. The IVAO coordinates with appropriate offices to ensure IVA Office is included on checklists to accomplish related information & education.
3. The Voting Assistance Information Sheet (Atch 3) when provided to eligible voters meets the requirement for information & education at each touchpoint.
4. Track and maintain a record of training/assistance and number of those trained/assisted (in-person or electronically) IAW Atchs 9 and 10, AFFIRST and FVAP documentation.
  - a. **Accessions** -- Joint Base San Antonio – Lackland, the United States Air Force Academy (USAFA), and Maxwell Air Force Base (AFB) must offer absentee voting information and assistance to new accessions into the AF before graduation from their respective courses (Basic Military Training, USAFA, Officer Training School).
    - i. Recommend new accessions not use temporary addresses on the FPCA to avoid a delayed ballot delivery.
  - b. **New Arrivals/Departures** -- Ensure newly arrived and departing personnel are provided voting guidance via mass briefings (e.g., Newcomer's Orientation, Smooth Move, etc.) or individual consultations.
    - i. Coordinate with Military Personnel Section (MPS) and Civilian Personnel Office (CPO) to include voting assistance on in-/out-processing checklists (virtual and/or hard copy).
    - ii. Remind voters to submit FPCA in order to update address and request absentee ballot.
  - c. **Pre-/Post-Deployment** -- Ensure voting assistance is provided to all personnel, military and civilian, deploying and returning from deployment of 6 months or longer.
    - i. Coordinate with Installation Personnel Readiness (IPR) office and Readiness NCO to include absentee voting information as part of the mandatory pre-/post-deployment briefings.
    - ii. Remind voters to change address on FPCA to ensure absentee ballot delivery at deployed location, and then update home address upon return.
    - iii. The pre-deployment fact sheet can be found at:  
<https://www.fvap.gov/vao/materials>
  - d. **Separating/Retiring** -- During the Pre-separation brief, advise uniformed service members who are being separated or retired from active duty of the following:
    - i. Notify local election office they are no longer covered in accordance with the provisions of the UOCAVA.
    - ii. Submit a National Mail Voter Registration Form (NVRF) to register and change address.
    - iii. Resources for these actions can be found at: <http://www.fvap.gov/military-voter/transition>
  - e. **FPCA Distribution** -- Distributes FPCAs (electronically or in hand) to all UOCAVA voters between 1-15 Jan and 1-15 Jul, IAW FVAP Election Cycle Voting Action Plan: [https://www.fvap.gov/uploads/FVAP/2018VotingActionPlan\\_20170919.pdf](https://www.fvap.gov/uploads/FVAP/2018VotingActionPlan_20170919.pdf)
    - i. Verifies electronic receipt of the FPCA by using delivery receipts
    - ii. Documents and maintains record of receipts/percentages of contact made IAW Atchs 9 and 10, AFFIRST and FVAP Documentation.
  - f. **Annual Military Voter Training** -- Ensure all Armed Forces personnel (including activated ANG and AFR personnel) receive at least one annual briefing, training period, or information period of instruction devoted to absentee registration and voting.
    - i. May be accomplished in-person via a workshop, cc call, etc. or electronically via mass email.
    - ii. PowerPoint training slides available at <https://www.fvap.gov/vao/training/voter-training>

- iii. Step-by-step tutorial available at: <https://www.fvap.gov/militaryhowto>
- g. **Change of address** -- DoD 1000.04 requires the IVA Office to be a processing checklist item when personnel change their addresses.
  - i. IVAO will notify and coordinate with local MPS and CPO to ensure compliance with this provision of the MOVE Act.
  - ii. The MPS and CPO should provide Atch 3 with IVA Office contact information to military members changing their address.

## **F. Installation Voter Assistance (IVA) Office Administration**

- 1. The IVAO may use the FVAP IVA Office Handbook to guide administering the IVA Office.
- 2. See Atch 5 for a list of AF IVA Offices.
- 3. Organizationally establish IVA Office directly under the installation headquarters, reporting directly to the installation commander, even though geographically located in the A&FRC.
- 4. Standardize office symbol "VO" in conjunction with the numerical designator of the installation HQs (e.g., 325 FW/VO) IAW AFPD 36-31, Para 2.1
- 5. Contact information requirements:
  - a. Establish a voting action telephone line with voicemail that provides TFSC contact information for 24-hour voting assistance.
    - i. Where possible, make the IVA Office number end in 8683 (VOTE) and the Fax number end in 4826 (IVAO).
    - ii. Provide the base telephone operator with the telephone number of the IVA Office as well as the voting e-mail org box.
    - iii. TFSC contact info is DSN 665-0102, commercial 210-565-010 or toll free 1-800-525-0102.
  - b. Establish and maintain an installation voting e-mail org box using the standardized vote@base.af.mil format, or similar vote.base@us.af.mil AFNET format. The account should be set up to auto-forward emails to the IVAO and Alternate IVAO.
  - c. Maintain voting assistance page on the installation's public website. Ensure page contains a link to the FVAP.gov and the AF Voting websites and the IVA Office's organizational e-mail account (vote@base.af.mil or similar vote.base@us.af.mil AFNET format).
  - d. Signage
    - i. Well-placed, visible sign or placard that directs voters to contact the IVAO via the email org box or the IVA Office phone number for an appointment.
    - ii. Time, location and manner in which an absent uniformed services voter may utilize assistance.
  - e. IVA Office must be available to provide voter assistance within 72 hours or 3 business days of request.
- 6. Recommended resources include, but not limited to, access to a computer system connected to the Internet, a printer and a scanner to use the FPCA wizard available at the FVAP website: [www.fvap.gov](http://www.fvap.gov).
- 7. IVAOs must adhere to separation requirements when the IVA Office is incorporated into the Airman & Family Readiness Center.
  - a. Separation Requirements
    - i. **Reporting Separation** -- While staffing the IVA Office, personnel report directly to the installation commander—not necessarily to the unit/office location in which the IVA Office is co-located.
    - ii. **Physical Separation** -- The IVA Office should be set-up in an independent, well-defined space (room, desk, or cubicle) and should be clearly labeled as the IVA Office.
    - iii. **Functional Separation** -- The IVA Office should provide voting services, exclusively.

- iv. **Personnel Separation** -- While staffing the IVA Office, personnel (IVAOs and assistants) should provide voting services, exclusively.
- b. When necessary separations are not met, the A&FRC would be required to comply with stringent legal reporting requirements under the NVRA of 1993 as a voter registration agency located in an office that provides service or assistance in addition to voter registration.

## **G. IVAO/VAO Training Requirements**

- 1. Timeframes
  - a. Within 30 days assuming IVAO and VAO duties
    - i. IVAO and VAO Initial Training
    - ii. IVA Office Handbook
  - b. Every even-numbered year
    - i. VAO Training (refresher)
- 2. Options
  - a. Computer Based Training (CBT) may take the place of in-seat FVAP Regional VAO Workshops. CBTs may be accessed at: <https://www.fvap.gov/vao/training>
  - b. FVAP IVA Office Handbook:
   
<https://www.fvap.gov/uploads/FVAP/Training/installation-vao-handbook.pdf>
  - c. FVAP Regional VAO Workshops are available; however, reduction in TDY allocations may prevent in-seat training.
- 3. Maintain copies of certificates from initial and refresher training

## **H. Special Considerations**

### **Joint Bases**

- 1. Joint Bases not sharing one Installation: Joint bases, such as Joint Base San Antonio (JBSA) with A&FRCs at 3 locations: JBSA-Randolph, JBSA-Lackland and JBSA-Fort Sam Houston should each have their own IVAO and alternate IVAO. Each of the three A&FRCs (in this instance) will be appointed as an IVA Office.
- 2. Joint Bases sharing one installation: Defined--Where multiple services share a single installation (i.e., no gate between the two geographic boundaries where each service "owns" real estate OR where there is less than two miles separating the installations).
  - a. The A&FRC for AF-led installation(s) will take the responsibility of IVAO and setting up/running the IVA Office. As lead service, the A&FRC will be responsible for servicing all voters with access to the IVA Office.
  - b. In those instances where the AF is not the lead service, AF tenant units and GSU personnel will utilize the TFSC if unable to locate or contact the local IVA Office. AF tenant units will not appoint additional duty UVAOs to support other-service Installation VAP.
- 3. When the lead service operates the sole IVA Office on the joint base, care must be taken that the tenant unit's personnel are provided service IAW voting assistance mandatory touchpoints in paragraph E.

### **Deployed Locations**

- 1. The A&FRC at Al Udeid is an established AF Installation Voting Assistance (IVA) Office and responsible for providing voting assistance to all Armed Forces personnel (including activated ANG and AFR personnel).
- 2. Units or members deploying to a location without an A&FRC will use the TFSC (identified within Key Roles and Responsibilities) as a primary source of voting information and assistance.

3. To ensure all deploying members are educated with information to exercise their right to vote during deployments at any location, all personnel will receive Voting Assistance Information Sheet (Atch 3) during mandatory pre-deployment brief by A&FRC.

### **Geographically Separated Units (GSU) and Tenants Units**

1. GSUs and tenant units on major military installations fall under the service and control of the local IVA Office (regardless of branch of service, component, or MAJCOM affiliation).
2. IVAOs are responsible for providing voting assistance/information to GSUs and tenant units in their geographical area that are not co-located with another major military installation (regardless of service).
  - a. Coordinate with appropriate offices to identify GSUs and tenant units in geographical area.
  - b. Must meet the requirement for information and education at each touchpoint described in paragraph E.
  - c. May provide assistance/information via email, phone or in-person, using Atch 3, Voting Assistance Information Sheet.
  - d. Track and maintain a record of assistance/information provided and annotate IAW Atch 9 and 10, AFFIRST and FVAP documentation.

### **I. By-law Inspection Considerations**

The VAP is a by-law program and is inspected for compliance IAW applicable AFIs, DoD regulations and public law.

## **LIST OF ACRONYMS**

FPCA – Federal Post Card Application

FVAP – Federal Voting Assistance Program

FWAB – Federal Write-in Absentee Ballot

IVA Office – Installation Voter Assistance Office

IVAO – Installation Voting Assistance Officer

LEO – Local Election Official

NVRA – National Voter Registration Act

NVRF – National Voter Registration Form

SSVR – Senior Service Voting Representative

SVAO – Service Voting Action Officer

TFSC – Total Force Service Center

UOCAVA – Uninformed and Overseas Citizen Absentee Voting Act

UVAO – Unit Voting Assistance Officer

VAG – Voting Assistance Guide

VAO – Voting Assistance Officer

VAP – Voting Assistance Program

VIC – (DoD) Voting Information Center

## ATTACHMENTS AND ANNEXES

### ATTACHMENT 1: IVAO APPOINTMENT LETTER

#### *WING LETTERHEAD*

DATE

MEMORANDUM FOR HQ AFPC/DPFF

FROM: WG/CC  
ADDRESS LINE 1  
ADDRESS LINE 2

SUBJECT: Installation Voting Assistance Officer (IVAO) Appointment and Establishment of Installation Voter Assistance (IVA) Office Designated as a Voter Registration Agency

1. The following individuals have been appointed as IVAO and Alternate IVAO IAW AFI 36-3107, paragraph 1.8.1. IVAOs listed below must complete all required IVAO/VAO training.

Primary IVAO	Alternate IVAO
Rank, Name, E-mail, DSN	Rank, Name, E-mail, DSN
RANK, NAME	RANK, NAME
EMAIL	EMAIL
DSN	DSN

2. This memorandum also establishes or maintains the Installation Voter Assistance (IVA) Office, which is hereby designated as a voter registration agency IAW the MOVE Act of 2009; the National Voter Registration Act of 1993, 42 USC 1973gg-5, DoDI 1000.04, AFPM 36-31 para 2.1, and AFI 36-3107 para 1.8.8. The IVA Office will be available to service all U.S. citizens with access to the installation, regardless of military affiliation.

3. The IVA Office will be physically co-located with the **Airman & Family Readiness Center** in building **XXX**. The office symbol will be **XX** WG/VO. The IVA Office will be set up and operated in accordance with instructions provided in the most current AF Voting Action Plan.

4. The Airman & Family Readiness Flight Chief is granted authority to select, train and certify other permanent government civilian staff as Voting Assistance Officers (VAOs) to work in the IVA Office and serve as designated representatives of that office. VAOs will share responsibilities for assigned duties of the IVA Office.

**SIGNATURE BLOCK**  
Commander

## ATTACHMENT 2: ADDITIONAL VAO APPOINTMENT LETTER

### **WING LETTERHEAD**

**DATE**

MEMORANDUM FOR HQ AFPC/DPFF

FROM: **WG/CC**  
**ADDRESS LINE 1**  
**ADDRESS LINE 2**

SUBJECT: Voting Assistance Officer (VAO) Appointment

1. The following individuals are appointed as VAOs IAW AFGM 36-3107, paragraph 1.8.1. This memorandum supersedes the previous version **dated XX XXX XX**. (When applicable for future appointments)

NAME(S):

2. VAOs listed above must have completed all required Installation Voting Assistance Officer (IVAO) and VAO training IAW the Air Force Voting Action Plan. My POC for the Voting Assistance Program is the IVAO at **DSN or Email**.

### **SIGNATURE BLOCK**

Commander

## ATTACHMENT 3: VOTING ASSISTANCE INFORMATION SHEET

### **SAMPLE** VOTING ASSISTANCE INFORMATION FOR PCSING, SEPARATING/RETIRING, AND DEPLOYING PERSONNEL

Your Installation Voter Assistance (IVA) Office is here to help you exercise the very right you protect—your right to vote! We can help you register to vote, request an absentee ballot and notify your local election officials back home of a change of address. The information below is provided for you as you get ready to transition and are thinking of what you must do before and after you make that change in assignment, deploy or separate/retire.

**Federal Post Card Application (FPCA):** The FPCA can be used to register to vote while simultaneously requesting an absentee ballot. It can also be used to submit a change of address to your local election officials. You can now go online to <https://www.fvap.gov/fpca-privacy-notice> and use the FPCA Wizard that will help you register, request your absentee ballot and/or change your address while providing you with all of your state specific information and requirements to vote!

**Federal Write-In Absentee Ballot (FWAB):** The FWAB can be used as a backup in case you have already registered to vote or sent in an FPCA to both register and request your absentee ballot, but you have not yet received your absentee ballot from your state. Like the FPCA, you can go online to fill in the FWAB at <https://www.fvap.gov/fwab-privacy-notice> and use the FWAB Wizard that will help you to vote in Federal elections, even filling in your candidate choices based on your state of residence!

Both the FPCA and FWAB Wizards will provide you with a filled in form. All you have to do is **print, sign and date it**, and return it to your election official via the directions provided (some states allow you to fax, and/or e-mail your signed form).

**National Mail Voter Registration Form (NVRF):** If you are separating/retiring, you'll need to advise your local election official (LEO) that you will no longer be considered a military voter. The NVRF (or your state voter registration form) can then be used to notify your LEO of your address change. <http://www.fvap.gov/military-voter/transition>

#### **Resources:**

##### **IVA Office**

The IVA Office can help you fill in and mail your voting materials if you need the assistance. Please contact your Voting Assistance Officers (VAOs) at:

***List local IVAO office contact info (Add that it is located at the A&FRC, address, phone number, installation voting org email address and link to installation voting page)***

##### **Total Force Service Center (TFSC)**

In the event you are unable to contact your IVA Office, 24-hour voting assistance is available from the TFSC at: DSN 665-0102, Commercial 210-565-0102 or Toll Free 1-800-525-0102.

##### **Federal Voting Assistance Program (FVAP)**

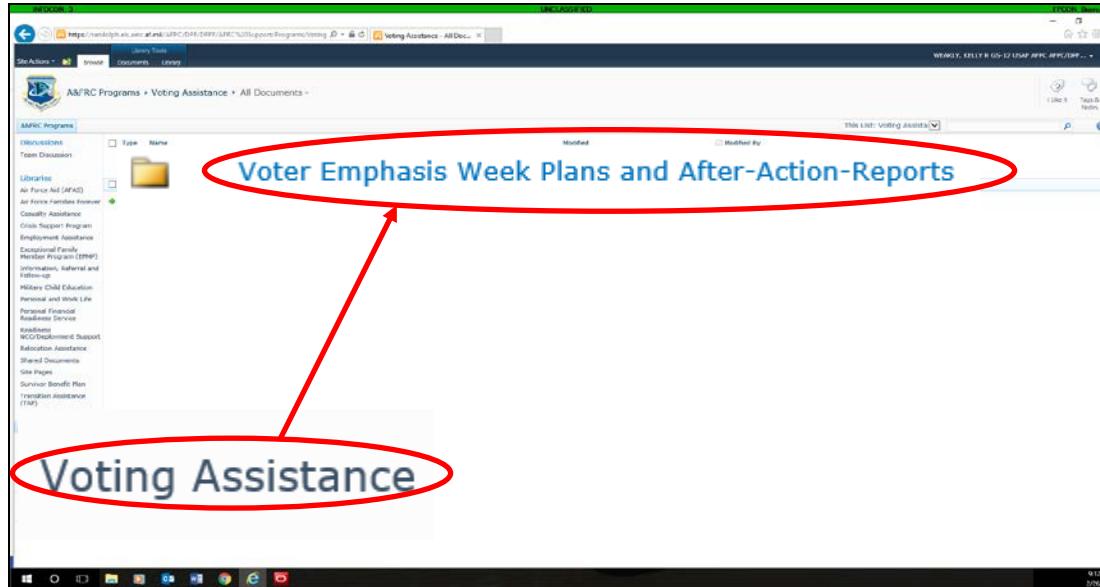
You may access many voting related questions and answers on the FVAP website at <http://www.fvap.gov>.

## ATTACHMENT 4: VOTER EMPHASIS WEEKS PLAN / AFTER ACTION REPORT

Site access:

<https://randolph.eis.aetc.af.mil/AFPC/DPF/DPFF/AFRC%20Support/Programs/Voting%20Assistance/Forms/AllItems.aspx>

1. Click on **Voting Assistance** and open folder titled, “**Voter Emphasis Week Plans and After Action Reports**”



2. Open the appropriate spreadsheet. Each one will open as **Read Only**. Click **Edit Workbook** and input all necessary information for your IVA Office:
  - a. Armed Forces (CONUS) and Overseas Citizens (OCONUS) Voters Week:
    - i. Plan (Columns C – I) is due NLT the first Monday of May
    - ii. After Action Report (Columns J – L) is due NLT last Monday of Jul
  - b. Absentee Voters Week:
    - i. Plan (Columns C – I) is due NLT the first Monday of Aug
    - ii. After Action Report (Columns J – L) is due NLT last Monday of Oct
3. Save and close.

The screenshot shows an Excel spreadsheet titled 'ARMED FORCES (CONUS) AND OVERSEAS CITIZENS (OCONUS) VOTERS WEEK [Read-Only] - Excel'. The 'PLAN' and 'AFTER-ACTION-REPORT' tabs are highlighted with red circles. The 'PLAN' tab is active, showing a table with columns: MAJCOM, BASE, DATES, LOCATION(S), HELPING AGENCIES, PUBLICITY, LIST OF SUPPLIES, FUNDING REQUIREMENTS, ACTIVITIES, ATTENDEES, SUCCESSES/BEST PRACTICES, and LESSONS LEARNED. The 'AFTER-ACTION-REPORT' tab is also highlighted with a red circle.

MAJCOM	BASE	DATES	LOCATION(S)	HELPING AGENCIES	PUBLICITY	LIST OF SUPPLIES	FUNDING REQUIREMENTS	ACTIVITIES	ATTENDEES	SUCCESSES/BEST PRACTICES	LESSONS LEARNED
1	ACC	All USAF									
2	ACC	Barksdale									
3	ACC	Devon-Montgomery									
4	ACC	Grand Forks									
5	ACC	Holloman									
6	ACC	Langley-Eustis									
7	ACC	MacDill									
8	ACC	Mountain Home									
9	ACC	Myers									
10	ACC	O'Halloran									
11	ACC	Sequoia Johnson									
12	ACC	Spangdahlem									
13	ACC	Tyndall									
14	AFTEC	Ahura									
15	AFTEC	Columbus									
16	AFTEC	Fort Sam									
17	AFTEC	Coronado									
18	AFTEC	Keeler									
19	AFTEC	Lackland									
20	AFTEC	Lawton									
21	AFTEC	MacDill									
22	AFTEC	Maxwell									
23	AFTEC	Randolph									
24	AFTEC	Sheppard									
25	AFTEC	Vance									
26	AFTEC	Wright-Patterson									
27	AFOSC	Barksdale									
28	AFOSC	Dyess									
29	AFOSC	Elmendorf									
30	AFOSC	FE Warren									
31	AFOSC	Hanscom									
32	AFOSC	MacDill									
33	AFOSC	Minot									

## ATTACHMENT 5: LIST OF AF IVA OFFICES

<b>ACC</b>	<b>AFCENT</b>	<b>AFSOC</b>	<b>PACAF</b>
Beale	Al Udeid	Cannon	Andersen
Davis Monthan		Hurlburt	Eielson
Grand Forks	<b>AFDW</b>		Elmendorf
Holloman	Andrews	<b>AFSPC</b>	Kadena
Langley		Buckley	Kunsan
Moody	<b>AFGSC</b>	Los Angeles	Misawa
Mountain Home	Barksdale	Patrick	Osan
Nellis	Dyess	Peterson	Yokota
Offutt	Ellsworth	Schriever	
Seymour Johnson	FE Warren	Vandenberg	
Shaw	Kirtland		<b>USAFE</b>
Tyndall	Malmstrom	<b>AMC</b>	Aviano
	Minot	Charleston	Incirlik
<b>AETC</b>	Whiteman	Dover	Lajes Field
Altus		Fairchild	Lakenheath
Columbus	<b>AFMC</b>	Little Rock	Mildenhall
Fort Sam	Edwards	MacDill	Ramstein
Goodfellow	Eglin	McConnell	Spangdahlem
Keesler	Hanscom	McGuire	
Lackland	Hill	Scott	
Laughlin	Robins	Travis	
Luke	Tinker		
Maxwell	Wright-Patterson	<b>HQ USAFA</b>	
Randolph		USAFA	
Sheppard			
Vance			

## ATTACHMENT 6: FVAP VAO RECOGNITION INSTRUCTIONS AND FORM

### **Voting Assistance Officer (VAO) of the Quarter**

Providing voting assistance to Uniformed Service members, their families, and overseas citizen is important. VAOs throughout the Uniformed Services, Department of Defense, and State Department are an important avenue for providing direct assistance to voters. VAOs operate under DoD Instruction 1000.04 and provide a valuable service in addition to their regularly assigned responsibilities.

To recognize VAOs who demonstrate outstanding service in support of Service members, their families, and overseas citizens, the Federal Voting Assistance Program (FVAP), in coordination with the Services, established the VAO of the Quarter program.

### **Who is Eligible?**

The VAO of the Quarter program is open to all VAOs across each of the Uniformed Services and the State Department. Nominations should be submitted using the attached form. Nominations must be submitted by Close of Business on the designated deadline each quarter.

The individual selected as the VAO of the Quarter will receive a certificate of recognition for excellent service and will be eligible for “Voting Assistance Officer of the Year.”

A VAO of the Quarter should strive to achieve and advance the goals and ideas as outlined below.

### **Qualities**

- A VAO of the Quarter models the following qualities:
  - Supports the voting assistance mission
  - Committed to quality customer service
  - Demonstrates initiative to continuously promote new ideas, procedures and processes that result in a positive experience for voters

### **Evaluation Criteria**

Examples of outstanding service for the evaluation criteria on the nomination form are provided below.

1. How has the VAO demonstrated exceptional dedication and initiative to FVAP? Example: The VAO went above and beyond to support personnel and their families. He/she exceeded requirements to provide FPCAs to unit members; he/she orchestrated voter registration drives at the barracks and Exchange, and followed-up with individual members to make sure they received their ballots. When a few said they hadn't, he/she hand-delivered FWABs to them.

2. How well does the nominee foster collaboration, communication, and cooperation among peers, management and local election officials?

Example: Established a base-wide notification program to reach more than 30,000 military and civilian voters in their area and provided hands-on training to newcomers and those deploying. Established and leveraged relationships with election officials and invited them to briefings and activity days where they were able to provide individualized assistance to local voters.

3. What has been the “scope of the impact” on the organization and the FVAP Program as a direct reflection of the nominee?

Example: Worked tirelessly to implement and establish a Core VAO fusion team; thanks to the IVAO's efforts, all organizations' voting programs were revitalized and each VAO was trained.

The IVAO conducted awareness and voter registration events and launched "The Help Line" to educate personnel on the election process and provide multimedia resources. Further, he/she established and leveraged relationships with local media, election officials, and community leaders to raise awareness of the first-class voting assistance program at our base.

4. How does/has the nominee perform at levels above and beyond normal VAOs requirements?

Show your appreciation and acknowledge an outstanding VAO by nominating him/her for VAO of the Quarter.

#### **How to Submit Your Forms**

- Completely fill out all sections of the form.
- Turn in completed form to AFPC/DPFF.
- The final selection of the VAO of the Quarter will be made by the FVAP Director.

#### **AFPC/DPFF Deadlines**

1st Quarter	January through March; deadline is 2nd to last duty day in March
2nd Quarter	April through June; deadline is 2nd to last duty day in June
3rd Quarter	July through September; deadline is 2nd to last duty day in September
4th Quarter	October through December; deadline is 2nd to last duty day in December



## VAO of the Quarter Nomination Form

Nominee	
Organization	

Please identify specific example(s) of how the nominee achieved ***at least one of the criteria*** listed below. Use the **summary** area to highlight achievements not covered on the form. *Use additional sheets if necessary.*

### 1. How has the VAO demonstrated exceptional dedication and initiative to the voting assistance mission?

(Large empty box for response)

### 2. How well does the nominee foster collaboration, communication, and cooperation among peers, leadership and local election officials?

(Large empty box for response)

### 3. What has been the “scope of the impact” on the organization as a direct reflection of the nominee?

(Large empty box for response)

### 4. How does/has the nominee perform at levels above and beyond normal VAOs requirements?

(Large empty box for response)

### 5. Summary (Additional Comments)

(Large empty box for response)

Name of Nominator(s):

Nominator's Phone Number:

Nominator Email Address

Work Relationship to Nominated VAO:

Today's Date:

## ATTACHMENT 7: SUGGESTED SOURCES OF PARTISAN VOTING INFORMATION

1. Voting assistance personnel have an important role in ensuring citizens covered by the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) law, are able to exercise their constitutional right to vote. Questions which cannot be answered at the local level should be directed to the next higher-level voting official to ensure timely/correct answers are provided. Voting programs should make people aware that they should vote and that voting is a civic responsibility rather than a legal obligation. It is the voting assistance officer's (VAO) responsibility to inform the voter of procedures to follow in order to vote. It is the voter's responsibility to obtain information about candidates and issues. Voting officers are not to distribute any literature from candidates or partisan organizations. They may not endorse candidates or issues. In the course of assisting personnel or for reporting purposes, IVAOs may poll personnel regarding their participation in voter registration or the actual casting of ballots, but they must not poll any member on his or her choice, or his or her vote for any candidate. The following sources of information are recommended for national issues:

- a. Information on candidates for state/federal offices and on national issues can be readily obtained from radio, television, newspaper and internet sources, both in the U.S. and overseas.
- b. The DoD Voting Information Center (VIC) allows callers to pose questions relating to voting and assistance available within the Department of Defense. The VIC telephone number is DSN 425-1584, commercial toll free 1-800-438-VOTE (8683).

2. Citizens of the United States elect more than 500,000 public officials to serve at Federal, state and local levels. Although it is more difficult to obtain information about local "hometown" issues and candidates, their decisions directly influence the lives of all citizens. For "hometown" issues, absent AF voters may wish to:

- a. Go to the state voting website for information. Links to state election websites can be found on the FVAP website, [www.fvap.gov](http://www.fvap.gov).
- b. Ask family members living in the state to send them information on local candidates and issues.
- c. Subscribe to a local newspaper while serving outside their home state.
- d. Request information directly from state political party headquarters.

3. Ombudsman Service. The FVAP provides an Ombudsman Service for both the voter and local election officials to resolve problems which cannot be solved locally or answer questions concerning procedures for registration and ballot requests, including the timely receipt of ballots. Citizens and local election officials may call for assistance using the international toll-free numbers below, and contained on the inside back cover of the *Voting Assistance Guide*. The toll-free number for citizens in the United States and Canada is 1-800-438-VOTE (8683). Assistance is available during normal business hours, Eastern Time, or a recorded message may be left at other times. International toll-free telephone numbers are listed on the FVAP website, <http://www.fvap.gov>.

4. FVAP Electronic Transmission Service. The FVAP provides the electronic transmission of election materials service. **Where allowed by state law**, a military or overseas citizen may electronically transmit the FPCA for registration/ballot request, receive the regular blank absentee ballot by e-mail/fax, return the voted ballot by e-mail/fax, or any combination of these three. The FVAP Electronic Transmission Service can convert documents sent by e-mail to a fax to be sent to the local election office. This capability is helpful if a voter does not have access to a fax machine and his or her state does not authorize e-mail transmission of election materials. Election materials may be transmitted to local election officials through the following numbers: (703) 693-5527 or (800) 368-8683. International toll-free telephone and fax numbers are listed on the FVAP website, <http://www.fvap.gov>.

## ATTACHMENT 8: INSTRUCTIONS TO REGISTER AND ORDER MATERIALS ON EPUBS

1. Login to the ePubs WMS 2.2 system (<https://wmsweb.afnrc.af.mil/wms/>).
2. Homepage states “*Welcome, Your Name, to the Warehouse Management System 2.1.*” Log you in with your CAC and you will have an account automatically (**ALWAYS** log on with your **e-mail certificate**).
3. For first time login:
  - Click the yellow “Accounts” tab at the top
  - On the left, click on “MY PERSONAL INFORMATION”
  - Click under “View Details” to the far right
  - Fill in your PERSONAL INFORMATION and then Click SAVE.

\* Be sure all information is captured
4. Associated Account should read "Enabled" in "Status" column
5. Click on "Shop Online"
6. Enter "SF76" or "SF186" (or other materials short title name—see below) in “Keywords” text box and click “Search” link to right
7. Click on magnifying glass to view details
8. Enter the quantity required and then click the "+" button to add to shopping cart
9. Click “Continue Shopping” or “Proceed To Checkout”
10. Click on “Submit Order” link

### Products to order:

#### Short Titles:

VAG  
DODP114SMALL  
VOTINGWALLETCARD2014  
VOTINGBROCHURES  
  
VOTEBANNER  
  
VOTEBANNER2012  
N/A  
N/A

#### Product:

Voting Assistance Guide (paper version)  
Motivational Poster  
Business Card size info sheet on voting assistance  
Double-sided laminated brochure (PDF on fvap.gov and Share Point)  
Banner for use at special events or IVA Office (2016-18 version)  
Banner for use at special events or IVA Office  
FPCA (type in SF76 ...no space between SF and 76!)  
FWAB (type in SF186...no space between SF and 186!)

**Difficulties may be resolved by contacting AF ePublishing at DSN 754-2438 or COMM 1-800-848-9577 or by email at [usaf.pentagon.saf-aa.mbx.AFDPO-PPL@mail.mil](mailto:usaf.pentagon.saf-aa.mbx.AFDPO-PPL@mail.mil).**  
AFPC/DPFFS does not have e-publishing access to assist.

**FREQUENTLY ASKED QUESTIONS:** <http://www.e-publishing.af.mil/faq/index.asp>

## ATTACHMENT 9: AFFIRST DOCUMENTATION

### AFFIRST Documentation for Voting Assistance Program (VAP)

#### I. Customer Info:

In order to pull an accurate *Track Visit* report for VAP, complete all the *Customer Detail* fields. Specifically, ensure you fill in the following fields:

1. Status (**Figure 1**)
2. Record Type (**Figure 2**)

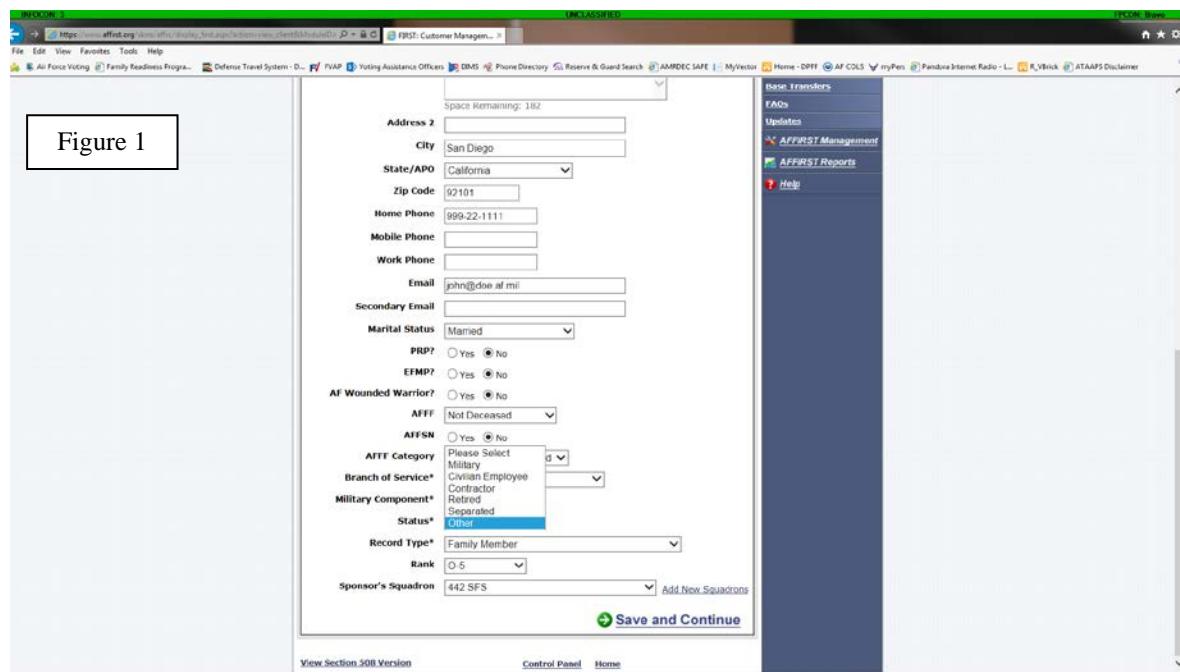


Figure 1

This screenshot shows the 'Customer Detail' form in the AFFIRST Customer Management system. The 'Record Type' dropdown is set to 'Family Member'.

Customer Detail Form Fields:

- Address 2: Space Remaining: 182
- City: San Diego
- State/APO: California
- Zip Code: 92101
- Home Phone: 999-22-1111
- Mobile Phone: [empty]
- Work Phone: [empty]
- Email: johndoe@mil
- Secondary Email: [empty]
- Marital Status: Married
- PRP?:  Yes  No
- EFMP?:  Yes  No
- AF Wounded Warrior?:  Yes  No
- AFF: Not Deceased
- AFFSN:  Yes  No
- AFF Category: Please Select
- Branch of Service\*: Military
- Military Component\*: Other
- Status\*: Other
- Record Type\*: Family Member
- Rank: U-5
- Sponsor's Squadron: 442 SFS

Buttons: Save and Continue

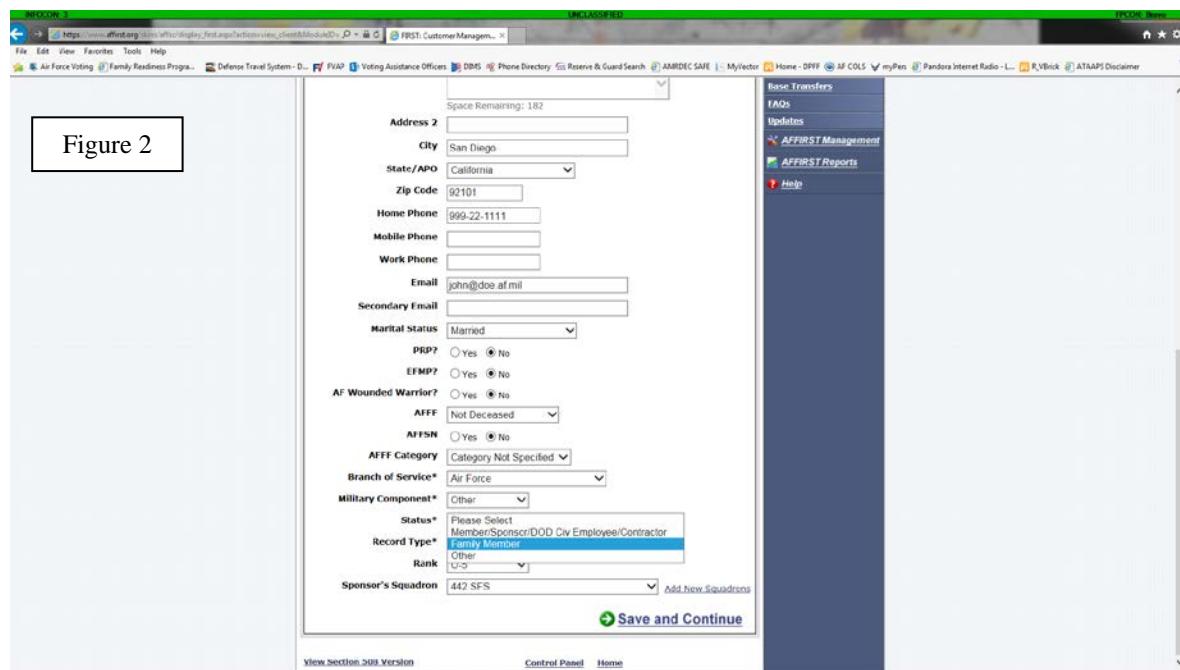


Figure 2

This screenshot shows the 'Customer Detail' form in the AFFIRST Customer Management system. The 'Record Type' dropdown is set to 'Family Member'.

Customer Detail Form Fields:

- Address 2: Space Remaining: 182
- City: San Diego
- State/APO: California
- Zip Code: 92101
- Home Phone: 999-22-1111
- Mobile Phone: [empty]
- Work Phone: [empty]
- Email: johndoe@mil
- Secondary Email: [empty]
- Marital Status: Married
- PRP?:  Yes  No
- EFMP?:  Yes  No
- AF Wounded Warrior?:  Yes  No
- AFF: Not Deceased
- AFFSN:  Yes  No
- AFF Category: Category Not Specified
- Branch of Service\*: Air Force
- Military Component\*: Other
- Status\*: Please Select
- Record Type\*: Family Member
- Rank: U-5
- Sponsor's Squadron: 442 SFS

Buttons: Save and Continue

## II. Track Visit:

Formal Consultations consist of an exchange of information, ideas, alternatives, possibilities, and plans of action between a Community Readiness Consultant (CRC)/Community Readiness Specialist (CRS) and a customer. Consultations usually include customer follow-ups and/or referrals.

1. To track a customer visit, access the customer's record, and press the *Track Visit* button in the AFFIRST navigation bar. Or, you can click the *Track Visit* tab in the customer's record.
2. Enter information about the visit.
3. Select a primary and additional service code. Both primary and additional are mandatory in order to pull accurate AFFIRST report. (**Figure 3**)
  - a. Primary Service Code (mandatory): Voting Assistance
  - b. Additional Service Codes (mandatory):
    - i. VAP: Federal Post Card Application (FPCA)
    - ii. VAP: Federal Write-In Absentee Ballot (FWAB)
    - iii. VAP: General Information
    - iv. VAP: Mailed Form on Behalf of Voter
    - v. VAP: National Voter Registration Form (NVRF)
4. In the event you conduct an individual consultation for pre-/post-deployment, relocation, transition (Pre-Sep), etc., ensure you annotate voting assistance IAW the Additional Service Codes instructions (3.b.) above. (**Figure 4**)
5. Ensure you add assistance provided to the metrics in FVAP portal (e.g., Voters Assisted: FPCA, FWAB or General Voting Information)

Figure 3

The screenshot shows the 'AFFIRST Customer Management' interface. The main window displays the 'Track Visit' form. Key fields include:

- Visit Date\***: 5/25/2017
- Time Spent (In Minutes)\***: 0
- Primary Staff\***: Please Select
- Other Staff**: Selected Other Staff: None Selected. Available Other Staff: Cynthia Bush, Daniel Huff, Eaglepoint Discovery, Resilience Test, Tara May Test.
- Type of Visit**: Office
- Source of Referral**: Self Referral
- Service Codes**:
  - Primary Service Code\***: P&WL - Deployment/Reintegration, P&WL - Elder Care, P&WL - Family Dynamics/Relationships, P&WL - Financial Loss, P&WL - Homelessness, P&WL - Key Spouse, P&WL - Personal and/or Job Stress, P&WL - Personal Growth and Development, P&WL - Time Management
  - Additional Service Code**: P&WL - Deployment/Reintegration, P&WL - Elder Care, P&WL - Family Dynamics/Relationships, P&WL - Financial Loss, P&WL - Homelessness, P&WL - Key Spouse, P&WL - Personal and/or Job Stress, P&WL - Personal Growth and Development, P&WL - Time Management
  - Financial Readiness Action**:
    - 1. Voting - Federal Post Card Application (FPCA)
    - Voting - Federal Write-in Absentee Ballot (FWAB)
    - Voting - General Information
- Visit Notes**: Readiness, -Hearts Apart, -Post-Deployment, -Pre-Deployment, -Re-Deployment / Reunion / Reintegration, -Sustainment, Relocation, -Newcomers, -Plan My Move, -Remote Tour, -Sponsorship, Survivor Benefit Plan, Transition, -Individual Transition Plan, Volunteer, -Assessment, -Placement, Voting Assistance
- Comments**: Readiness, -Hearts Apart, -Post-Deployment, -Pre-Deployment, -Re-Deployment / Reunion / Reintegration, -Sustainment, Relocation, -Newcomers, -Plan My Move, -Remote Tour, -Sponsorship, Survivor Benefit Plan, Transition, -Individual Transition Plan, Volunteer, -Assessment, -Placement, Voting Assistance

The right sidebar contains a navigation menu with links such as 'Attach File', 'Financial Readiness', 'Spending Plan', 'Power Play', 'Action Plan', 'Deployment', 'Volunteer', 'Loan Locker', 'Career Development', 'Edit Customer Record', 'Print Customer Report', 'Appointment Scheduler', 'Base Transfers', 'FAQs', 'Updates', 'AFFIRST Management', and 'AFFIRST Reports'.

Figure 4

### III. Coordination & Outreach:

Customer Outreach includes a number of meetings, briefings or other events (e.g., emails, social media, etc.) during which VAOs reach out to a customer (versus the customer contacting the program/access point) for the purpose of providing voting assistance information and encouraging individuals to vote.

1. When you click on the *Coordination and Outreach* link on the left-hand navigation you are shown a listing of all the events at your base ordered by the most recent.
2. To add a new event click *Add/Update Event* tab at the top of the screen. (**Figure 5**)
3. You will be taken to a screen with a form to track your event. The *Name* and *Date* fields are required. You can also track staff member's involvement, the type of event it is as well as time spent and the attendance. ALL Voting Coordination and Outreach must:
  - a. Be listed with the program acronym (VAP) as the prefix. Please see examples below: (**Figure 6**)
    - i. VAP – Annual Military Voter Training
    - ii. VAP - Armed Forces Voters Week/Overseas Citizen Voters Week
    - iii. VAP – FPCA Distribution
    - iv. VAP – CC Call
    - v. VAP - (fill in the blank)
  - b. Type of Event MUST be: Personal Preparedness
  - c. Type of Outreach MUST be: Customer
  - d. Capture number of attendees:
    - i. AFFIRST: Mass emails are annotated as (1) attendee
    - ii. FVAP Metric Portal: Do not count numbers of PCAs distributed via mass email. Only count PCAs emailed if requested by an individual.
  - e. Comments: Provide detailed information on the event, describe audience (i.e., GSUs/tenant units, spouses, etc.) and number of those in attendance.
4. ADDITIONAL INFORMATION FOR MASS EMAILS
  - a. Attach the email and Outlook Delivery Report to the Coord/Outreach event
  - b. Open the sent email and click on "File" (**Figure 7**)
  - c. Click on "Open Delivery Report" (**Figure 8**)
  - d. Example of Delivery Report and "Summary to date" (**Figure9**). The delivery report is accessed via a link at [scottapc.mail.us.af.mil](mailto:scottapc.mail.us.af.mil)
  - e. Use the number of recipients and the number delivered to verify/track percentage of contact made

f. Document numbers and percentage of contacts made in the event comments

5. Once you are done, click *Save and Continue* button to be taken back to the listing of Events.
6. Ensure you add the number of attendees at event to the metrics in FVAP portal (e.g., Voters Assisted: General Voting Information)

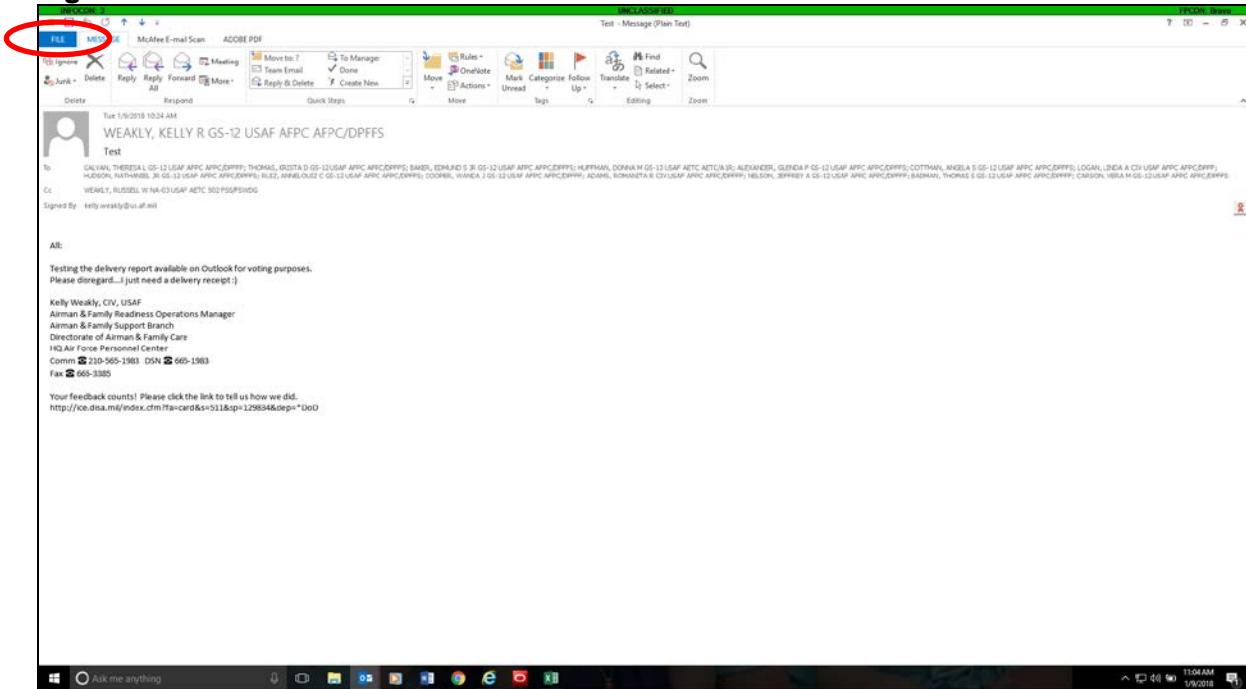
Figure 5

The screenshot shows a list of events with columns for Event Name, Event Date, EventType, Attendance, Comments, and Files. The 'Event Name' column lists various events like 'Monica's Hay Event', 'How to scuba dive', 'Back to the Future', etc. The 'Attendance' column shows values like 50, 5, 25, 30, etc. The 'Comments' column contains short descriptions. The 'Files' column has icons for Update and Delete. A red circle highlights the 'Add/Update Event' button at the top of the page.

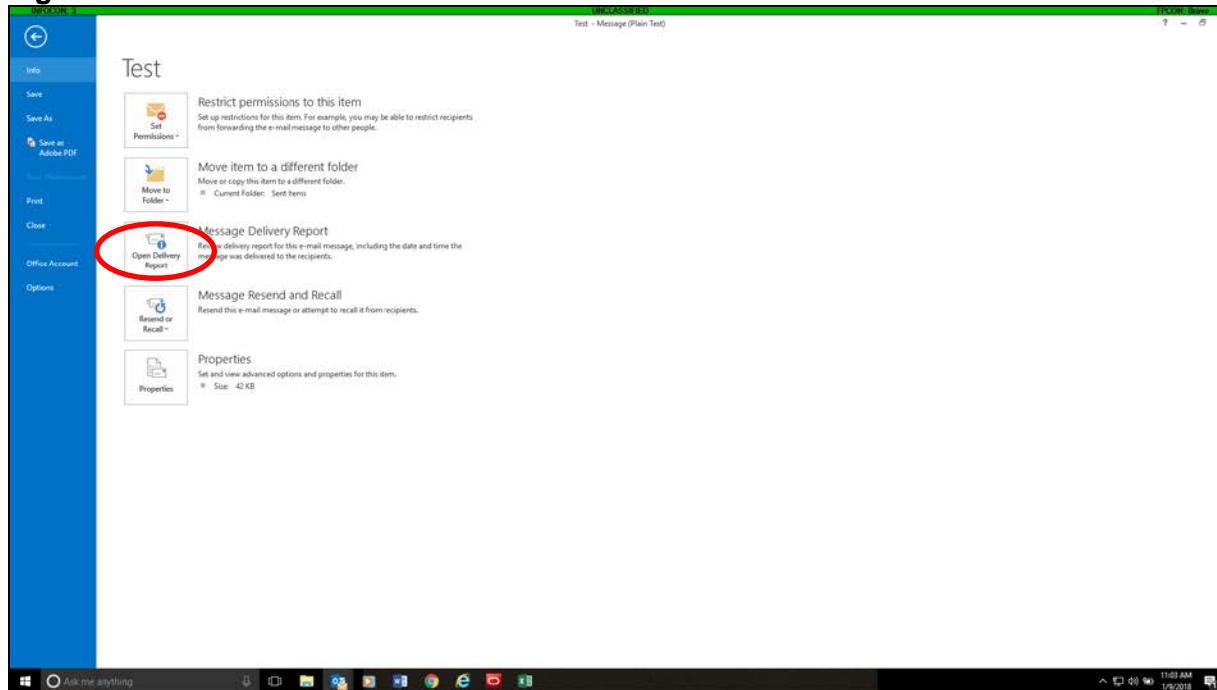
Figure 6

The screenshot shows the 'Add/Update Event' form. The 'Event Name' field is populated with 'VAP - Newcomers Orientation'. The 'Comments' text area contains the text: 'Briefed and provided Voting Assistance Information Sheet at the Installation Newcomers Orientation.' A red circle highlights both the 'Event Name' field and the 'Comments' text area.

**Figure 7**



**Figure 8**



**Figure 9**

Delivery Report

Summary to date: 15 Recipients | 15 Delivered

To	Status	Date
GALVAN, THERESA L GS-12 USAF AFPC AFPC/DRFFF	Delivered	1/9/2018 10:23 AM
THOMAS, KRISTA D GS-12 USAF AFPC AFPC/DRFFF	Delivered	1/9/2018 10:23 AM
BAKER, EDMUND S JR GS-12 USAF AFPC AFPC/DRFFF	Delivered	1/9/2018 10:23 AM
HUFFMAN, DONNA M GS-13 USAF AETC AETC/ATR	Delivered	1/9/2018 10:23 AM
ALEXANDER, GLENDA F GS-12 USAF AFPC AFPC/DRFFF	Delivered	1/9/2018 10:23 AM
COTTMAN, ANGELA S GS-12 USAF AFPC AFPC/DRFFF	Delivered	1/9/2018 10:23 AM
LOGAN, LINDA A CIV USAF AFPC AFPC/DRFFF	Delivered	1/9/2018 10:23 AM

E-Mail This Report

Delivery Report for GALVAN, THERESA L GS-12 USAF AFPC AFPC/DRFFF (theresa.galvan@us.af.mil)

Submitted 1/9/2018 10:23 AM  
The message was submitted.

Delivered 1/9/2018 10:23 AM  
The message was successfully delivered.

#### IV. Informal Contacts:

Informal Contacts are very brief interactions with customers during which you do not track any information about the customer...you only track what category of informal service a given Informal Contact resides under.

1. To manage informal contacts, click on the *Informal Contact & Service Materials* button, under the AFFIRST Management heading (**Figure 10**), in the AFFIRST navigation bar. You'll see a list of the informal contacts currently in the AFFIRST system, whether they are enabled or disabled, and whether they are currently in your Quick Tracker.
2. Use *Click Here* to add a new Informal Contact (**Figure 11**). Provide the contact information and whether you want to add it to your Quick Tracker on the AFFIRST home page.
3. All Voting Assistance Informal Contacts must be listed under category: Personal Family Readiness.
4. The title must be listed with the program acronym (VAP) as the prefix: (**Figure 12**)
  - a. VAP: FPCA (Hard Copy)
  - b. VAP: FPCA (Electronic)
  - c. VAP: FPCA (Referred to FVAP.gov)
  - d. VAP: FWAB (Hard Copy)
  - e. VAP: FWAB (Electronic)
  - f. VAP: FWAB (Referred to FVAP.gov)
  - g. VAP: (*Fill in the blank*)
5. Press the *Save and Continue* link once you've entered information about the informal contact.
6. Informal Contact List should appear on Quick Tracker (**Figure 13**)

7. Ensure you add informal contacts to the metrics in FVAP portal (e.g., Forms Distributed or Voter Assisted: General Info)

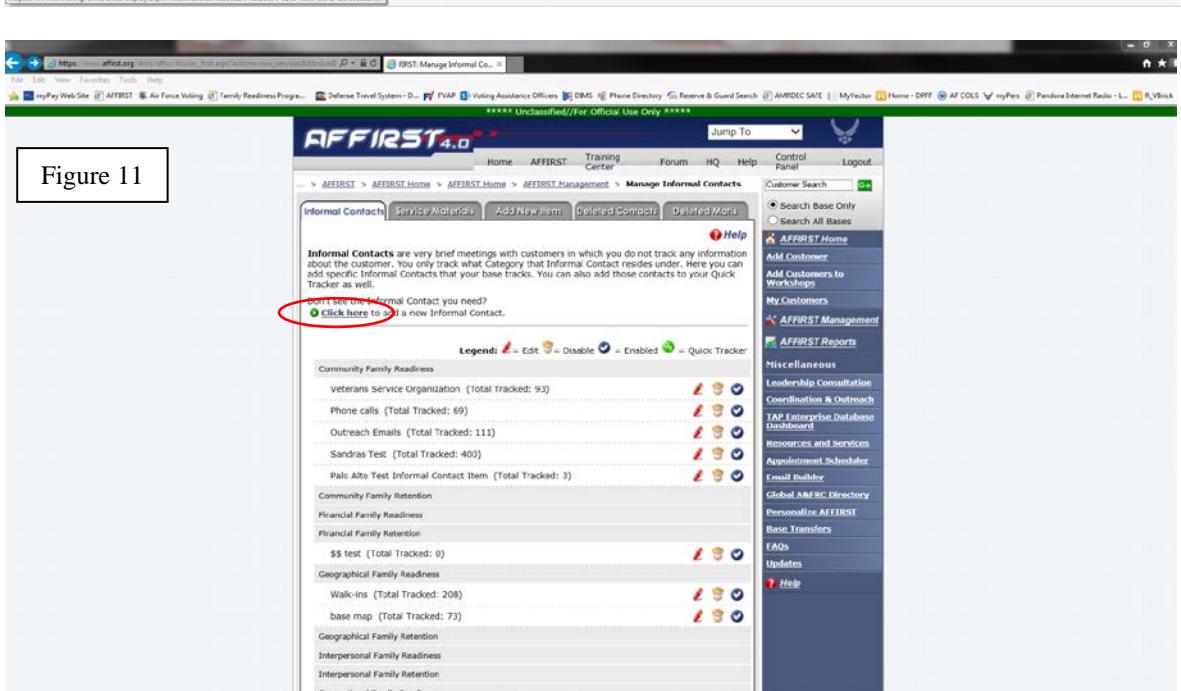
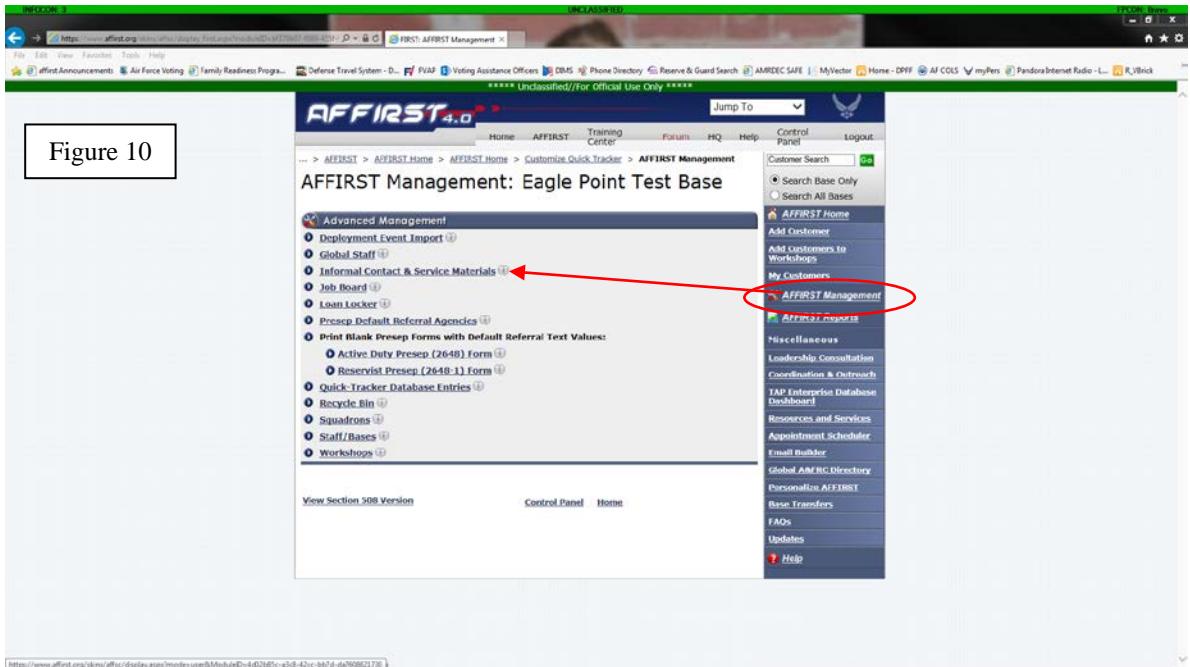


Figure 12

Please enter the following information about the Informal Contact.

Category\* Personal Family Readiness

Title\* Voting\_FPCA (Hard Copy)

Description\* Distributed hard copy FPCA to voters.

Space Remaining: 187

Disabled

On Quick Tracker For\*  Selected Staff: None Selected Available Staff: Cynthia Bush, Daniel Huff, Debbie Discovery, Residence Test, Tera May Test

[Back](#) [Save and Continue](#)

Figure 13

My Quick Tracker

For 5/26/2017

Informal Contacts [More >](#)

Voting: FPCA (Hard Copy)   
 Voting: FPCA (Electronic)   
 Voting: FPCA (Referred to FVAP.gov)   
 Voting: FVAB (Hard Copy)   
 Voting: FVAB (Electronic)   
 Voting: FVAB (Referred to FVAP.gov)   
[Track #](#)

Service Materials [Customer Materials](#)

Appt Requests

Here are the current requests for services at your base:

**0 Appointments**

Today's Workshops

smoke testing  
6:00:00 AM - 6:45:00 AM  
Tara May Test  
1:45:00 PM - 2:00:00 PM  
View Roster | Add Customer

[Add New Workshop](#) [Workshop Calendar](#)

## V. Workshops:

Workshops are group-based activities that are referred to as educational meetings, trainings, and/or briefings. A workshop must be set up before you can add customers to it. Once a workshop is set up, you can add customers to the workshop roster.

1. To get started managing workshops, click on the *Workshops* button, under the **AFFIRST Management** heading, in the **AFFIRST** navigation bar. You'll see the **Current Workshops** tab, which includes the list of workshops currently scheduled for your base. The workshops are listed chronologically from today's date forward.
2. To create a new workshop, press the *Click Here* to add a new **Workshop** link.
3. Enter details for the workshop, including the category, type, name and description of the workshop, etc.
  - a. ALL Voting Assistance Workshops must be listed with the program acronym (VAP) as the prefix (e.g., VAP – Military Annual Voter Training)
4. In most cases, VAOs will brief (or provide voting assistance information sheet) during an existing workshop (i.e., pre-/post-deployment, Plan My Move, Pre-separation)

- a. Deployment, relocation and transition briefings are mandatory touchpoints for voting assistance information.
- b. Ensure the workshop description includes the following verbiage: Mandatory voting assistance information was provided. (**Figure 14**)
- c. List VAO as additional instructors (if applicable)

5. Ensure you add the number of attendees at each workshop/mandatory touchpoint to the metrics in FVAP portal (e.g., Voters Assisted: General Voting Information)

Figure 14

Please enter the following information about the Workshop.

**Workshop Category:** Readiness  
 Workshops related to pre-deployment, deployment, and post-deployment (reunions/integrations), as well as for natural disasters, Repatriation, and Support Groups for military members.

**TAP Workshop Type:** Pre-Deployment  
 NOTE: the "TAP Workshop Type" field is enabled only if "Transition" is selected in the "Workshop Category" field above.

**Name Of Workshop (Click to Pre-Fill):** Pre-Deployment - Ready the Warfighter

**Description:** Location within 30 days: Mandatory voting assistance information was provided.  
 Space Remaining: 207

**Special Instructions:**

**Max Class Size:** 30

**Location:**

**Instructor Name(s):** Selected Instructors: None Selected Available Instructors: Tara Test, Tara2 Test, Jennifer, IDC/ACause, Woody Woodward

**Workshop Dates:**  
 Please enter all military workshops (i.e. TAP Workshops) must be entered individually. You cannot add multiple military workshops at one time. Please sure you select the "Is this a military workshop" button when adding.

Nov 2017

1 2 3 4  
 5 6 7 8 9 10 11  
 12 13 14 15 16 17 18  
 19 20 21 22 23 24 25

Pre-Deployment briefing for military deploying to an overseas location within 30 days. **Mandatory voting assistance information was provided.**

VAO's name as an additional instructor (if applicable)

## ATTACHMENT 10: FVAP ADMIN PORTAL DOCUMENTATION

### A. FVAP PORTAL ACCOUNT (N/A for inactivated ANG/RES):

1. Go to [www.fvap.gov](http://www.fvap.gov) and scroll to the bottom right of the web page.
2. Click the “Admin Portal” link and follow the instructions to create your profile.
3. You will receive a verification email from [noreply@fvap.gov](mailto:noreply@fvap.gov).
4. Once verified, you’ll get a confirmation email.
5. Sign in from <https://www.fvap.gov/portal/login/welcome.html>.

### B. Metrics are gathered from the FVAP Portal by the SVAO and FVAP on a “real time” basis. This means that VAOs must update voting assistance provided at the time (or on the day) the assistance takes place, when possible.

1. The minimum is to upload all monthly metrics NLT the duty day before the last day of the current month.
2. On the last day of the quarter, FVAP locks reporting metrics for that quarter.
3. Take a screen-shot or use the “Print to PDF” option to prove the upload of metrics. The FVAP Portal (to date) has no archive function, and IG teams will need proof that your metrics were uploaded.

### C. FVAP Voting Assistance Metrics Defined:

1. Personnel assisted: actively assisting a voter with the FPCA, FWAB, NVRF or general voting information through in-person, telephonic or electronic assistance.
2. Distribution of forms: any verifiable method to provide a form, whether it be a hard copy, via email or referral to FVAP.gov.

### D. Per FVAP guidance, please be sure to only count actual assistance. Do not count mass emails as “assistance” for metrics. Individual emails providing assistance, mass briefings for deployers, newcomers and PCSing members, and office visits may be counted on a by-person basis.

1. Actual service: VAOs should record service provided to voters via face-to-face visits, phone calls, and individual emails.
2. Example of email service: VAO receives a request for help via email from an individual. VAO sends back an email to that individual providing voting assistance. Don’t count mass emails forwarding voting information. Don’t count mass FPCA mailings on 1-15 Jan or 1-15 Jul, but DO count FPCAs emailed if requested by an individual.
3. Briefings: VAOs should count all attendees (military, dependents and other civilians) whether you brief or hand out voting information flyers at Newcomers Orientation, Plan My Move, deployment briefings and transition briefings, etc.

The screenshot shows the 'AF PERSNL CTR Unit Metrics - United States Air Force' page. At the top, it displays the quarter as '2017 Quarter 2 (April 1 - June 30)' with a 'Change Quarter' button. A red message box says 'You have not saved metrics for this quarter.' There is a 'Export to PDF' button. The 'Personnel Assisted' table has columns for 'Military', 'Spouses/Dependents', and 'Other Civilians'. The 'Forms Distributed' table has columns for 'FPCA' and 'FWAB'. Both tables include rows for 'Hard Copy', 'Electronic', and 'Total'.

Personnel Assisted			
	Military	Spouses/Dependents	Other Civilians
Federal Post Card Application (FPCA)	0	0	0
Federal Write-In Absentee Ballot (FWAB)	0	0	0
General Voting Information	0	0	0
Total	0	0	0

Forms Distributed		
	FPCA	FWAB
Hard Copy	0	0
Electronic	0	0
Referred Voter to FVAP.gov	0	0
Total	0	0

## **ANNEX A: PERSONNEL**

**SUBJECT: Personnel Voting Assistance Responsibilities**

1. HAF/A1 is responsible to the AF Chief of Staff for implementing the AF Voting Assistance Program (VAP). HQ AFPC/DPFFS is the HQ USAF/A1 operational focal point for voting matters.
2. Force Support Squadron commanders and the Installation Voting Assistance Officer (IVAO) assist the Installation Commander in administering the AF and Federal Voting Assistance Programs.
3. DoDI 1000.04 requires the Installation Voter Assistance (IVA) Office to be a processing checklist item for newcomers, PCS, deployments and personnel change of address.
4. Specifically, customer service at the Military Personnel Section and Civilian Personnel Office shall provide the phone number and email org box address of the IVA Office to personnel for voting information and assistance. This may be accomplished by providing the voter Atch 3 Voting Assistance Information of the AF Voting Action Plan.
5. The AF Voting Assistance Operations Manager is Mrs. Kelly Weakly, located at HQ AFPC/DPFF, 550 C Street West, JBSA-Randolph, TX 78150, DSN 665-1983, or e-mail [vote.usaf@us.af.mil](mailto:vote.usaf@us.af.mil). The AF Voting page is located at <http://www.afpc.af.mil/Benefits-and-Entitlements/Airman-and-Family-Readiness/Voting/>

## **ANNEX B: PUBLIC AFFAIRS (PA)**

### **SUBJECT: PA Voting Assistance Responsibilities**

1. Purpose: All PA offices will conduct a continuing multimedia information program supporting the AF Voting Assistance Program (VAP). Support will focus on PA's actions to encourage 100% voter registration and participation of military personnel, DoD civilians and eligible family members in state primary and general elections.

2. Actions will stress:

a. The responsibility for registering and voting by absentee ballot for persons covered by the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA).

b. The responsibility for registering and voting in person or by absentee ballot when stationed in the U.S. or overseas.

3. Essential elements of information: The Office of the Federal Voting Assistance Program (FVAP), Office of the Secretary of Defense, together with the American Forces Information Service, Office of the Assistant Secretary of Defense (OASD) (Public Affairs), will provide basic information and printed and audiovisual materials for local use. These include:

a. Radio and television news/reports and promotional spots on voting for use by the Armed Forces Radio and Television Service (AFRTS).

b. American Forces Press and Publication Service articles, features and artwork.

c. Press releases.

d. Department of Defense voting posters.

NOTE: Requests for materials produced by the American Forces Information Service should be sent to local PA Offices.

4. Tasks:

a. AF News Operations, AF News Agency (AFNEWS), will develop from informational materials provided by OASD and HQ AFPC:

(1) Guidance and assistance on explaining to internal AF audiences matters concerning the VAP.

(2) Around the AF Radio News items.

(3) Commanders' Call topics for presentation with locally generated information on the Federal. Target items for June, July and September.

(4) AF Print News will electronically distribute articles and features developed by OASD, HQ AFPC and AFNEWS Det 16 (Pentagon News Bureau), for use in base newspapers, newsletters and bulletin boards.

(5) AF Reports/Around the AF (daily television news products) will include items about the voting program in July and September. AF Newspaper Consultant will electronically distribute artwork and other items to MAJCOM/FOA/DRU newspaper consultants as appropriate.

(6) A graphic icon link to the AF Voting website will be added to the front page of AF Link ([www.af.mil](http://www.af.mil)) during September and October.

(7) Voting artwork and posters will be designed and uploaded to the Art Section of AF Link. Any posters developed by other AF offices will also be uploaded to the Art section.

b. AF Broadcasting Service, AFNEWS will:

(1) Ensure AF owned and operated AFRTS outlets provide broadcast support to local FVAP efforts.

(2) Ensure all AF outlets provide a free flow of political programming as received from the AFRTS Programming Center in accordance with DoD policy outlined in DoDD 5120.20R, paragraphs 4-102.5 and 4-102.6. All outlets should make extensive use of such programming, especially during primary and general elections.

(3) Ensure AFRTS outlets use voting information provided by AF News Operations in the form of Around the AF daily radio news items and spot announcements.

(4) Ensure all outlets adhere to the AFRTS political broadcasting policy as outlined in DoDD 5120.20.

c. MAJCOM/FOA/DRU/PA will:

(1) Support PA responsibilities for the voting program.

(2) Transmit voting information expeditiously to all PA offices.

(3) Ensure coordination between PA officers and voting officers at each installation.

d. Installation PA officers will:

(1) Coordinate with local installation voting assistance officers (IVAOs).

(2) Initiate local internal information actions, emphasizing use of unit newspapers and where applicable, AFRTS facilities, covering the following points:

(a) Explain the importance of the right to vote.

(b) Explain where the Federal Post Card Application (FPCA) and the Federal Write-in Absentee Ballot (FWAB) may be obtained and how to accurately complete them.

(c) Explain the need and civic responsibility of all eligible military personnel, their families and DoD civilians to participate in primary and general elections. Early action by voters to get registration and absentee ballots before election deadlines should be stressed.

(d) Publicize sources of voter information for "hometown" and local elections (see Atch

(e) Publicize Armed Forces Voters Week (CONUS) and Overseas Citizens Voters Week (OCONUS) dates past highlighting the concentrated effort to advise all personnel of their voting rights and responsibilities, and shift the emphasis from voting in the primary elections to voting in the General Election. AF installations are encouraged to use local, "on-base" community groups to generate support for the voting program.

(f) Publicize Absentee Voters Week emphasizing the need for voters to complete and mail their absentee ballots so they are received by local election offices in time to be counted for the November general election. AF installations are encouraged to use local, "on-base" community groups to generate support for the voting program.

(g) Publicize the installation voting web page address, installation voting organizational e-mail address, and Installation Voter Assistance Office phone number.

(h) Installation website: Maintain a link or web page containing links to the AF Voting website (<http://www.afpc.af.mil/Air-Force-Voting>) and to <http://www.fvap.gov> year-round.

(i) Publicize the DoD Voting Information Center (VIC) 24 hours-a-day answering service. Anyone may call the VIC for news and information on elections, candidates and issues at DSN 425-1584, commercial (703) 588-1584 or toll-free at 1-800-438-VOTE(8683).

(j) Provide information releases on voting activities to local media.

(k) Provide information to units through Commander's Calls and other events.

e. Suggestions or problems may be referred to Chief, News Operations, AFNEWS/PAO, 203 Norton St., San Antonio, TX 78226-1848, DSN 945-6164, DSN FAX 945-7219, through proper channels.

## **ANNEX C: STAFF JUDGE ADVOCATE (SJA)**

### **SUBJECT: SJA Voting Assistance Responsibilities**

1. Purpose: To provide legal advice and information to commanders, voting officers, and voting members and their dependents.

2. Tasks:

a. Installation SJA will assist commanders in conducting the voting program by advising them as required, on the provisions of the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA).

b. Questions about legal residence for voting purposes may be referred to the office of the SJA in accordance with the Voting Assistance Guide (VAG). Judge Advocates will familiarize themselves with local and state laws and procedures relating to the voting rights of persons residing on military installations.

c. Installation SJA should obtain a copy of the current VAG from the Installation Voter Assistance Office or on-line at <http://www.fvap.gov/vao/vag>.

d. Judge Advocates who have questions related to the provisions of the above mentioned statutes, or to residence and domicile for voting purposes that cannot be resolved at the local level, should forward them through command legal channels to AF JAG School, CPD/JA, 150 Chennault Cir, Bldg 694, MAXWELL AFB AL 36112-6418, DSN: 493-2802.

## ANNEX D: INFORMATION MANAGEMENT

### SUBJECT: Information Management Voting Assistance Responsibilities

1. Purpose: To provide publications, forms assistance and support to Voting Assistance Officers (VAO)
2. Essential Element of Information: The Voting Assistance Guide (VAG) is available electronically on [www.fvap.gov](http://www.fvap.gov), and is distributed through the AF e-publishing website to requesting individuals.
3. Tasks:
  - a. AFDPO, in coordination with HQ AFPC/ DPFF, will ensure an adequate supply of the SF 76 (current edition), Federal Post Card Application (FPCA) for Absentee Ballot, and the SF 186 (current edition), Federal Write-in Absentee Ballot (FWAB), is available when requisitioned by VAOs.
  - b. AFDPO, in coordination with HQ AFPC/ DPFF, will ensure an adequate supply of the FWAB is available for overseas voters when requisitioned by VAOs.
  - c. AFDPO will ship VAGs and additional voting materials (motivational and election calendar posters, brochures, etc.) to each VAO upon order from their website: <https://wmsweb.afnrc.af.mil>
  - d. Please refer questions about this memo to HQ AFPC/ DPFF, 550 C Street West, JBSA Randolph TX 78150, DSN 665-1983 or Commercial (210) 565-1983.

## ANNEX E: POSTAL SERVICE

SUBJECT: Postal Service Voting Assistance Responsibilities

1. Reference: DoD Directive 4525.6M and Military Postal Service Agency Strategic Voting Support Plan.
2. Purpose: To provide information on postal support for the AF Voting Action Plan through military post offices.
3. Essential elements of information:
  - a. Absentee balloting materials: Balloting materials consist of postcard applications, ballots, voting instructions and envelopes sent through the mail without prepayment of postage. This enables everyone entitled to use the U.S. or military postal system to vote by absentee ballot when absent from their voting residence and when otherwise eligible to vote. To mail without postage, the balloting materials must be deposited at a U.S. post office, an overseas military post office, or presented to an American embassy or consulate. For specific information and envelope templates, please see <http://www.fvap.gov/eo/overview/sending-ballots/creating-envelopes>.
  - b. Instructions for postal personnel:
    - (1) AF postal activities will date stamp all voting materials they receive (to reflect receipt) prior to immediate delivery to the addressee. They will postmark material customers mail to show when the mail entered the postal system. Postal locator service will be immediately provided for balloting material that must be forwarded. If delivery of balloting material cannot be made through the postal service center, local U.S. post office, Official mail center, unit mailroom or consolidated mailroom, materials will be returned to sender with appropriate endorsement. If the material is undeliverable and no forwarding address is known, the material will be immediately returned to sender properly annotated as to why it is being returned.
    - (2) Priority handling will be given to balloting material. Ballots shall be returned by priority mail.
    - (3) Postal personnel involved with the processing of balloting material will take necessary steps to safeguard the integrity and secrecy of ballots cast.
    - (4) Follow instructions in DoDD 4525.6M and applicable AF supplements when processing balloting material.
4. SAF/XCIF is the AF OPR for this Annex. Appropriate guidance is contained in DoDD 4525.6M, Chapters 3 and 10, Public Law 107-107, 28 Dec 2001 and Public Law 111-84, 28 Oct 2010. Questions on this Annex may be directed to SAF/XCIF, 1800 AF Pentagon, Washington, DC 20330-1800, DSN 425-6117/6137.

## **ANNEX F: COMMUNICATIONS**

SUBJECT: Communications Voting Assistance Responsibilities

1. References: AFMAN 33-145, *Collaboration Services and Voice Systems Management*.
2. Purpose: To establish procedures for HQ AFPC/DPFF and Installation Voter Assistance (IVA) Offices to record calls during off-duty hours or when not available.
3. Task: HQ AFPC/DPFF and each IVA Office will establish a voice mail.
4. SAF/XCIAX is the OPR for this Annex. Questions on this Annex may be directed to SAF/XCIAX, 1030 AF Pentagon, Washington, DC 20330-1030, DSN 425-7826.