



FEDERAL VOTING ASSISTANCE PROGRAM

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

May 18, 2011

MEMORANDUM FOR SENIOR SERVICE VOTING REPRESENTATIVES OF THE  
MILITARY DEPARTMENTS

SUBJECT: Voting Assistance Program Metrics and Installation Voter Assistance Offices

The Federal Voting Assistance Program (FVAP) coordinated with each Service the voting assistance program performance metrics and reporting requirements, as required by DoD Directive (DoDD) 1000.04, Directive-Type Memorandum (DTM) 10-021 and the Military and Overseas Voter Empowerment (MOVE) Act. The attached Measures of Effect and Performance were discussed and agreed to by the Service Voting Action Officers during the meeting held in San Antonio in February. Although there was discussion regarding the effectiveness of the proposed metrics, there was agreement to implement the Measures of Effect and Performance as baseline assessments and to make adjustments, as necessary, once the results of the collected data were analyzed. Therefore, I am requesting that the collection of the data commence immediately and that quarterly reports of the collected data be submitted to my Deputy Director for Voter Assistance starting at the end of the Second Quarter, Calendar Year 2011. Reports are due to FVAP no later than 15 days after the end of each quarter.

DTM 10-021 (attached) was promulgated on November 15, 2010 with an expiration date of June 1, 2011. DTM 10-021 and DoDD 1000.04 will be replaced by DoD Instruction (DoDI) 1000.04 (currently in coordination) later this year. Until DoDI 1000.04 is issued, I have requested an extension of DTM 10-021 until December 1, 2011 to ensure guidance on the establishment of Installation Voter Assistance Offices remains in effect.

Bob Carey  
Director

Attachments:  
As stated

## Measures of Effect & Performance

### Installation Voter Assistance Office

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

• <b>Metrics</b>	<b>Justification</b>
<ul style="list-style-type: none"> <li>• <b>Number of Civilians/Contractors Assisted</b> <ul style="list-style-type: none"> <li>○ <b>Registration request, further subcategorized by career milestone requiring the assistance:</b> <ul style="list-style-type: none"> <li>▪ <b>Change of place of federal contract employment</b></li> <li>▪ <b>Pre-deployment</b></li> <li>▪ <b>Post-deployment</b></li> <li>▪ <b>Change of Address</b></li> <li>▪ <b>On-demand</b></li> </ul> </li> <li>○ <b>General voting information</b></li> </ul> </li> </ul>	<p>To provide an accurate representation of the frequency and types of services provided to civilians at IVA Offices</p>
<ul style="list-style-type: none"> <li>• <b>Number of non-Federal Civilian Employees &amp; Contractors (public) Assisted</b> <ul style="list-style-type: none"> <li>○ <b>Registration request</b></li> <li>○ <b>General voting information</b></li> </ul> </li> </ul>	<p>To provide an accurate representation of the frequency and types of services provided to civilians at IVA Offices</p>
<ul style="list-style-type: none"> <li>• <b>Number of Forms Mailed on Behalf of the Voter</b> <ul style="list-style-type: none"> <li>○ <b>NVRFs mailed</b></li> <li>○ <b>FPCAs mailed</b></li> <li>○ <b>FWABs mailed</b></li> </ul> </li> </ul>	<p>To measure the extent that mailing forms for voters burden office personnel. Need to verify whether the state forms are being used.</p>
<ul style="list-style-type: none"> <li>• <b>Number of Total Persons Assigned to IVA Office</b> <ul style="list-style-type: none"> <li>○ <b>Full-Time IVA Office employee</b></li> <li>○ <b>Part-time and temporary IVA Office employee, and hours worked per month</b></li> </ul> </li> </ul>	<p>This only needs to be reported annually with the fourth quarter report. It is used to account for all staffing of IVA Offices and to provide an accurate number of staff hours spent staffing IVA Office services, and determine the desirability of continuing this level of installation voting assistance.</p>
<ul style="list-style-type: none"> <li>• <b>Number Reporting Being Trained within 90 days of assignment to IVA Office</b> <ul style="list-style-type: none"> <li>○ <b>Number trained by formal FVAP workshop</b></li> <li>○ <b>Number trained by Service provided workshop</b></li> <li>○ <b>Number trained online</b></li> <li>○ <b>Number untrained within 90 days of assignment and how many days since assignment</b></li> </ul> </li> </ul>	<p>DoD Directive 1000.04, paragraph 5.2.1.15 requires that all Voting Assistance Officers shall attend an FVAP Voting Assistance Workshop. Online and Service-provided training is a viable alternative to attendance at FVAP workshops.</p>
<p><b>Quarterly Operating Cost to Run Office</b></p>	<p>This only needs to be reported annually with the fourth quarter report. It is used to provide an accurate cost to the installation as to the upkeep of the IVA Office, and determine the desirability of continuing this level of installation voting assistance.</p>

## Unit Voting Assistance Officers

Metrics	Justification
<ul style="list-style-type: none"> <li>○ <b>Number of Service Members Assisted</b> <ul style="list-style-type: none"> <li>○ <b>Registration and absentee ballot requests</b></li> <li>○ <b>FWAB request</b></li> <li>● <b>General voting information</b></li> </ul> </li> </ul>	<p>To provide an accurate representation of the services provided to active duty military members by UVAOs</p>
<ul style="list-style-type: none"> <li>● <b>Number of Military Dependents Assisted</b> <ul style="list-style-type: none"> <li>○ <b>Registration and absentee ballot requests</b></li> <li>○ <b>FWAB request</b></li> <li>○ <b>General voting information</b></li> </ul> </li> </ul>	<p>To provide an accurate representation of the services provided to military dependents by UVAOs</p>
<ul style="list-style-type: none"> <li>● <b>Number Reporting Being Trained within 90 days of assignment as VAO</b> <ul style="list-style-type: none"> <li>○ <b>Number trained by formal FVAP workshop</b></li> <li>○ <b>Number trained by Service provided workshop</b></li> <li>○ <b>Number trained online</b></li> <li>○ <b>Number untrained within 90 days of assignment and how many days since assignment</b></li> </ul> </li> </ul>	<p>DoD Directive 1000.04, paragraph 5.2.1.15 requires that all Voting Assistance Officers shall attend an FVAP Voting Assistance Workshop. Online and Service-provided training is a viable alternative to attendance at FVAP workshops.</p>
<ul style="list-style-type: none"> <li>● <b>UVAOs certify distribution of FVAP's 30,60, 90 day prior voting assistance availability messages to all unit personnel</b></li> </ul>	<p>MOVE Act, Sec 103B requires FVAP to use the military Global Network to notify absent uniformed services voters of the foregoing 90, 60, and 30 days prior to each election for Federal office.</p>



PERSONNEL AND  
READINESS

**UNDER SECRETARY OF DEFENSE**  
4000 DEFENSE PENTAGON  
WASHINGTON, D.C. 20301-4000

November 15, 2010

MEMORANDUM FOR SECRETARIES OF THE MILITARY DEPARTMENTS  
CHAIRMAN OF THE JOINT CHIEFS OF STAFF  
UNDER SECRETARIES OF DEFENSE  
DEPUTY CHIEF MANAGEMENT OFFICER  
ASSISTANT SECRETARIES OF DEFENSE  
GENERAL COUNSEL OF THE DEPARTMENT OF DEFENSE  
DIRECTOR, OPERATIONAL TEST AND EVALUATION  
DIRECTOR, COST ASSESSMENT AND PROGRAM  
EVALUATION  
INSPECTOR GENERAL OF THE DEPARTMENT OF DEFENSE  
ASSISTANTS TO THE SECRETARY OF DEFENSE  
DIRECTOR, ADMINISTRATION AND MANAGEMENT  
DIRECTOR, NET ASSESSMENT  
DIRECTORS OF THE DEFENSE AGENCIES  
DIRECTORS OF THE DoD FIELD ACTIVITIES

SUBJECT: Directive-Type Memorandum (DTM) 10-021 – Guidance in Implementing  
Installation Voter Assistance Offices (IVAOs)

References: (a) DoD Directive 5124.02, "Under Secretary of Defense for Personnel and  
Readiness (USD(P&R)),", June 23, 2008  
(b) Section 583(b) of Public Law 111-84, "National Defense Authorization  
Act for Fiscal Year 2010," October 28, 2009  
(c) Section 7(a)(2) of Public Law 103-31, "National Voter Registration Act  
(NVRA)," May 20, 1993  
(d) DoD Directive 1000.04, "Federal Voting Assistance Program,"  
April 14, 2004

Purpose. This DTM:

- In accordance with the authority in Reference (a), establishes policy and implements the requirement of Reference (b) to establish an IVAO on each military installation.
- Designates each of those IVAOs as voter registration agencies pursuant to Reference (c).

- This DTM is effective upon its publication to the DoD Issuances Website; it shall be incorporated into the revision of DoD Directive 1000.04 (Reference (d)). This DTM shall expire effective June 1, 2011.

Applicability. This Instruction applies to OSD, the Military Departments, the Office of the Chairman of the Joint Chiefs of Staff and the Joint Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizational entities within the Department of Defense (hereafter referred to collectively as the “DoD Components”).

Policy. It is DoD policy that:

- IVAOs shall be established on each military installation. The IVAO will provide robust voter assistance to military personnel, their dependents, civilian Federal employees, and such other qualified voters as may have access to such installation offices.
- IVAOs shall also serve as voter registration agencies consistent with Reference (c), fully implementing the voter registration provisions of References (b) and (c).

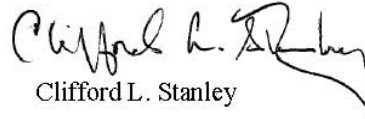
Responsibilities. The Secretaries of the Military Departments shall:

- Designate IVAOs on all installations under their control.
- Simultaneously designate those IVAOs as voter registration agencies consistent with Reference (c).
- Publish implementing guidance within 60 days of the effective date of this DTM.
- Ensure the purpose and the location of IVAOs are well advertised.

Procedures. The attachment provides procedures for complying with this DTM.

*DTM 10-021, November 15, 2010*

Releasability. UNLIMITED. This DTM is approved for public release and is available on the DoD Issuances Website at <http://www.dtic.mil/whs/directives>.

  
Clifford L. Stanley

Attachment:  
As stated

ATTACHMENT

IVAO PROCEDURES

1. GENERAL. This attachment provides guidance for and establishes procedures concerning the establishment of IVAOs on military installations.

2. PROCEDURES

a. Criteria. The IVAO shall be established within the installation headquarters organization reporting directly to the installation commander, even if geographically located in another office such as a Personnel Support Detachment, Family Readiness Group, In & Out Processing Center, Community Service Offices, or other centralized administrative support site. As of the date of this DTM, the IVAO shall also be considered to be a voter registration agency designated consistent with Reference (c) and should be located in a well-advertised, fixed location, consistent throughout the Service, and should be physically co-located with an existing office that receives extensive visits by Service personnel, family members, and DoD civilians.

b. Requirements. The IVAO shall:

(1) Be included in the processing activities required of reporting personnel. Unit Voting Assistance Officers (UVAOs) may advise and assist the IVAO in fulfilling the voter assistance functions for deploying personnel, personnel returning from deployment, and personnel recording a change of address. However, the IVAO is responsible to ensure that UVAOs have fully complied with the voter assistance responsibilities as described in References (b) and (c). This includes both military and civilian personnel, as well as any voting-age dependents, contractors, and other civilians who have access to the IVAO.

(2) Provide written information on voter registration procedures and absentee ballot procedures. This can be met by providing the applicant the Federal Post Card Application (FPCA) or the National Voter Registration Form, the attached instructions for those forms, and the Voting Assistance Guide for absent uniformed services voters, voting-age dependent voters, and overseas civilians.

(a) The FPCA shall be provided to absent uniformed services personnel and their family members (both within and outside the United States), and to Federal civilian employees and other U. S. citizens who have access to the IVAO outside the United States.



(b) The National Voter Registration Form issued by the Election Assistance Commission shall be provided to Federal civilian employees and other U.S. citizens who have access to the IVAO within the United States, and uniformed services voters who currently reside in their voting districts.

(3) Provide direct assistance to individuals in completing the forms necessary to register to vote, updating their voter registration information, and requesting absentee ballots, regardless of the form used.

(4) Transmit the completed FPCA or National Voter Registration Form for the applicant, within 5 calendar days, to the appropriate local election office, if requested by the applicant.

(5) Maintain monthly records regarding the number of citizens assisted in the registration and absentee ballot request process; the number of FPCA and NVRA forms provided to citizens; the number of forms mailed to election offices for citizens; and the number of forms taken by the citizens themselves.

c. Guidance. The DoD Federal Voting Assistance Program (FVAP) has developed specific training and assistance and made it available to individual Service Voting Action Officers (SVAOs) and installations to ensure this process is implemented fully, correctly, and precisely in accordance with the guidance developed by the Department of Defense in coordination with the Department of Justice, the enforcement agency for NVRA. FVAP will coordinate with individual SVAOs as to their Service's requirements for such training and assistance, which the Services are strongly encouraged to use and implement.