



# **FVAP Plans & Initiatives**

**Overseas Vote Foundation 2010 Summit  
March 19<sup>th</sup>, 2010**



# Key Long-Term Issues

## Ballot Delivery and Return

- States don't send out ballots early enough (Pre-MOVE Act)
- Military mail is too slow to support absentee voting
- States and local election officials don't have the money to support alternatives

## Poor Data Drive Bad Policies

- States don't collect sufficient data on military and overseas voters and ballots
- FVAP data collection poor and not transparent in the past
- Erroneous beliefs:
  - Low voter registration
  - Low voter participation
  - Poor identification of root problems



# UOCAVA Demographics

## Uniformed Services Voters

- **Both Military Personnel and their Dependents**
  - All five Armed Services, USPHS, NOAA, Merchant Marine
  - Dependents
  - 1.5M members, 1.1M dependents
  
- **Both Domestic and Overseas**
  - 75% of members domestic
  - ~85% of dependents domestic

## Overseas Citizens

- **US Citizens Residing Abroad**
  - 2 – 4 million
  - Difficulty estimating actual numbers
  
- **Permanent vs. Temporary Residence**
  - Permanent = federal only
  - Temporary = all races; potential tax liability

***2/3 of the known UOCAVA voters are uniformed service voters***



# The Problem is Ballot Return

➤ **Military enjoys higher traditional voter performance rates**

- **Voter Registration Rate**
  - General Electorate = 70%
  - Military Electorate = 86%
- **Voter Participation Rate**
  - General Electorate = 64%
  - Military Electorate = 70%

➤ **Absentee Ballot Return Rates:**

- 91% = General Population
- **67%** = UOCAVA voters

▪ **Absentee Ballot Delivery Failure Also Problem**

- 9% military ballots misaddressed
- 6% returned as undeliverable
- 17% of military requesting absentee ballots never received it

<b>2008 General Election Results – UOCAVA Voters</b>		
Stage of voting process	Number of additional failures over general voting population	% of total failure
Registration Failure	4,783	1.3%
Ballot Delivery Failure	23,548	6.4%
<b>Ballot Return Failure</b>	<b>296,759</b>	<b>81.1%</b>
Ballot Casting Failure	41,012	11.2%
Total	366,102	



# FVAP Goals

- **1: UOCAVA voting success rates equal to or exceed general population rates**
  - Absentee ballot cast rate
  - Counted rate of those cast
  - FWAB utilization/success rate
  
- **2: UOCAVA voter registration and participation rate equal to or exceed general population (age and gender adjusted)**
  
- **3: Improve Ballot Delivery and Return Processes to fit available times**
  
- **4: Define the actual overseas citizen population**
  
- **5: Bring all States' Legislative Initiative Scores to 75%**



# FVAP Lines of Operation

Goals	Improve Voter Success Rates	Improve Ballot Delivery & Return	Define the Overseas Civilian Population	Bring State Legislative Initiative Scores > 75%
Lines of Operation				
Direct to the Voter Assistance	Greater consistency of assistance	Educate on postal realities	Better identify overseas civilian demographics	
Leverage Technology	<ul style="list-style-type: none"> <li>• Make process easier</li> <li>• Reduce voter errors</li> </ul>	Reduce reliance on postal mail		Encourage State adoption of FVAP technologies
Greater Election Official Assistance	Reduce unjustified voting rejection			<ul style="list-style-type: none"> <li>• Educate on need</li> <li>• Assist with fixes</li> </ul>
Better Data; Greater Transparency	Better identify actual problem causes		Correctly identify Overseas Civilian voting performance	Tie legislative initiatives to actual UOCAVA voting failure

# Direct to the Voter Assistance

- **Current Program**
  - Unit and Embassy Voting Assistance Officers
  - Collateral Duty
  - Service-run
  - FVAP Guidance and Support
    - Forms
    - Instructions
    - Training
  
- **Vision**
  - “FVAP.gov” as the best VAO
  - “TurboTax/TaxCut”® the voting process
  - Reduce need/reliance on Voting Assistance Officers
  - Call Center and Online Chat
  - Social Media Outreach
  - Focus on voter timelines and processes





# UOCAVA Voter Outreach

- Email alerts/RSS Feed
- Facebook
- Twitter
- LinkedIn
- Earned Media

**Federal Voting Assistance Program**

**FVAP FEDERAL VOTING ASSISTANCE PROGRAM**  
Voting Help For Uniformed Service Members, Their Families, & Citizens Living Outside The U.S.

HOME | UNIFORMED SERVICES MEMBERS | CITIZENS OUTSIDE U.S. | REFERENCE CENTER/REPORTS | FAQ | CONTACT

**Absentee Voting Overview**

Complete the Registration/Absentee Ballot Request form and send it to your Election Official. → Election Official approves your Registration/Request and mails your ballot. → Complete the absentee ballot and return it to your Election Official. → Your vote is counted.

**To Vote Absentee, Start By Telling Us Who You Are**

**Election Countdown**  
228 Days

**News**  
[March 18, 2010](#)  
[March 8, 2010](#)  
[February 25, 2010](#)

**Voting Updates**

**Quick Links**  
[Request](#) | [Survey](#) | [Data](#)  
[Distribution/Unreturned Ballot](#)  
[Request Form](#)  
[Back-up Ballot \(Federal Write-In Absentee Ballot\)](#)  
[Where to send Forms](#)  
[Information on Absentee Voting](#)

If neither of these choices apply to you, please visit [www.civilvotefile.com](http://www.civilvotefile.com)







# FVAP Social Media

facebook Keep me logged in Forgot

Email  Password

[Sign Up](#) **Federal Voting Assistance Program, DoD is on Facebook**  
Sign up for Facebook to connect with Federal Voting Assistance Program, DoD.

**FVAP** FEDERAL VOTING ASSISTANCE PROGRAM

Federal Voting Assistance Program, DoD

Wall Info Photos Discussions Boxes Video >>

**Federal Voting Assistance Program, DoD** Are you a voting assistance officer? What are some things an IG will look for when doing an inspection?

I'll start - continuity folder (<http://www.fvap.gov/vao/continuityfolder.html>)

If you do not have one, start one. Call FVAP if you need help or don't know where to start.

**Federal Voting Assistance Program - Continuity Folder**  
[www.fvap.gov](http://www.fvap.gov)  
Continuity of your program is of utmost importance for you, your assistant, your organization and your successor. Create and maintain a continuity folder for your reference and ensure that your successor understands what he or she is supposed to do. ...

Yesterday at 12:07pm · Comment · Like

**Federal Voting Assistance Program, DoD** Are you new to social networking? Don't forget about OPSEC!! Get some basic traing - <http://www.stratcom.mil/snstraining/index.html>

**Social Network Training**  
[www.stratcom.mil](http://www.stratcom.mil)  
Disclaimer - This training was prepared as a service to the DoD community including active duty members, DoD civilians and military family members. Neither the United States Government nor any of their ...

twitter Login Join Twitter!

Hey there! **FVAP** is using Twitter.

Twitter is a free service that lets you keep in touch with people through the exchange of quick, frequent answers to one simple question: What's happening? **Join today** to start receiving **FVAP's** tweets.

**Join today!**

Already using Twitter from your phone? [Click here.](#)

**FVAP** FEDERAL VOTING ASSISTANCE PROGRAM

**Name** FVAP  
**Location** Arlington, VA  
**Web** <http://www.fvap.gov>  
**Bio** The Department of Defense Federal Voting Assistance Program - Supporting and facilitating military and overseas absentee voting.

77 following 173 followers 8 listed

**Tweets** 46

[Favorites](#)

**Following**

Are you new to social networking? Don't forget about OPSEC!! Get some basic traing - <http://www.stratcom.mil/snstraining/index.html>

8:55 AM Mar 9th via web

DoD has new policy on social media? Talk to leadership if you're still having problems accessing it-<http://tinyurl.com/ybykbkt>

# State-Specific Social Media



**twitter** Home Profile Find People Settings Help Sign out

 **FVAP\_DE**

**Name** FVAP  
**Location** Arlington, VA  
**Web** <http://www.fvap.gov>  
**Bio** Supporting and facilitating military and overseas absentee voting.

40 following 25 followers 0 listed

Follow Lists Settings

Don't forget- Military must submit new FPCAs: <http://www.fvap.gov/resources/media/miltimes1.pdf>  
12:06 PM Mar 3rd via web

Find out more: <http://www.fvap.gov/ocit/ocitfpc/ocitfpc-de.html>  
5:57 AM Nov 23rd, 2009 via web



**twitter** Home Profile Find People Settings Help Sign out

 **FVAP\_FL**

**Name** FVAP  
**Location** Arlington, VA  
**Web** <http://www.fvap.gov>  
**Bio** Florida: Supporting and facilitating military and overseas absentee voting.

2 following 24 followers 0 listed

Following Lists Settings

Request your ballot NOW for Feb 2 special primary in Florida's 19th District: <http://www.fvap.gov/global/news/nr21-2009.html>  
8:40 AM Dec 16th, 2009 via web

**Tweets** 1

**Favorites**

**Actions**  
message FVAP\_FL  
block FVAP\_FL  
report for spam

**Following**  


**RSS feed of FVAP\_FL's tweets**



# Personalized Social Media



mullen

Helping FVAP:

- Understand what the voter wants & needs
- Develop strategy to maximize use of our services
- Define FVAP's "brand"

Home Profile Find People Settings Help Sign out

**twitter**

**FVAP\_Director**

Name Bob Carey  
Web <http://www.fvap.gov>  
8 36 0  
Following followers listed

Tweets 2  
Favorites

Following

RSS feed of FVAP\_Director's tweets

That's you!

CA SoS Bowen got it - no voting system's 100% secure. So why do others insist that military/overseas voting systems be more secure?  
less than 5 seconds ago via web

We just sent out a press release on the next gen of online voting tools we're developing. <http://www.fvap.gov/global/news/nr19-2009.html>  
3:35 PM Dec 15th, 2009 via web

# Direct Assistance



## ➤ Call Centers

- Links in Online Programs
- Online chat capability
- 24/7 hours closer to election

## ➤ Interactive Training

- Voter Training
- Voting Assistance Officer Training
- Election Official Training
- “How-to” videos

## ➤ Registration/Absentee Ballot Request Assistance

- Installation Voting Assistance Offices
- National Voter Registration Act designation
- Frequent FPCA assistance tied to career milestones
- Civilian assistance



### The Military Voting Assistance Officer

Creating an effective voting assistance plan:

- Display the 2010 Election Dates and motivational posters
- Reach out to younger citizens (18-24) who have statistically lower voter participation rates
- Include tenant organizations in your absentee voting activities, especially National Guard and Reserve Units





# Leverage Technology

## ➤ Focus

- Improve ballot delivery and return times
- Reduce voter error; easy voter use
- Tailor to State requirements
- All available through FVAP.gov

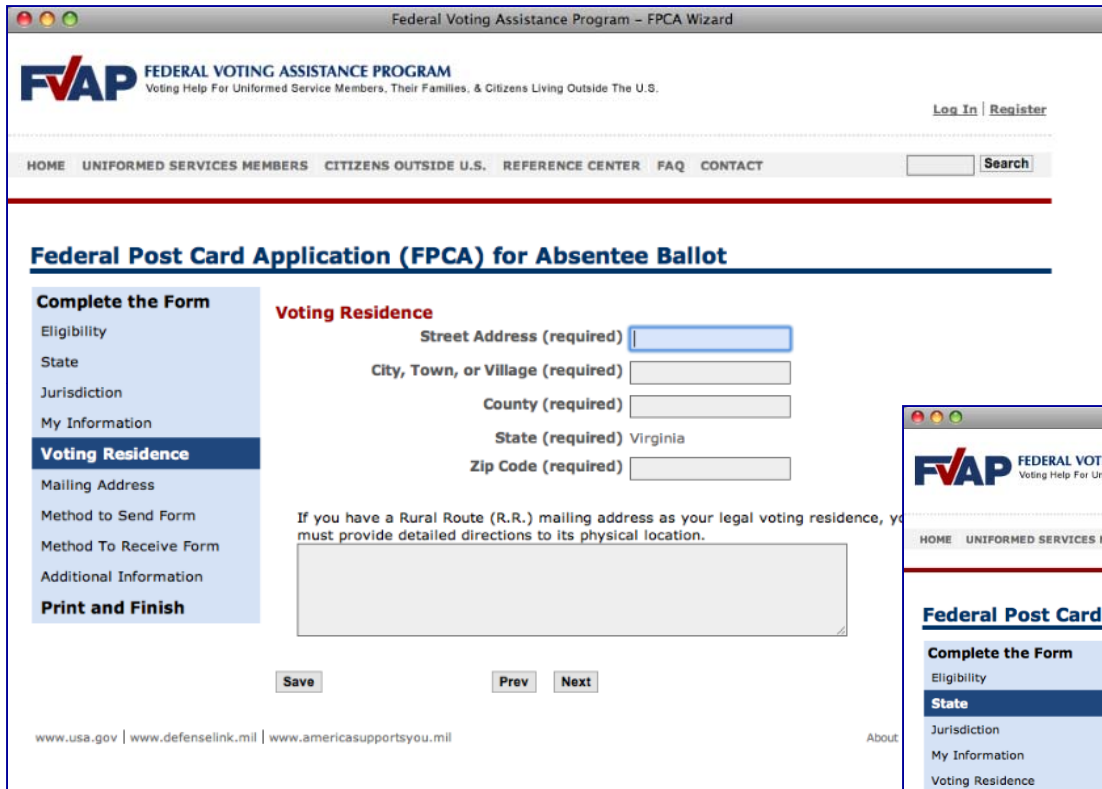
## ➤ Tools

- Online FPCA
- Online FWAB
- Online markable full ballot
- Electronic Absentee Voting Demonstration & Pilot Programs

} All use hard-copy print-out,  
wet signature, postal return

# Online FPCA and FWAB

## Federal Post Card Application (FPCA) Wizard



Federal Voting Assistance Program – FPCA Wizard

**FVAP** FEDERAL VOTING ASSISTANCE PROGRAM  
Voting Help For Uniformed Service Members, Their Families, & Citizens Living Outside The U.S.

Log In | Register

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### Federal Post Card Application (FPCA) for Absentee Ballot

**Complete the Form**

- Eligibility
- State
- Jurisdiction
- My Information
- Voting Residence**
- Mailing Address
- Method to Send Form
- Method To Receive Form
- Additional Information
- Print and Finish

**Voting Residence**

Street Address (required)

City, Town, or Village (required)

County (required)

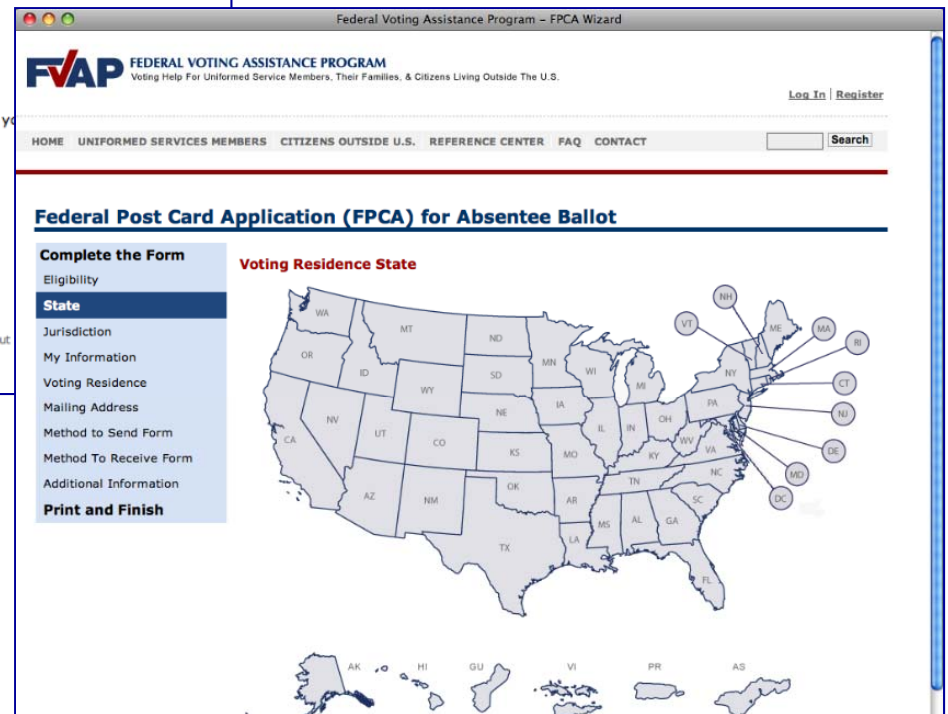
State (required) Virginia

Zip Code (required)

If you have a Rural Route (R.R.) mailing address as your legal voting residence, you must provide detailed directions to its physical location.

Save Prev Next

www.usa.gov | www.defenselink.mil | www.americasupportsyou.mil



Federal Voting Assistance Program – FPCA Wizard

**FVAP** FEDERAL VOTING ASSISTANCE PROGRAM  
Voting Help For Uniformed Service Members, Their Families, & Citizens Living Outside The U.S.

Log In | Register

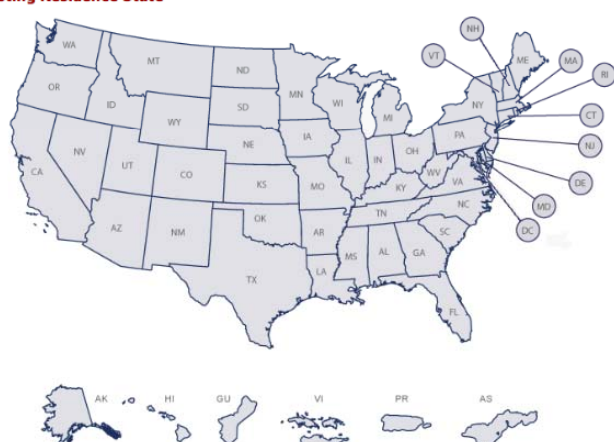
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**Complete the Form**

- Eligibility
- State**
- Jurisdiction
- My Information
- Voting Residence
- Mailing Address
- Method to Send Form
- Method To Receive Form
- Additional Information
- Print and Finish

**Voting Residence State**

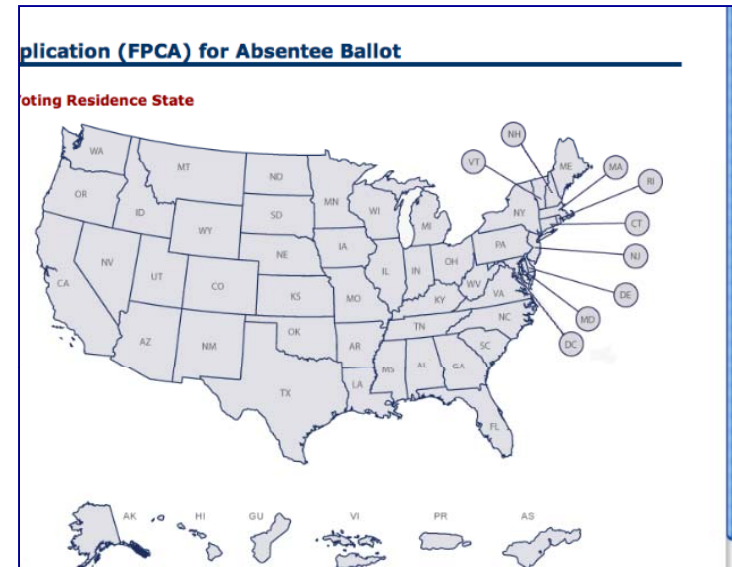


### Also a Federal Candidate online FWAB

- Auto Ballot population with federal candidates by voting residence
- Online ballot marking, hard-copy wet signature, postal return

# Ballot Delivery and Marking Wizard

- **FVAP Supported** = federal funding
- **Vendor Provided** = Existing technology deployment, multiple available vendors
- **State Decided** = State say in vendor and ballot;
  - MOVE Act compliant
  - VR/EMS Integration requirements
  - Common Data Format support
- **Voter Adopted** = seamless, intuitive, and transparent process
- **RFQ Issued 16 March 2010**





# Demonstration & Pilot Projects

- **DoD required by law to conduct electronic absentee voting demonstration project**
  - Uniformed services only
  - Statistical significant level
  - DoD can wait for EAC certified guidelines
  - Congressional intent is for remote PC-based system
  - Kiosk Pilot Program
  - FVAP-EAC-NIST Roadmap
  
- **Pilot Programs**
  - Authorized, but not funded by MOVE Act
  - Ballot Delivery and Marking Wizard is also a Pilot
  - Will evaluate first set of pilot program(s) after Wizards launched





# Electronic Absentee Voting Guideline Roadmap (1)

## GAO Guidance

- FVAP & EAC need detailed plans
- Necessary plan elements:
  - results-oriented action plan
  - goals, tasks, milestones, time frames, and contingencies
- FVAP-EAC Memorandum of Understanding
- EAC-NIST Interagency Agreement
- MOVE Act also requires EAC to develop detailed timeline for development of electronic absentee ballot guidelines

## Risk = % x impact

- Acceptable risk level policy decision already made
  - It **IS** the current voting system
  - Accepts 1/3 of absentee ballots never returned
- We should accept equivalent risk in new UOCAVA systems
  - May have different probability or impact
  - Can reduce probability and/or mitigate impact
  - Goal is to keep risk level at least the same, if not better



# Electronic Absentee Voting Guideline Roadmap (2)

## Define the Risk

- Use the EAC Risk Assessment Tool
- Evaluate the postal mail UOCAVA absentee ballot system as the baseline

## Establish Properties

- What “properties” are necessary for an electronic absentee voting system?
- To achieve the same level of risk as current system
- Even if DON’T believe Properties are technologically feasible

## Establish Interim Pilots

- Integrate current work
- **Failure is probative**
- Develop decision points for iterative development
- If possible, attach dates for those decision points and milestones

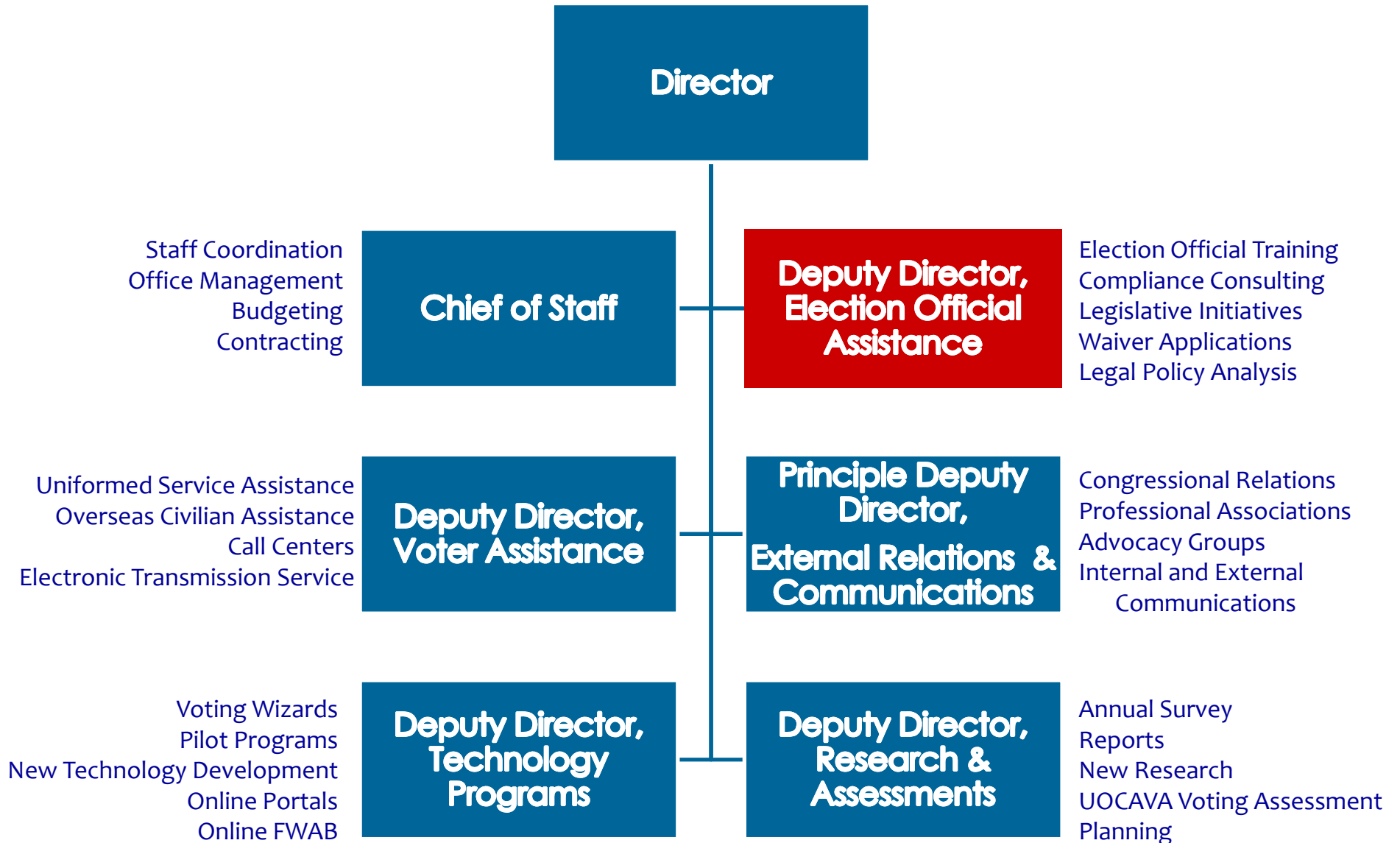


# Love Your Election Official

- **Election Officials are an FVAP Customer too**
  - Voters need election officials to accept FVAP tools and recommendations
  - Small population, high cost, exceptional visibility
  
- **Specific Assistance Initiatives**
  - Legislative Initiatives
    - Recommendations
    - Legislative assistance
    - State-by-State Index
  - Direct training
  - Compliance assistance
    - Interpretive memos
    - Access to call center, help desk, and FVAP trouble shooting
  - Tools
    - Wizard is tailored State tailorable
    - Common data format development

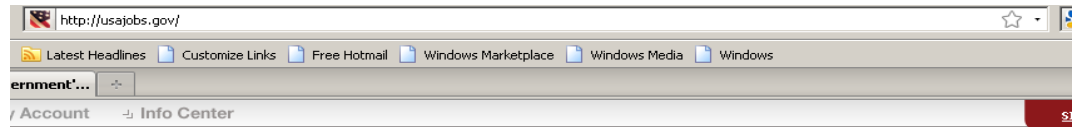


# FVAP Reorganization





# FVAP is Hiring!



[Browse Jobs >](#)  
[Advanced/International Search >](#)

**Search Jobs** ▶

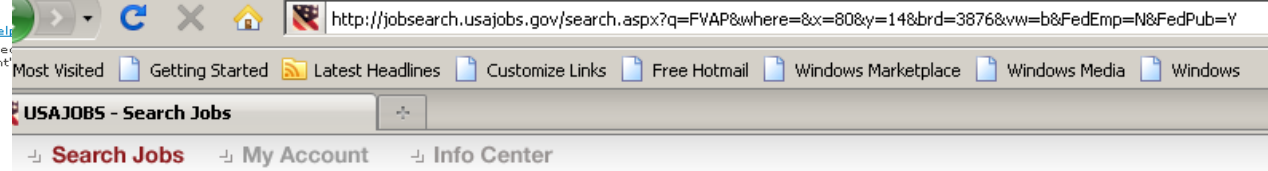
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**BRIEF VIEW** DETAILED VIEW

Search Results 1-1 of 1 Page: [1] Page 1 of 1

Closing	Job Summary	Agency	Location
4/1/2010	<a href="#">Program Analyst</a>	Defense Human Resources Activity	US-VA-Alexandria, Arlington & Falls Church
	⊕ Expand	▶ View Map	Save job

Search Results 1-1 of 1 Page: [1] Page 1 of 1



# State Legislative Initiatives

## ➤ State-by-State Index

- 0-100 scale
- Measures FVAP success in convincing States to adopt Legislative Initiatives
  - **0-50 – Unsuccessful**
  - **50-75 – Partially Successful**
  - **75-100 – Successful**
  - **National Average = 53%**

## ➤ Scores weighted on Where Voting Failure Occurs

- Greatest Scores given to areas with greatest impact on most significant failure
- 45-day prior = 30 points
- Email/online = 30 points
- Universal FWAB = 20 points

Legislative Initiative	Uniformed Services Weighting	Overseas Citizens Weighting
45 Day Transit Time	30	30
Electronic Transmission	30	30
FWAB	20	20
Late Registration	7	4
Emergency Authority	7	5
Elimination of Notary/Witness	4	8
Never Resided in U.S.	2	3
Uniform Law Commission	0*	0*

**FVAP would score itself as successful for States:**

- 45-day prior ballot delivery,
- email/online transmission of blank ballots,
- allows the FWAB for all elections



# Good Data, Better Transparency

- **FVAP Post-Election Survey Improvements**
  - Status of Forces Survey methodology
  - Develop trust in our methodology
  - Conduct every election cycle, not just Presidential
  - Integrate with EAC Post-Election Survey
  
- **More Research**
  - Attempt to define the overseas civilian population
    - Inside out?
    - Build from known populations
    - Partner with overseas American groups
  - Specify the UOCAVA voter distribution
    - ~85% of UOCAVA ballots transmitted by 100,000+ LEOs
    - Specify by municipality
  - Adjust prior year surveys



# FVAP Post-Election Surveys



Voting Help For Uniformed Service Members, Their Families, & Citizens Living Outside The U.S.

[For Voting Assistance Officers](#) | [For Ele](#)

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## Reference Center

- [Forms Available to Download](#)
- [Links](#)
- [Laws](#)
  - [UOCAVA Overview](#)
  - [National Voter Registration Act](#)
  - [Voting Residency Guidelines](#)
  - [Political Activities](#)
  - [State Legislative Initiatives](#)

## Reports

- [About Elections and Officials](#)
- [Never Resided in the U.S.?](#)
- [Military Recruiter Information](#)
- [Biennial Slogan Contest](#)

[Home](#) > [Reference Center](#) > [Reports](#)

## Reports

- [DoD Inspector General Voting Assistance Pr](#)
- [Election Assistance Commission Reports](#)
- [Expanding the Use of Electronic Voting Tech 2007](#)
- [Integrated Voting Alternative Site- Decemb](#)
- [2006 Reports and Data on Military Voting](#)
- [Government Accountability Office \(GAO\) Re](#)
- [Post Election Survey Reports](#)
- [Secure Electronic Registration and Voting E](#)
- [Voting Over the Internet \(VOI\)](#)

## Eighteenth Report and Data

In preparation for the 2008 Post Election Survey, FVAP and DMDC contracted with Westat and DRC to review the 2004 Post Election Surveys. Below are the reports produced as a result of the focus groups, questionnaire appraisal, and methods review. FVAP used the results to improve the 2008 methods and questionnaires.

### [Methods Review](#)

### [Cognitive Reviews of Questionnaires](#)

### [Military Survey Usability Testing](#)

The Eighteenth Report covers the 2008 election cycle. The surveys and data for the following populations can be seen below:

### [18th Report Introduction](#)

### [DMDC Note Comparing 2004 and 2008 Statistical Methods](#)

### [UVAO Questionnaire](#)

### [UVAO Statistical Methods Report](#)

### [DOS Voting Assistance Officers Questionnaire](#)

### [DOS Voting Assistance Officers Statistical Methods Report](#)

### [Federal Civilians Overseas Questionnaire](#)

### [Federal Civilians Overseas Statistical Methods Report](#)

### [Non-Federal Overseas Citizens Questionnaire](#)

### [Non-Federal Overseas Citizens Statistical Methods Report](#)

- **<2004 FVAP Surveys fundamentally flawed**
- **2008 Survey attempted to correct those flaws**
- **Use the DMDC Status of Forces Survey**
- **2010 improvements**
  - **Spouses**
  - **Non-Response Analysis**
  - **Adjust prior surveys**
  - **LEO Census**



data.gov/catalog/raw/category/0/agency/0/filter/fvap/type//sort//page/1/count/25

or agency web pages that allow you to mine datasets.

"RAW" DATA CATALOG

"RAW" DATA CATALOG

TOOL CATALOG

GEODATA CATALOG

**Search "raw" data by keywords**

**Search "raw" data by file type**

XML  CSV/Text  KML/KMZ  Shapefile  Other

**Search "raw" data by single/multiple category**











- All Categories
- Agriculture
- Arts, Recreation, and Travel

**Search "raw" data by single/multiple agency**

- All Agencies
- Agency for Healthcare Research and Quality (HHS/AHRQ)
- Agricultural Research Service (USDA/ARS)

SEARCH

Page 1 of 1 (6 records)
« < 1 > »
Results per page: 25 | 50 | 100

Name (click for metadata and to rate dataset)	Rating	Agency	XML	CSV/TXT	KML/KMZ	Shapefile	Maps	Other
<b>Federal Employees Overseas Absentee Voting Post Election Survey</b> FVAP post election survey of DoD civilian employees overseas	 (3 votes)	DOD						
<b>Military Voting Assistance Officers Post Election Survey</b> FVAP pot election survey of unit voting assistance officers in all branches of the Uniformed Services CONUS/DCONUS.	 (2 votes)	DOD						
<b>Department of State Voting Assistance Officers Post Election Survey</b> FVAP post election survey of department of state voting assistance officers.	 (1 votes)	DOD						
<b>Uniformed Services Absentee Voting Post Election Survey</b> FVAP post election survey of active duty members and full-time active reservists who are US citizens w/more than 4 months of service. Spouses and children of military me...	 (3 votes)	DOD						
<b>Overseas Citizens Absentee Voting Post Election Survey</b> FVAP post election survey of american citizens residing overseas, including students, but not tourists or those included in the Federal employees overseas population	 (1 votes)	DOD						
<b>Local Election Officials Post Election Survey on Military and</b>								



# FVAP Metrics

## Voting Assistance Metrics

- Assignment and training of VAOs
- Form & materials distribution collection
- Communications to Voters
- Spouse & Dependent Outreach Programs
- Individual Voter Awareness
  - Forms
  - Rights
  - Resources

## Program Metrics

- Develop an FVAP Assessment Program
- Director, FVAP Performance Plan:
  - UOCAVA Voter Success Rate
  - Implementation of MOVE Act
  - Deployment of Voter Tools



# **Federal Voting Assistance Program Department of Defense**

**Bob Carey, Director**

**1777 North Kent St., #14003  
Arlington, VA 22209**

**Phone: 703-588-8118**

**Fax: 703-696-1352**

**Email: [Robert.Carey@fvap.ncr.gov](mailto:Robert.Carey@fvap.ncr.gov)**



# MOVE Act: Federal Requirements

## ➤ More online tools

- FWAB
  - Federal Candidate list
  - Requires States accept for LEOs?
- State UOCAVA Election Official and Electronic Communications Address Database
- Online Voter Portals

## ➤ Expedited ballot return

- Overseas Uniformed Services Personnel
- Sent NLT 7 days prior to election; Free
- Working with MPSA to coordinate with tracking system and possibly integrate with State requirements

## ➤ Expanded voter outreach

- Installation Voting Assistance Offices
- Advertising and communications
  - Online FWAB
  - 30, 60, 90 day prior notices

## ➤ Improved data collection

- Coordinate with States and EAC
- Covers Election Day Survey info
- Online repository

## ➤ Reports

- Voting Assistance Program analysis and plan
- MOVE Act implementation
- Annual survey and overall effectiveness
- DOJ on enforcement
- EAC and NIST on Internet Voting Standards



# MOVE Act: State Requirements

- **Transmit ballots 45 days prior to election**
  - Waivers allowed by Secretary of Defense, ICW Attorney General
  - Not perpetual – apply every election
  - Need to show adequate time available for voters
- **Transmit ballots electronically**
  - Does not define electronically
  - Fax alone provides little help to military voters
- **Accept Federal Write-In Absentee Ballots for all federal elections**
  - Continued usefulness of SWABs?
  - FVAP encourages universal adoption of FWAB
- **Free Online Ballot Receipt System**
- **Cannot require notary**