



# **Maricopa County Elections Department Community Network**

Voter Assistance

February 22, 2006



# Overview

- Legal & Historical Background to Voter Assistance
- Types of Assistance Available to Voters
- Voter Registration
- Early Voting Assistance
- Election Day Assistance
- Election Official Training

# Voting Rights Act

- Originally passed in 1965
- Amended in 1982 to provide any voter who may require assistance to vote may be given assistance by a person of the voter's choice

# Voting Rights Act Qualifiers

- Person assisting the voter cannot be:
  - The voter's employer (42 USC § 1973aa-6)
  - The voter's union (42 USC § 1973aa-6)
- And here in Arizona:
  - A candidate for an office in that election other than the office of precinct committeeman is not eligible to assist any voter ( A.R.S. 16-580 G)

# Voting Rights Act

- Section 203 outlines language assistance
- Assistance provided in Spanish, Native American, Native Alaskan, and Asian languages
- Determined via decade census and reported in the Federal Registry
- All written materials are provided in Spanish and audio versions of Tohono O'odham are available upon request

# Voting Accessibility for the Elderly & Handicapped Act

- 1984
- Intent: “to promote the fundamental right to vote by improving access for the handicapped and elderly individuals to registration facilities and polling places for Federal elections.”

# Voting Accessibility for the Elderly & Handicapped Act

- Selection of Polling Places
  - Surveyed for accessibility
  - If not accessible, alternative means for casting a ballot is available to voter
- Selection of Registration Sites
  - Provide reasonable number of accessible permanent registration facilities if registration by mail not an option

# Voting Accessibility for the Elderly & Handicapped Act

- Registration and Voting Aids
  - Large type instructions
  - Information by telecommunications devices for the deaf
  - Information on services available

# Types of Assistance

- Language, Physical, and Instructional assistance is provided to the voter in two manners:
  - Assistance in processing
  - Assistance in voting

## Assistance in Process: Voter Registration

- If a voter requires assistance registering to vote we will go to their place of residence and register them.
- Alternative formats are available:
  - Bilingual assistance in Spanish & Tohono O'odham
  - Large Print
  - Braille
  - Spring 2006: Deaf Link ASL interpretive services at all 3 front counters

# Assistance in Process: Polling Place

- Boardworkers are available to assist voters:
  - to ensure they are in the correct polling place
  - have sufficient ID & explain their options if they don't
  - get the voter signed in
  - demonstrate how to mark the ballot
- Assistive Devices:
  - Voter Instruction Cards
  - Signature Roster Guides
  - Magnifying Sheets
  - Modified Voting Booths
  - H.A.V.A. seat

# Voter Instruction Cards

- English and Spanish
- Pictorial representation of what is required of the voter at each stage of the processing line.

# Signature Roster

**SIGNATURE ROSTER VOTER INSTRUCTIONS—back of Page 1**  
**REGISTRO DE FIRMAS**  
**INSTRUCCIONES PARA LOS VOTANTES**

- 1. Please give the boardworker your identification and tell them your Name and Current Address.**

Por favor déle al oficial de elecciones su identificación y dígame su Nombre y dirección Actual.

**HELLO MY NAME IS:**  
HOLA MI NOMBRE ES:



- 2. If your name is in the Signature Roster please sign next to your name**  
Si su nombre está en el Registro de Firmas, por favor firme al lado de su nombre



- 3. If you do not have acceptable identification or if your name is not in the Signature Roster, go to the Provisional Ballot Table to be sure you are in the correct polling place.**

Si usted no tiene identificación aceptable o si su nombre no está en el Registro de Firmas, vaya a la Mesa de Boletas Provisionales para asegurarse que se encuentra en el lugar de votación correcto.

**Table #2**  
Mesa #2



# Poll List

**POLL LIST VOTER INSTRUCTIONS – Page 2**  
**LISTAS DE LAS URNAS**  
**INSTRUCCIONES A LOS VOTANTES**

1. **Your Name and Register Number will be written in the Official Poll List by the Clerk.**

El Secretario escribirá su Nombre y Número de Registro en la Lista Oficial de la Urna



2. **The Clerk will tell the Judge your Register Number; they will determine what type of ballot you receive depending on your registration.**

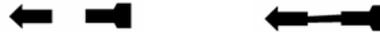
El Secretario le dará al Juez su Número de Registro, ellos determinarán el tipo de boleta que usted recibe de acuerdo a su registro.

NAME AND ADDRESS						EARLY VOTE	REG. NO.
BALLOT	PARTY	VOTER ID	REG. DATE				
						<input type="checkbox"/>	
→	PUR	DEM	1032136	10/24/91		EV	O109
						<input type="checkbox"/>	
→	PUR	DEM	1138743	08/29/86		EV	O110
						<input checked="" type="checkbox"/>	
→	GRN	REP	1032137	04/25/89		EV	O111

# Ballot Distribution

**BALLOT DISTRIBUTION & DEMONSTRATION**  
**VOTER INSTRUCTIONS – Page 2**  
**DEMOSTRACION & DISTRIBUCION DE BOLETA**  
**INSTRUCCIONES A LOS VOTANTES**

1. **The Judge will issue you your ballot and show you how to mark the ballot. Please complete the arrow to mark your vote.**  
El Juez le entregará su boleta y le enseñará cómo marcar la boleta. Por favor complete la flecha para indicar su voto.



2. **Official Write-in Candidates will be posted. If you vote for a Write-in Candidate, be sure to mark the arrow in addition to writing in the candidate's name.**  
Los Nombres de los Candidatos Oficiales por Escrito estarán anunciados. Si usted vota por un Candidato por Escrito, asegúrese de marcar la flecha además de escribir el nombre del candidato.

3. **Once you have finished marking the ballot, go to the Eagle Vote Tabulation Machine and insert the ballot. If you need help a Boardworker is there to help you.**  
Una vez que haya terminado de marcar la boleta, vaya a la Máquina de Tabulación Eagle e inserte su boleta. Si usted necesita ayuda, habrá un Oficial de Elecciones ahí para ayudarlo/a.



**Eagle Vote Tabulation Machine**  
Máquina de Tabulación de Votos Eagle

# Provisional Ballot Table

## PROVISIONAL BALLOTS VOTER INSTRUCTIONS—back of Page 1 BOLETAS PROVISIONALES INSTRUCCIONES A LOS VOTANTES

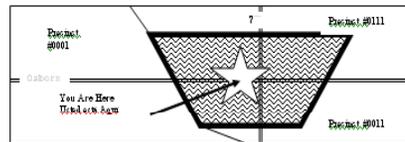
1. **At the Provisional Ballot Table please show the Boardworker some type of identification with your name and current address from List 1 or List 2 of Acceptable Identification. Otherwise, tell the board worker your name and address.**

En la Mesa de Boletas Provisionales por favor muéstrele al Oficial de Elecciones algún tipo de identificación con su nombre y dirección actual de la Lista 1 o la Lista 2 de Identificación Aceptable. De otra manera, dígame al oficial de elecciones su nombre y dirección.



2. **The Boardworker will have a map of the area voting at this facility. Find your home on the map to make sure that you are in the correct polling place.**

El Oficial de Elecciones tendrá un mapa del área de votación en esta instalación. Encuentre su hogar en el mapa para asegurarse que está en el lugar de votación correcto.



3. **If you are in the correct polling place the Judge will fill out the Provisional Ballot Form. This form will update your voter registration with your correct information. Be sure and sign the form. If you do not have acceptable identification, you have 5 days for a federal General Election and 3 days for other elections to provide sufficient ID to the County Recorder. A list of places will be provided.**

Si usted está en el lugar de votación correcto el Juez llenará la Solicitud de Boleta Provisional. Esta solicitud pondrá al día su registro de votante con la información correcta. Asegúrese de firmar la solicitud. Si no tiene identificación aceptable, usted tiene 5 días para una Elección General federal y 3 días para otras elecciones para proporcionar ID suficiente al Registrador del Condado. Una lista de lugares será proporcionada.



4. **The Boardworker will then attach the form to a manila envelope which you will take with you into the voting booth. Seal your voted ballot in the envelope and insert into the Red Provisional Ballot Box.**

El Oficial de Elecciones unirá la forma a un sobre manila el que llevará con usted a la casilla de votación. Selle su boleta ya votada dentro del sobre y deposítelo en la Caja Roja para Boletas Provisionales.

# Assistance in Voting

- Early Voting:
  - Special Election Boards are available to aid voters in casting their ballots if they are housebound or unable to vote independently.
  - Large Print & Braille ballots are available upon request

# Assistance in Voting

- Election Day Voting:
  - Voters may bring in someone of their choice to assist them, including children who are minors.
  - Boardworkers are available to assist the voter in reading the ballot and/or casting their vote
  - Two boardworkers must assist, one Democrat and one Republican, they must remain impartial and not influence the voter in any manner.
  - Curbside voting is available for those individuals unable to physically enter the polling place
  - September 2006: Touch Screen Voting Machines

# Curbside Voter Affidavit

 **CURBSIDE VOTER  
SIGNATURE AFFIDAVIT**  
DECLARACIÓN JURADA DE VOTANTE  
AL LADO DE LA ACERA



1) \_\_\_\_\_ 2) \_\_\_\_\_ 3) \_\_\_\_\_ 4) \_\_\_\_\_  
PRESIDENT / REGISTRADO / REGISTERED PARTY / PA RITDO REGISTRADO / BALLOT PARTY / PA RITDO DELA BOLTA / BALLOT COLO ESTORPE / COLORECELEUNA IN LA BOLTA

\_\_\_\_\_  
FIRST NAME / PRIMERO NOMBRE / MIDDLE NAME / SEGUNDA NOMBRE / LAST NAME / APELLIDO NOMBRE

~~~~~ RESIDENCE ADDRESS / RESIDENCIA ACTUAL

\_\_\_\_\_  
CITY / CIUDAD / ZIP / ZONA

**I DO HEREBY SWEAR OR AFFIRM THAT I AM THE PERSON LISTED ABOVE AND THAT I RESIDE AT THE ADDRESS LISTED ABOVE / POR LA PRESENTE JURO O AFIRMO QUE SOY LA PERSONA QUE SE NOMBRA ARRIBA Y QUE RESIDO EN LA DIRECCION ESCRITA ARRIBA.**

X \_\_\_\_\_  
VOTER'S SIGNATURE / FIRMA DEL VOTANTE

**SUBSCRIBED AND SWORN TO BEFORE ME THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_\_\_\_**  
SUSCRITO Y JURADO DELANTE DE MI EL (FECHA)

X \_\_\_\_\_  
~~~~~ SIGNATURE / FIRMA DEL OFICIAL DE LA ELECCION

X \_\_\_\_\_  
~~~~~ SIGNATURE / FIRMA DEL OFICIAL DE LA ELECCION

# Election Official Training

- Standard Boardworker training
- Bilingual Boardworker training
- Trouble Shooter training
- Premium Training Class units

# Standard Boardworker Training

- Guest Speaker program conveying personal experiences at the polls and talking points on sensitivity to voter needs.
- This information was compiled from the following sources: Arizona Bridge for Independent Living, Arizona Center for Disability Law, the Office of Disability Employment Policy, the Media Project, Research and Training Center on Independent Living, University of Kansas, and the National Center for Access Unlimited.

## Boardworker Guest Speaker Sensitivity Training Program

Maricopa County Elections Department strives to ensure that all voters encounter a courteous staff of Boardworkers able to provide assistance as needed. For some of our voting population that means language assistance, while others may need aid in marking the ballot or signing the Signature Roster. We feel strongly that everyone should be empowered in exercising their rights as citizens and not intimidated by the process. We have implemented a Guest Speaker program to begin each of our Boardworker Training Classes in which members of the community with assistive needs address the class and cover some basic talking points to raise the audience's awareness on how to best serve the voter.

We would like you to relay your personal experiences at the polls and offer our boardworkers any words of advice that you feel would better enable them to serve Maricopa County's electorate. If you could give a brief presentation of 10-15 minutes at the beginning of the class I am confident that your story will help them to help voters in the future.

Suggested talking points are provided and you are compensated with a \$50.00 stipend per class to cover time and travel expenses.

To get dates, times, and locations of classes still available please email Tammy Patrick at:

[tpatrick@risc.maricopa.gov](mailto:tpatrick@risc.maricopa.gov)



# Talking Points General Guidelines:

- Treat adults as adults. Address people who have disabilities by their first names only when extending the same familiarity to all others.
- If you offer assistance, wait until the offer is accepted. Then listen to or ask for instructions.
- Don't be afraid to ask questions when you are unsure of what to do.

# Talking Points General Guidelines:

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- Relax. Don't be embarrassed if you happen to use common expressions such as "See you later" that seem to relate to a person's disability.
- Be patient. Take as much time as is necessary.
- Treat all voters with dignity, respect and courtesy.

# Talking Points on Mobility:

- Need to ensure that parking meets the needs of those voters with mobility concerns:
  - Are the spaces designated?
  - Is the path into the polling place clearly marked with signage?
  - Is the same entrance used or is there another with a ramp?
- Pay attention to clutter or barriers that impede access.
- Ask the voter if they need your assistance in entering or exiting the polling place, do not assume that they want you to push them.

# Talking Points on Mobility:

- Do not lean on a wheelchair or other assistive device.
- Do not patronize people who use wheelchairs by patting them on the head or shoulder.
- Offer assistance if the individual appears to be having difficulty opening a door.

## Talking Points on Vision:

- Speak directly to voters, not companion or service animal. Never touch the dog or offer food to a service animal.
- Identify yourself to the voter.
- Ask the voter what you can do to assist them.
- Offer your arm rather than taking the blind or visually impaired voter's arm.

## Talking Points on Vision:

- Allow voters to have assistance of their choice in the polling place, this includes the use of an assistive device.
- Utilize the Signature Guide at the Signature Roster to aid the voter in signing their name.
- Be descriptive when giving directions; verbally give the person the information that is visually obvious to those who can see. Example: “the early ballot box is sitting on a low table 3 feet to your left”.

## Talking Points on Vision:

- If you are offering the voter a seat, gently place the individual's hand on the back or arm of the chair so that they can locate the seat.
- Notify the voter if you are leaving them alone.
- Braille and Large Print ballots are available but accommodations must be requested before Election Day. Voters can make that request by calling the Voter Information Line at 602-506-1511 or online at [www.recorder.maricopa.gov](http://www.recorder.maricopa.gov).

# Talking Points on Hearing

- Rephrase don't repeat your statements.
- Have a pad of paper and pen handy for communicating.
- Utilize the Voter Instruction Cards as a communication tool—the instructions are in both English and Spanish with corresponding pictorial representation of what is required from the voter at each stage of the processing line.
- Speak directly to the voter (not their companion), speak clearly and use short, simple sentences. There is no need to speak loudly or to shout. This will help if the voter is reading your lips.

# Talking Points on Speech

- If you do not understand something that the voter has said, do not pretend that you did. Ask them to repeat what he or she said and then repeat it back to the voter to be sure you understood correctly.
- Try to ask questions that require a short answer or nod of the head.
- Do not speak for the voter or attempt to finish the voter's sentences

# Talking Points on Cognitive

- Be patient, flexible, and supportive. Take time to understand the voter and make sure the voter understands you.
- Try to limit distractions and keep things simple—take one task at a time.
- Offer assistance completing forms or understanding written instructions and provide extra time for decision-making. Wait for the individual to accept the offer of assistance; do not “over-assist” or be patronizing.
- Be sure signage is posted designating where to start and how to mark the ballot.

# Training Manual

- Reiterates talking points
- Emphasizes the “3A’s”:

“Ask if the voter needs Assistance,  
don’t Assume they do”

# Bilingual Boardworker Training

- Cover assistive aids and Glossary of Election Terminology
- Discuss translation of text without interpretation
- Creation of a welcoming environment in the polling place in light of voter's various social and cultural practices
- Voter scenarios and situational examples

# Trouble Shooter Training Units

- Outline departmental expectations of the boards & polling locations
- Emphasis on oversight and prevention

# Premium Training Units

- In depth coverage of historical and legal background to assistance
- Participatory curriculum in which members of the class use a wheelchair for a portion of the day

# Voter Assistance Survey

- Voter surveys are available at each polling place
- Surveys can be turned in at the polls or mailed back to MCED postage paid
- Used to identify language assistance needs and as evaluations of boardworker efficacy training

# Voter Assistance Survey

## \* Voter Assistance Survey \* Encuesta sobre Ayuda a los Votantes \*

Please complete the following survey and drop it in the mail to us—we want to hear from you. *It's not just your Vote that is your Voice!*  
Por favor complete la siguiente encuesta y mándenola por correo—queremos saber de usted. *¡Su Voto no es su única Voz!*

**Your Precinct Name or Number/** Nombre o Número de su Recinto: \_\_\_\_\_  
**or Your Polling Place Today/** o Su Lugar de Votación Hoy: \_\_\_\_\_

**Did you require any assistance today?/** ¿Necesitó usted algún tipo de ayuda hoy? **Yes/ Sí** \_\_\_\_\_ **No** \_\_\_\_\_  
**Did you bring someone along to assist you? /** ¿Trajo usted a alguien para que lo/la ayudara? **Yes/ Sí** \_\_\_\_\_ **No** \_\_\_\_\_

**What type of assistance did you need? /** ¿Qué tipo de ayuda necesitó usted?  
**Language/** Idioma \_\_\_ **Physical/** Física \_\_\_ **Instructional/** De Instrucción \_\_\_ **Other/** Otra \_\_\_\_\_

**Were the Boardworkers helpful? /** ¿Le prestaron ayuda los Oficiales de Elecciones?  
**Yes/ Sí** \_\_\_\_\_ **No** \_\_\_\_\_ **Comments/** Comentarios: \_\_\_\_\_

**Were you satisfied with the ease of voting?/** ¿Se sintió satisfecho/a con lo fácil de la votación? **Yes/ Si** \_\_\_\_\_ **No** \_\_\_ **Somewhat /** Algo \_\_\_\_\_

**Do you have any recommendations or suggestions on how Maricopa County Elections Department can better serve you? /** ¿Tiene usted alguna recomendación o sugerencia sobre la forma en la que el Departamento de Elecciones del Condado de Maricopa le puede servir mejor?  
\_\_\_\_\_  
\_\_\_\_\_

**May we contact you? /** Lo(a) podemos contactar? **Your Name & Number /** Su Nombre y Número: \_\_\_\_\_

**Thank you for your time in providing us this invaluable feedback. Gracias por su tiempo suministrándonos sus valiosos comentarios.**

Survey is available in Braille and Large Print upon request and at our website:

La encuesta está disponible en Braille y en Formato de Letras Grandes si se solicita y en nuestra página electrónica :

[www.recorder.maricopa.gov](http://www.recorder.maricopa.gov) or 602-506-1511

# Survey Results

|                          | <b>yes</b> | <b>no</b>   | Card completed in: |         |
|--------------------------|------------|-------------|--------------------|---------|
| Did you need assistance? |            |             | English            | Spanish |
|                          | <b>159</b> | <b>1487</b> |                    |         |
| Nov-05                   | 99         | 690         | 189                | 6       |
| Sep-05                   | 5          | 241         |                    | 0       |
| May-05                   | 55         | 556         |                    | 0       |

# Survey Results

| Did you bring someone along with you? | yes | no  |
|---------------------------------------|-----|-----|
|                                       | 41  | 121 |
| Nov-05                                | 27  | 75  |
| Sep-05                                | 0   | 5   |
| May-05                                | 14  | 41  |
|                                       |     |     |

# Survey Results

| Type of assistance | Language | Physical  | Instructional | Other     |
|--------------------|----------|-----------|---------------|-----------|
|                    | <b>7</b> | <b>47</b> | <b>67</b>     | <b>38</b> |
| Nov-05             | 4        | 30        | 45            | 20        |
| Sep-05             | 1        | 0         | 4             | 0         |
| May-05             | 2        | 17        | 18            | 18        |

# Survey Results

|                             | <b>yes</b>  | <b>no</b> |
|-----------------------------|-------------|-----------|
| <b>Boardworker helpful?</b> |             |           |
|                             | <b>1020</b> | <b>15</b> |
| Nov-05                      | 176         | 4         |
| Sep-05                      | 242         | 4         |
| May-05                      | 602         | 7         |