



BEST PRACTICES FOR VOTER REGISTRATION PROGRAMS

Before You Start

- ✓ Write a memo to file documenting the c3 nature of your program and nonpartisan selection criteria (i.e. geography and demographics).
- ✓ Ensure your registration program follows the c3 memo.
- ✓ Meet with election officials to review voter registration laws and procedures and your program procedures; maintain notes of the meeting.
- ✓ Seek qualified counsel to provide legal advice as needed throughout drive.
- ✓ Develop and use a budget that captures the full cost of the program and breaks out expenses in sufficient detail. (Can provide a budget template).

Field

- ✓ Have a written process for recruiting, hiring, and dismissing full time and part time staff that complies with federal and state laws.
- ✓ Implement a system to test and track the productivity of registration sites or events.
- ✓ Implement and use a system for recording information regarding productivity by registration worker, date, and, if possible, location.
- ✓ Provide a registration worker training that covers:
 - What fields constitute a complete application;
 - Who is eligible to collect applications and any restrictions;
 - Who is eligible to complete an application and standard responses to common eligibility questions;
 - What actions related to voter registration are illegal; and
 - What actions related to voter registration violate c3 requirements.
- ✓ Collect signed policy affirmations on fraud and nonpartisanship during the employment process.
- ✓ Where allowed, develop a plan for field tests prior to hiring staff or volunteers that will be collecting applications.
- ✓ Regularly review with staff and volunteers:
 - What is a complete card;
 - Who is eligible to register;
 - Who can collect applications and other restrictions;
 - What is fraud; and
 - What is non partisan.
- ✓ Display signs in workspace demonstrating the organization's policy on fraud and nonpartisanship.
- ✓ Implement and use a system that tracks applications given to registration workers and returned by them after each shift or event.
- ✓ Implement and use a system to record the total number of applications collected per collector, per shift or event; the number that were complete, incomplete, and spoiled; and any issues with an application.
- ✓ Enforce quality standards that require registration workers to collect complete applications from eligible applicants. Periodically observe your workers in the field and provide feedback to team leaders.



BEST PRACTICES FOR NONPROFIT CIVIC ENGAGEMENT PROGRAMS (con't)

Document Retention

- ✓ Retain employment records in a location where they can be easily retrieved.
- ✓ Retain signed policy affirmations in a location where they can be easily retrieved.
- ✓ Retain scans of applications. (Comply with any state-specific guidance regarding copying, scanning and/or retaining information from completed applications.)
- ✓ Retain completed forms used to track applications.
- ✓ Retain completed forms used for identifying, addressing and documenting quality issues.
- ✓ Retain communication with election officials or law enforcement.
- ✓ Retain copies of scripts, training curricula, procedure manuals, and other documents describing the management of your program.
- ✓ Maintain an offsite backup of your registration drive records.

Quality Control

- ✓ Maintain a separate and secure space for quality control staff and programs.
- ✓ Maintain a separate and secure space for applications.
- ✓ Conduct a visual review of ALL applications collected.
- ✓ Implement and use a system to track applications from point at which a collector turns them into a supervisor up to the point where they are submitted to collected applications can be verified on the telephone by the applicant. (35% on average.)
- ✓ Have and follow a written protocol for identifying, timely and effectively addressing, and documenting quality issues.
- ✓ Have a system for reporting quality issues to election officials.
- ✓ Have a system for tying each application to the collector who collected it.
- ✓ Have a system for recording information regarding the findings of the quality control program by collector/volunteer and date.
- ✓ Regularly review quality control reports to look for problems, including problems with reporting (i.e. late, contains data entry errors) and problems with the procedures (i.e. incomplete applications not being addressed).



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Data

- ✓ Where legal, retain an image of all applications and related documents that is easily retrievable.
- ✓ Load all scanned images of applications to VETS.
- ✓ Enter information from each application into the VETS data entry module, including:
 - The fields required for Catalist data matching (see attached document) plus;
 - Site where application was collected (or event if applicable);
 - ID Code for collector who collected the application;
 - An indicator whether all the required information is legible on the application.
- ✓ Capture daily performance data and regularly review the data to identify possible problems.
- ✓ VETS can automatically load data from applications to Catalist for matching, or you can manually export data to match your applicants to the voter file to determine how many are getting on the voter rolls.
- ✓ You can use the VETS to maintain all scans and associated data. If you maintain your own copies, create and use standardized file names and folder names.
- ✓ Create an index and data dictionaries to clarify any abbreviations or preprends.
- ✓ Discard obsolete versions after making backups and create new file names for new versions.
- ✓ The VETS QC module includes an audit of the entire data entry data to ensure quality.

For More Information, contact:
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