

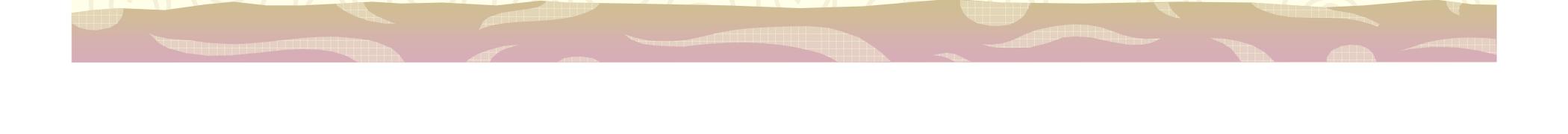


Strategies for Increasing Participation in Bilingual Training

Maricopa County Elections Department

Community Network Meeting

August 29th, 2007



Identify Deficiencies

| Election | Date | # at Class | # RSVP'd for Class | # Worked | % RSVP'd | % Worked |
|--------------|--------|------------|-----------------------|----------|----------|----------|
| Consolidated | 2005 | 31 | 58 | 184 | 53% | 17% |
| Jurisdiction | Mar-06 | 33 | 69 | 138 | 48% | 24% |
| Jurisdiction | May-06 | 39 | 74 | 87 | 53% | 45% |
| Primary | Sep-06 | 183 | 180 | 727 | 102% | 25% |
| General | Nov-07 | 190 | 228 | 834 | 83% | 23% |
| Consolidated | Mar-07 | 33 | 30 | 76 | 110% | 43% |
| Consolidated | May-07 | 37 | 37 | 133 | 100% | 28% |
| Consolidated | Sep-07 | 29 | 31 | 61 | 94% | 48% |

Identify Deficiencies

- ❑ Sooo, the percentage of workers who RSVP that they are going to attend class, and do attend is increasing.
- ❑ BUT, the percentage of total bilingual boardworkers who attend bilingual training class has not undergone the same dramatic trend

Identify Deficiencies

Conducted calls to Boardworkers who worked the election but did not go to class to determine why they had not attended Bilingual Class:

- Thought it was the same as the Standard Class
- Thought it was a class to teach them Spanish and they were already proficient
- Longtime worker—didn't think they needed more training
- Didn't have time
- Wasn't mandatory

Mandatory?

- ❑ We have not made the training class mandatory—we want boardworkers to WANT to be there.
- ❑ If it is mandatory we are effectively hindering our ability to hire.
- ❑ Some workers will never be able to attend based on work schedules and personal commitments, this is not a reflection on their skills enabling them to assist voters.

Strategies Tried:

- ▣ Increase Compensation
- ▣ Re-Design Class Invitation Materials
- ▣ Modify Call Scripting
- ▣ Training Model Variety
- ▣ Keep Training Fresh & Pertinent
- ▣ Evaluation

Increased Compensation

- ▣ Classes originally started at the same pay rate as Standard Class = \$10.00
- ▣ Pay was increased in an attempt to entice = \$25.00
- ▣ Workers can attend as many classes as they feel is necessary.

Re-Design Class Invitation Materials



**Maricopa County
Election
Bilingual
Boardworker
Training Program**

May 2006



Maricopa County Elections
111 S 3rd Ave
Phoenix, AZ 85003



Bilingual Class



Location 1:
MCTEC
510 S. 3rd Ave., Phoenix, AZ 85003
On NW Corner of 3rd Ave & Lincoln

Class times:
Saturday Morning Class 9-11 AM:
April 8th & April 15th
Coffee and Pastries served at 8:30

Location 2:
Mesa Public Library
Yucca Room 2nd Floor
64 E. 1st Street, Mesa, AZ

Class time:
Saturday Class 2-4 PM:
April 22nd

Due to limited seating please R.S.V.P.:
Leticia Ramos (602) 506-2306
lramos@nisc.maricopa.gov

Compensation:
You will be paid \$25.00 for class attendance



Outside of
Class
Invitation
2005-2006

Re-Design Class Invitation Materials



★ In an effort to accommodate our voting population, Maricopa County has expanded our Bilingual Program to include additional Boardworker Training.

We would like to cordially invite you to participate

★ Maricopa County has compiled a Glossary of Election Terminology with Spanish translations being used at the polling sites on Election Day in an effort to create consistent answers to voter's questions. We would like your input on how this process is working!

★ Bilingual Boardworkers have the added responsibility of ensuring that voters with language barriers feel welcomed and comfortable at the polling site. Help us ensure this happens by participating in this important class.



You

will receive training on:

- ✓ Assistance to Voters
- ✓ Language Glossary Use
- ✓ Social Protocol
- ✓ Election Law
- ✓ Prop 200 changes
- ✓ H.A.V.A.

(Help America Vote Act)

& have the opportunity to help us respond to our voting public's needs.



Maricopa County Elections Department Mission:

To conduct elections with accuracy and consistency in accordance with Federal and State requirements while serving the voting needs of a diverse and expanding voter population base.



Maricopa County Assistance Program Mission:

Maricopa County Elections Department's Assistance Program strives to ensure equal access to the electoral process for all its citizens and to provide the assistance some voters may require based on physical or mental abilities, mobility concerns, or language skill sets.

Help us to achieve these goals!



Inside of
Class Invitation
2005-2006

Re-Design Class Invitation Materials

Bilingual Voter Assistance

Bilingual boardworkers have the added responsibility of ensuring that voters with language barriers feel welcomed and comfortable at the polls on Election Day in addition to having the same access to the electoral process as all other qualified voters. Help us to ensure this happens by participating in this important class.

Bilingual boardworkers will be paid \$25.00 for attending this class.

SIGN UP TODAY!
602-506-2306

MARICOPA COUNTY
ELECTIONS DEPARTMENT
111 South Third Avenue
Phoenix, AZ 85003

Bilingual
Boardworker
Training Program
Spring 2007



Class Invite 2007

Re-Design Class Invitation Materials

Maricopa County Bilingual Program Spring 2007

Mission Statement:

Maricopa County Elections Department's Assistance Program strives to ensure equal access to the electoral process for all its citizens, and to provide the assistance some voters may require based on physical or mental abilities, mobility concerns, or language skill sets.



Department of Justice
Civil Rights Division
Voting Section
Washington, DC

Curriculum:

- Why do we provide assistance?
- Why do polling places change?
- What ID do voters need?
- Do provisional ballots count?
- What are the best ways to assist?

Time Commitment:

Class typically lasts 1 1/2—2 hours

Compensation:

\$25.00 Per class attended

Class Schedule:

There will be 3 training classes for the March 2007 Jurisdictional Elections.

Please select the class you wish to attend and RSVP.

You are encouraged to attend as many classes as you wish.

R.S.V.P.:

Leticia 602-506-2306
lramos@risc.maricopa.gov



Class One: March 7th, 6:00 PM
Chandler-Gilbert Community College
Bldg C, Room 110
2626 E Pecos Rd
Chandler, AZ 85225



Class Two: March 8th, 6:00 PM
Estrella Mountain Community College
Komatke Hall A, North Conference Room
3000 N Dysart Rd (Dysart, North of Thomas)
Avondale, AZ 85323



Class Three: March 10th, 9:00 AM
MCTEC
510 S 3rd Avenue (SW corner of 3rd & Lincoln)
Phoenix, AZ 85003

Inside
Class Invite
2007

Re-Design Class Invitation Materials

■ Emphasized curriculum:

Curriculum:

- Why do we provide assistance?
- Why do polling places change?
- What ID do voters need?
- Do provisional ballots count?
- What are the best ways to assist?

Re-Design Class Invitation Materials

■ Emphasis that this is NOT a class on Spanish:

- **What are the best ways to assist?**

This is NOT a class on how to speak Spanish, but rather, how to provide assistance to voters who do!

Time Commitment:

Re-Design Class Materials

- Emphasis on importance of task:

Bilingual Voter Assistance

Bilingual boardworkers have the added responsibility of ensuring that voters with language barriers feel welcomed and comfortable at the polls on Election Day in addition to having the same access to the electoral process as all other qualified voters. Help us to ensure this happens by participating in this important class.

Modify Call Scripting Template

- Bilingual Coordinator calls newly hired Boardworkers to:
 - Conduct language proficiency assessment
 - Distinguish between Bilingual & Standard Training Classes
 - Sign-up worker for a class

Training Model Variety

- ▣ Audio (Lecture)
- ▣ Visual/Written (Powerpoint)
- ▣ Demonstration
- ▣ Role Modeling
- ▣ Engaged Participation

Training Strategies

- Bulk of the class is conducted in a lecture-style format with the information being presented on a Powerpoint.
- This addresses two learning styles:
 - Audio Learners
 - Visual Learners

Training Strategies

- Initial training classes contained Role-Modeling and Scenario portions of the class believing that hands-on demonstration would be beneficial.
- The role playing portion of the class were not well received:
 - Many were shy in front of the class
 - There was difficulty hearing what was going on making the exercise counter productive.

Role Playing

We attempted Role playing in classes conducted in 2005.

Boardworkers drew cards to establish their “role” and give them their background.

VOTER:

- You speak very little English & have a hard time reading maps.
- You work across the street from a polling place in Phoenix, saw the VOTE HERE sign as you came to work, and have come to vote before work begins in 20 minutes.
- You live in Tempe, get off of work at 4:00pm, and it takes you a 45 minutes to get home.
- You are a little cranky as your coffee was too strong this morning.
- Your name is: _____

BOARDWORKER:

- It is 7:40 AM
- You are in a polling place in Central Phoenix.
 1. Signature Roster Clerk
 2. Provisional Ballot Judge
 3. Inspector

ANSWER/KEY ELEMENTS:

- Voter directed to provisional ballot table
- Shown map of this precinct
- Located correct polling place & advised voter
- Advised for ballot to count must be cast in correct polling place in such a way that it is not confusing to the voter that they are unable to vote at all (in many countries you can vote at any polling place so if you are advised that you cannot vote in a location it can be misunderstood that you cannot vote at all).
- Offered provisional ballot but with the understanding that for a ballot to be counted it must be cast in home precinct
- Inform voter of convenience of early ballot options
- Was the Voter Instruction Card used?

Engaged Participation: Scenarios

Role Playing was traded for demonstration of various Voter Scenarios incorporating “quizzing” the class

Scenario II

Voter’s Situation: Voter speaks very little English, it is morning, and voter works across the street but lives in another city—they are in the wrong polling place. How do you advise them they need to vote in their home precinct?

- Boardworker’s actions/phrases that you liked:

- Boardworker’s actions/phrases that you didn’t like:

- What would you have done differently?

Engaged Participation: Scenarios

Specific Voter situations are presented to the class as a whole.

Votante #1:

Adam Q. Jefferson



- Se mudó recientemente al recinto y actualizó su registración con el Departamento de Elecciones
- Actualizó su información con MVD en línea pero no pagó los \$4.00 para recibir una licencia de manejo nueva
- Todas las utilidades en su casa están a nombre de su esposa.

Engaged Participation: Scenarios

And resolution to their situation presented

VOTANTE #1:



La licencia dice:
Adam Q. Jefferson
1234 History Lane
Scottsdale, AZ 85000



El Registro de Firmas dice:
Adam Q. Jefferson
4567 Memorial Pkwy*
Scottsdale, AZ 85001

*éste es el lugar de votación para Memorial Pkwy

**Votes provisional ballot
DOES NOT
have to return.**



Engaged Participation: Scenarios

Specific Voter situations are presented to the class as a whole and prizes awarded for correct answers.

The ID Game:



Anita Lujan-Jones
123 S 3rd St
Phoenix, AZ 85000



Anita Lujan
123 S 3rd St
Phoenix, AZ 85000

| NAME | DESCRIPTION | NAME | NAME | NAME |
|------|-------------|------------|------|------|
| 1 Mr | DEM | HIGH | 10 | 20 |
| 1 Mr | DEM | For Law Pa | 1 | 20 |
| 1 Mr | DEM | Police | 10 | 20 |
| 1 Mr | DEM | 1 | 10 | 20 |
| 1 Mr | DEM | 1 | 10 | 20 |
| 1 Mr | DEM | 1 | 10 | 20 |
| 1 Mr | DEM | 1 | 10 | 20 |

Anita L. Jones
123 S 3rd St
Phoenix, AZ 85000

Voter is in the PP for 123 S 3rd St

Answer:



Votes standard ballot

Keep Training Fresh & Pertinent

- ❑ Powerpoint presentation updated for each election cycle.
- ❑ Components remain if need is demonstrated by quality/quantity of calls to Hotline & surveys

Keep Training Fresh & Pertinent

☐ Litigation /
Legislative
updates



United States Court of Appeals
for the Ninth Circuit



Ninth Circuit Opinions

The Ninth Circuit Court of Appeals
has issued an injunction to halt ID requirements
for the
General Election
to be held on
November 7th, 2006.

This decision is currently under appeal.

We will continue to cover the ID
requirements in training class so that
Boardworkers will be prepared in case
the most recent decision is over turned,
they will then be poised to implement
the final verdict.

Please be aware that our diligent
attention is required to ensure that we
comply with the law as it stands on
Election Day; so stay tuned!!



Keep Training Fresh & Pertinent

❑ Election Specific Information: Propositions

❑ Read through all 19 Props in class, in Spanish.



**19 PROPOSITIONS:
Familiarize yourself with them**

PROPOSITION 100 / PROPOSICION 100

Proposed amendment to the Arizona Constitution by the legislature relating to bailable offenses

A "yes" vote shall have the effect of denying bail to persons charged with serious felonies as defined by law if the person has entered or remained in the United States illegally.

A "no" vote shall have the effect of continuing to allow bail to persons charged with serious felony offenses who enter or remain in the United States illegally, unless the person is charged with an offense for which bail is not permitted under current law.

Enmienda propuesta a la Constitución de Arizona por la legislatura relacionada a los delitos que tienen derecho a la libertad condicional bajo fianza

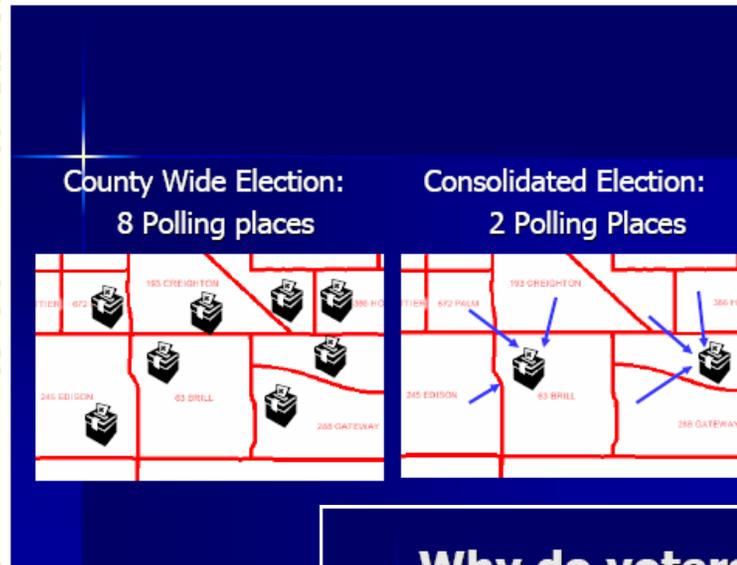
Un voto de "sí" tendrá el efecto de negar la libertad condicional bajo fianza a las personas acusadas de delitos graves como se definen por la ley si la persona ha entrado o se ha quedado en los Estados Unidos ilegalmente.

Un voto de "no" tendrá el efecto de continuar permitiendo la libertad condicional bajo fianza para las personas acusadas de delitos graves que entran o se quedan en los Estados Unidos ilegalmente, a menos que la persona sea acusada de un delito para el cual no se permite la libertad condicional bajo fianza según la ley actual.

YES / SÍ
NO

Keep Training Fresh & Pertinent

Election Specific Information: Jurisdictional Consolidations



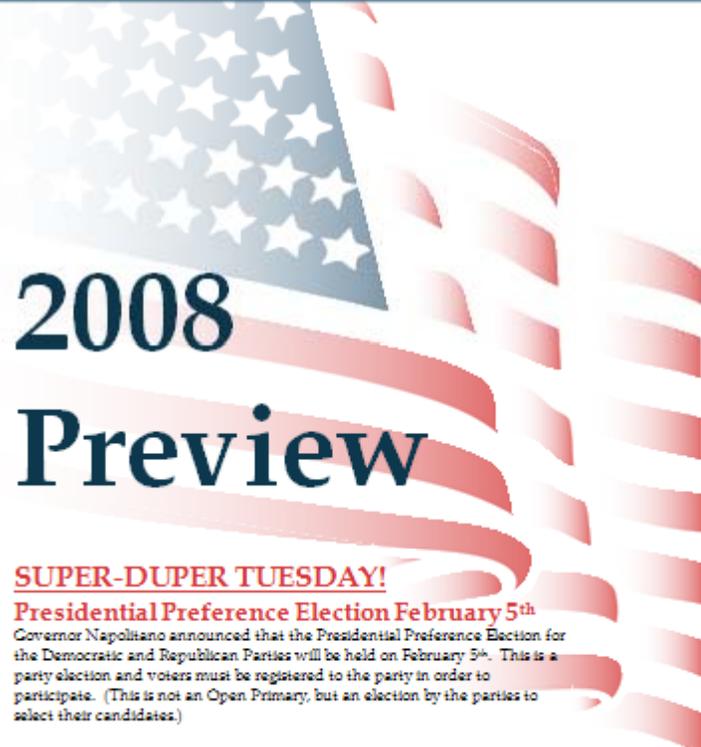
Why do voters have to vote in home precinct?



- Even if the voter lives across the street from the PP they may live in another voting District.
- Voters need to have races and questions on their ballot that they are qualified to vote for.
- A provisional ballot in Brill will not contain District 13 candidates.

Keep Training Fresh & Pertinent

Previews of what is to come, plant the seed:



2008 Preview

SUPER-DUPER TUESDAY!

Presidential Preference Election February 5th

Governor Nagolitano announced that the Presidential Preference Election for the Democratic and Republican Parties will be held on February 5th. This is a party election and voters must be registered to the party in order to participate. (This is not an Open Primary, but an election by the parties to select their candidates.)

PERMANENT EARLY VOTING LIST!

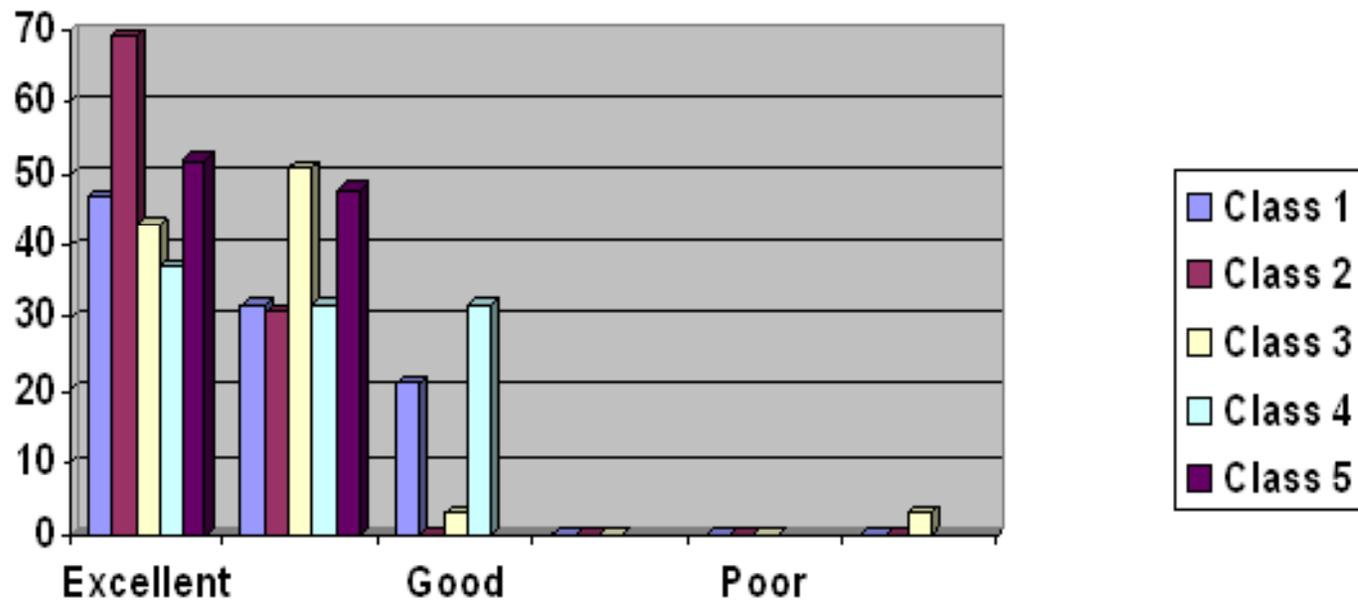
Voters will be able to get on a permanent list.

The Arizona Legislature passed legislation, enabling voters to request to be on a permanent Early Voting list. Prior to each election a card will be mailed to the voter. If their information is correct and they wish to receive a ballot by mail they do nothing—a ballot will be sent to them at the beginning of the Early Voting period. If the voter needs to make a change, or they wish to vote at the polls, they return the card.

As a ~~board member~~ you may want to get on the permanent EV list, particularly if you usually work outside of your home precinct. You can get your ballot at home and either mail it back in or drop it in the blue Early Voting extra ballot box at the precinct you are working at on Election Day. It's that easy!

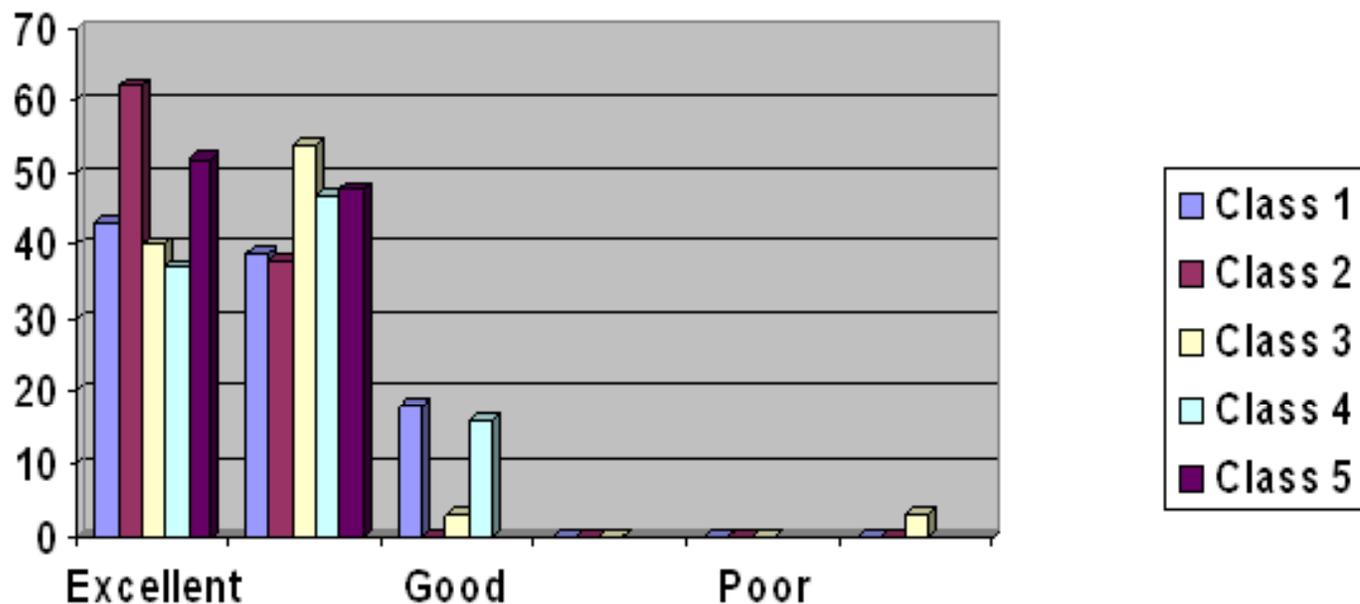
Evaluation: Class Assessments

Workbook content and format:



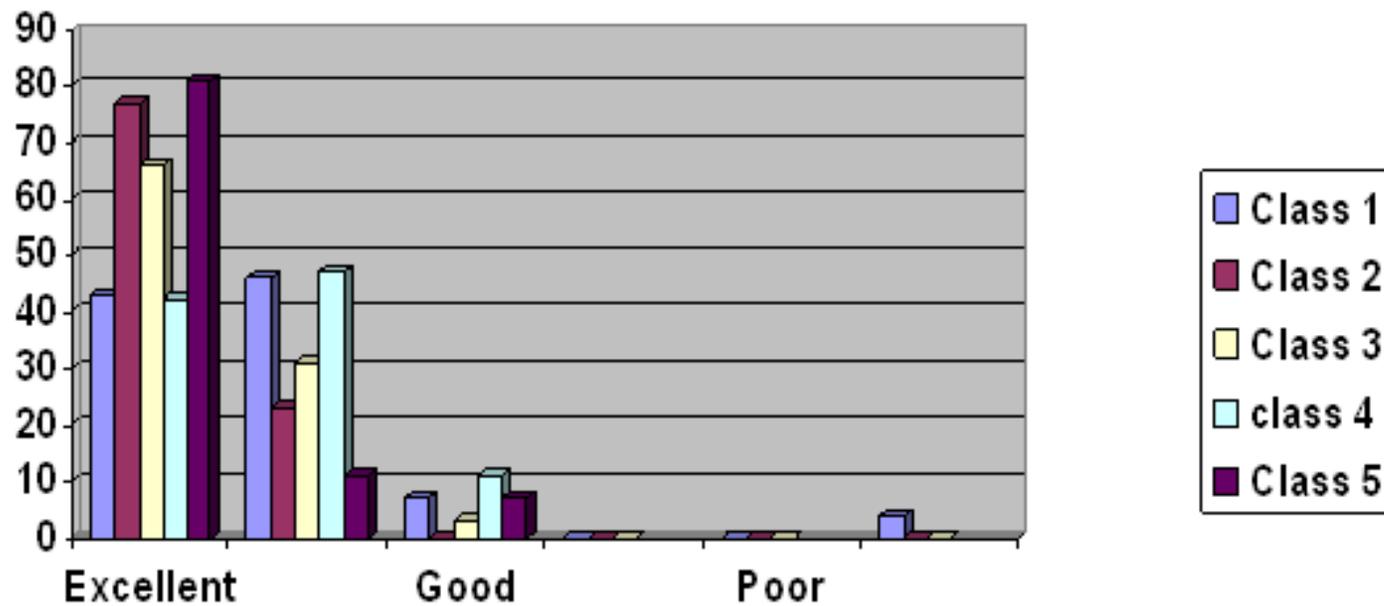
Evaluation: Class Assessments

PowerPoint Presentation:



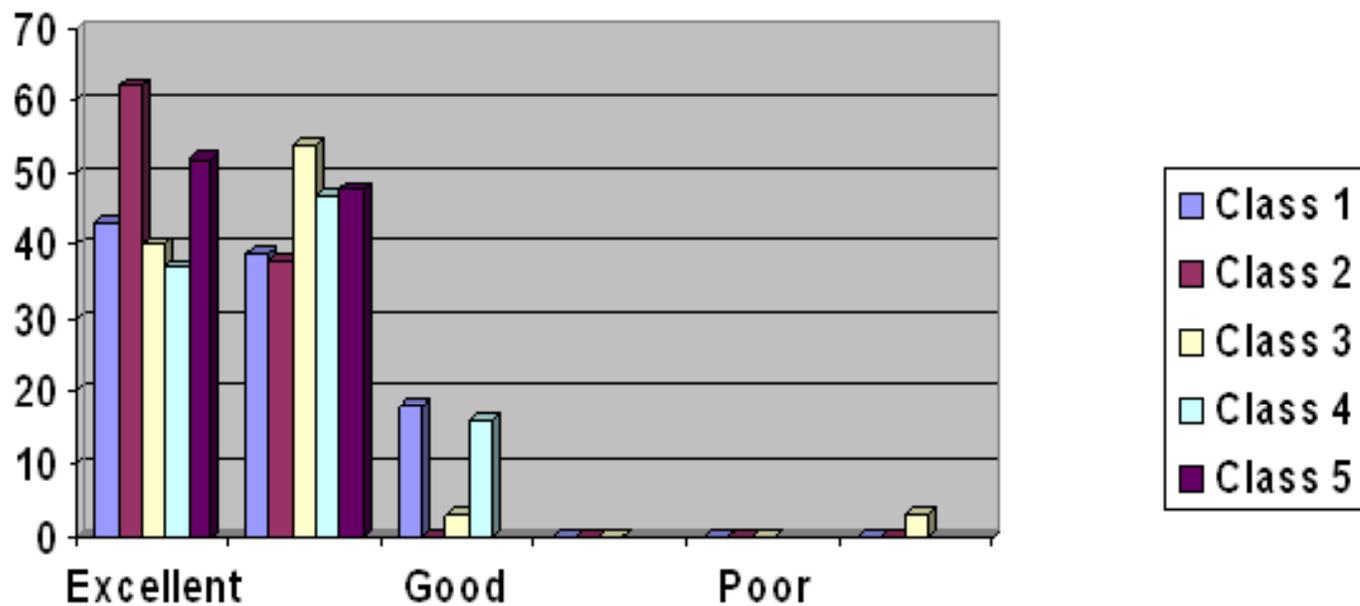
Evaluation: Class Assessments

Instruction:



Evaluation: Class Assessments

PowerPoint Presentation:





Suggestions?