

Civic PRIDE

The Election Center Newsletter
for Election Officers
Louisville, KY



"The right to vote is our most precious freedom ..."

Fall Edition 2009

In Search of Excellence

A year without elections! What a great time for the Jefferson County Clerk's Office Election Center to undergo a restructuring process. As part of the restructuring plan, changes are being made to recruit citizens to serve as Election Officers for the 2010 election cycle. Staff has been reassigned to design, implement, and manage a citizen recruiting program that will meet the needs of the organization, the Election Center, and the Election Officers.

Recruitment will become a year long effort. We are in the process of developing a targeted recruitment plan that will provide the Election Center with qualified Election Officers, and ensure that we have the number of Election Officers needed to fully staff precincts on Election Day. New recruitment methods include: posting Election Officer positions on volunteer web sites; placing more emphasis on specific party recruiting in areas where we fall short of Republicans (West End and South End) and Democrats (East End); contacting

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The Value You Bring to the Election Process!

There are three key words used in the mission statement of the Jefferson County Clerk's Office: Value, Integrity, and Performance. In this article, I want to discuss the Value you bring to our ability to meet the goals of the Election Center. Our

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A message from the Chairperson, Board of Elections

Welcome to the first edition of your newsletter, **CIVIC PRIDE**. The title is a reflection of the values we share regarding one of the most important activities in our democracy – elections. This newsletter was redesigned as part of our effort to keep you better informed and up-to-date on changes that may directly affect your service as an Election Officer.

As many of you know, the Election Center is now under the administration of the Jefferson County Clerk's Office. As such, we want you to be familiar with the mission of the Jefferson County Clerk's Office. The mission statement is located on the sidebar of page 2.

Though the voting public only visits a polling location twice a year, they deserve the same exceptional VIP service our customers receive at any of our offices on a daily basis. And, I am confident of your desire and ability to deliver that service!

In the following pages you will read about our preparations for the 2010 elections. Please mark your calendars for May 18 and November 2, 2010; and, take these dates into consideration as you plan vacations, travel, and other activities. We will need every single one of you to be fully prepared to serve on these election dates.

Another change you need to be aware of applies to our Election Officer trainings. You will now register as you come into the training. We will set aside 45 minutes before the training begins to give you time to register, pick up your name tags, and receive your training materials. This will allow us to efficiently plan and deliver the training you need and deserve.



Bobbie Holsclaw

We are also stepping up our recruitment efforts. We need Election Officers who are customer service minded, and who are willing to work throughout Jefferson County.

We have updated the Election Center web site. Please take a few minutes to log on to www.JeffersonCountyClerk.org and click the Voter Information link. You will find it much easier to navigate to the information you need, and the information is more clearly identified.

And finally, it gives me great pleasure to introduce you to our new Election Officer Administrators; Jeanna Benoy (R) and Mary Dawson (D). They are working hard to ensure we have plenty of quality Election Officers for our elections. They are dedicated to keeping the channels of communication open. If you haven't heard from them yet, you will very soon! If you know someone who would be a good candidate as an Election Officer, please refer that person to Mary or Jeanna. Applications are available on our web site.

Thank you for serving Jefferson County as an Election Officer. You are the face of true Civic Pride!

Civic Pride
is a quarterly publication
of the Jefferson County Clerk's
Office for the benefit of our
Elections Officers.

Mission Statement:
We are committed to providing
service that reflects Value,
Integrity, and Performance.
We believe every citizen deserves
V.I.P. service.

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BOARD OF ELECTIONS

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We thank our contributing writers for
this issue:

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Administration

Susan Clark, Co-Director
Election Center

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please contact us at 574-6211 or email
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Photograph of Ms. Holsclaw courtesy
of Ewa Wojkoska and Today's Woman Magazine.
Director's photos by Ewa Wojkoska.

In Search of Excellence

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the Republican and Democratic parties to revitalize their position in the selection process; and partnering with schools, colleges, and volunteer organizations by asking them to work as Election Officers. They can donate their pay to raise a significant amount of money for their cause. These are just a few of the ways

we want to recruit new Election Officers. Reaching our goal of fully staffing each polling location will take pressure off of our current Election Officers that work one or two officers short each election.

We hope you notice the positive changes happening this year. We look forward to meeting you at the training sessions in 2010.

By Mary Dawson, Administrator
Election Center

The Value You Bring

(from page 1)

goals are to:

- Protect the fundamental right to vote for all Jefferson County citizens.
- Conduct all Federal, State, and Local elections according to the law.
- Maintain voter registration records for Jefferson County and past election history.
- Ensure all election related mandates of the Kentucky Constitution and the Kentucky Revised Statutes are met.

Your willingness to serve on Election Day ensures that these goals can be met. Without you, we would have to hire thousands of employees, at taxpayer expense, to conduct the elections. And when your Performance demonstrates the Integrity you bring to the election process, our customers (the voters), receive the true VIP service we believe they deserve.

Theodore Roosevelt once said (paraphrased), "What matters is the man in the arena." Election Officers may be in the arena on election morning, but you are our customers, as well. We want you to know that we value your service,

and your willingness to help our newest Election Officers to feel welcome when they come to work at the precinct.

Many of you can remember how unsure of yourself you were that first election morning, arriving at your assigned work station. Remember looking at everything and trying to remember the training, wishing you had taken better notes? Well, our veteran Election Officers must shoulder the responsibility for making our newest Election Officers feel welcome. That first experience may be the difference between a decision to serve again or staying at home.

John Kennedy is known to have said in a speech "Ask not what your country can do for you, but what you can do for your country." You are serving your country. You are the one in there making a difference. You are playing a significant part in the free elections process by being an Election Officer. On behalf of County Clerk Bobbie Holsclaw, I thank you for your past selfless efforts to serve your community in this way. And, I certainly look forward to working with you in future elections.

By Susan Clark, Co-Director
Election Center



Meet the new administrators



Mary Dawson

During the recent restructuring process, staff has been reassigned to manage the recruitment and placement of Election Officers. The two new positions are held by Jeanna Benoy and Mary Dawson, Election Officer Recruitment Administrators.



Jeanna Benoy

Jeanna Benoy has been with the Jefferson County Clerk's Office for five years and holds an MBA in strategic marketing and communications. She has managed a nonprofit, trained program delivery personnel, and recruited volunteers. Jeanna is a grant writer and certified trainer. She is experienced in program design and implementation, as well as evaluation and assessment. Jeanna can be reached at 574.6211.

Mary Dawson has been with the Jefferson County Clerk's Office for 10 years and has an Associates Degree in Paralegal Studies. She has experience in planning, managing, and implementing large special events. Mary has been responsible for the recruiting and coordination of volunteers, sponsors, and participants for programs that require strategic communications with schools, organizations, businesses, and agencies throughout the county. Mary can be reached at 574.5532.

We hope that you had an opportunity to speak with Jeanna or Mary this summer. They contacted each Election Officer by phone to introduce themselves, and to verify information from each Election Officer. If you have any questions, feel free to contact Jeanna or Mary at any time.

GOALS FOR ACHIEVING THE MISSION!

By Kent Hall, CAO
Administration



When it comes to elections in Jefferson County, we are on a mission at the Clerk's Office. We want to make sure that every registered voter who visits their polling location on Election Day is treated with the utmost respect and courtesy; is provided the correct ballot; and, can successfully cast that ballot. It's called VIP service, and our customers deserve it.

As Election Officers, you are the front line face that our customers see on Election Day. As representatives of the Jefferson County Clerk and the Board of Elections, everything you say and do on Election Day reflects on the agency and the board.

We have to recruit and train over 2,000 Election Officers every election cycle. Your willingness to serve the community makes reaching this goal possible. We obviously need a specific quantity of civic minded citizens. We also need specific qualities - communication skills, experience, a strong sense of team work, and customer service values.

It really comes down to taking the extreme care that is necessary to fulfill the responsibility of an Election Officer, while treating the customer the way you would like to be treated. It may sound simple, but when that alarm goes off at 4 am, being friendly may not be the first thing that pops into most people's minds. Being welcoming and helpful to a new recruit who is trying to figure out how to mark a voter registration book, or find the ballots, or set up the voting machine may be challenging, but that's the challenge you accept when you agree to be an Election Officer.

I want to encourage each of you to be prepared for these challenges on Election Day. It doesn't happen without planning. The first challenge is getting up and to your location on time, 5:15 am. The next challenge is getting the polls open by 6 am. That takes team work, communications, and consideration of one another. And finally, showing the voter the courtesy and respect they deserve while they take part in the most important act of a democratic and free country - exercising the right to vote. Then, and only then, will we be able to say, "Mission accomplished!"

DO YOU HAVE E-MAIL?

We want to keep in touch with you - not just during election season, but throughout the year. That is why we called this summer, asked for your opinions, suggestions, and other important information; particularly, your email addresses.

Now, we are able to send this quarterly newsletter to you by email. It's less expensive than printing and mailing, and very eco-friendly! With neat, informative articles and fun quizzes; we hope it will refresh what many of you already know about elections. Included will be information about rules and regulations that

must be followed; more details about procedures that may need extra attention; and, any changes in election laws that you need to know about.



If your email address changes, contact us at 574.6211 or 574.5532 or, send us an email. We want to make sure that you receive the latest info. We hope you will find the newsletter and other electronic correspondence beneficial to your service as an Election Officer.

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SAY WHAT? Things you need to know ...

Did you know that your precinct Sheriff Report is an important tool used by election officials to evaluate how well we resolve incidents that occur on Election Day? Please be sure to document problems and issues when they happen. It's amazing how helpful a little information can be!

These reports are also reviewed by the Election Center staff. As a result of comments you have made about problems you experienced during past elections, there may be changes made for future election cycles.

The most commonly reported issues were:

- Election Officers could not get the AccuTouch machine up and operational by 6 a.m., when the polls opened.
- Precinct rosters were not correctly marked.
- Blue ink was used to fill in the precinct roster.

LET'S LOOK AT PRECINCT ROSTERS: One of the responsibilities you have is to match the names on the **absentee voter list** (provided in your gray supply bin) with names in your precinct roster. Then, you write the words VOTED ABSENTEE on the signature line of the precinct roster. **Never draw a line through the name or the bar code.** This should be completed by 6 a.m.

Ballot numbers - Every ballot issued to a voter has a number on it. Write that ballot number beside the voter's printed name. If the ballot is spoiled, mark out the first ballot number issued, and write the number of the second (or third ballot) issued.

Filling in the ID bubble - When you check the ID of the voter, you must fill in the bubble that indicates the type of ID you were provided. You don't put a check mark in it. You don't circle it. You fill in the bubble!

BLACK INK ONLY- Do not use blue ink to mark, write in, or sign the precinct rosters. Blue ink will not scan properly. By Jeanna Benoy, Administrator
Election Center

UPCOMING EVENTS

Primary Election - May 18, 2010
General Election - Nov. 2, 2010

QUESTIONS FROM ELECTION OFFICERS

QUESTION: What happened to the "I Voted" stickers you used to provide for us to give to voters during the 2008 General Election?

Answer:

We no longer provide stickers. In the past, voters took them off and stuck them to walls, floors, and furniture before leaving the polls. We do not want the facility we are using to be damaged.

I KNEW THAT!

HOW MANY CAN YOU ANSWER CORRECTLY?

1. Can Election Officers leave the polls on Election Day? Yes No
2. Do you ask for the voters current address before issuing a ballot? Yes No
3. A voter hands you a Voter Notification of New Polling Location form with an authorization #. What do you do?
A) Call the Election Center to verify voter is eligible to vote.
B) Call the Election Center to verify voter is in the right location.
C) Ask voter to sign Supplemental Roster, complete the Oath of Voter, and issue a ballot.
4. A voter cannot read English and needs assistance voting. Who can provide assistance?
A) One Republican and one Democratic Election Officer
B) A friend or family member
C) Employer
D) All of the above
E) A & B
F) A & C
5. Can a precinct have more than one ballot style?
Yes - precinct may contain small cities.
No - everyone receives the same ballot.

6. A voter places his ballot in the AccuVote machine then realizes he forgot to vote races on the back of the ballot. What can you do?
A) Issue another ballot.
B) Call the Election Center to get permission to give him another ballot.
C) Tell voter you are sorry, but the vote has been cast. You cannot issue another ballot.
7. What do you write on the Sheriff's Report?
A) Electioneering problems
B) Any election law violations
C) Mention that the precinct lost power during the day.
D) One of the Election Officers left the polling location to buy lunch.
E) All of the above

Answers: 1. No; 2. Yes; 3. C; 4. E; 5. Yes; 6. C; 7. E