

Chairman Brett Grimm
Kim D. Joesting, Dist. 1
Nancy Proehl, Dist. 1
Mark Goddard, Dist. 1
Kaden Nelms, Dist. 1
Nick Graff, Dist. 2
Greg Menold, Dist. 2
Greg Sinn, Dist. 2
Eric Schmidgall, Dist. 3
Dave Mingus, Dist. 3
Tammy Rich-Stimson, Dist. 3



John C. Ackerman
County Clerk

Vice Chairman, Michael Harris, Dist. 3
Jay Hall, Dist. 1
Deene Milam, Dist. 1
Joe Woodrow, Dist. 1
Jon Hopkins, Dist. 2
Maxwell Schneider, Dist. 2
Cathryn Stump, Dist. 2
Eric Stahl, Dist. 2
Russ Crawford, Dist. 3
Eugene Glueck, Dist. 3
Greg Longfellow, Dist. 3

**TAZEWELL COUNTY BOARD
MEETING MINUTES
WEDNESDAY, SEPTEMBER 30, 2026
6:00 PM**

James Carius Community Room, Tazewell Law & Justice Center,
101 S. Capitol Street, Pekin, Illinois 61554

ROLL CALL BY COUNTY CLERK

Attendance was taken by Roll Call and the following members of the board were present: Members: Russ Crawford, Eugene Glueck, Jay Hall, Mike Harris, Jon Hopkins, Kim Joesting, Greg Longfellow, Greg Menold, Deene Milam, Kaden Nelms, Nancy Proehl, Tammy Rich-Stimson, Eric Schmidgall, Greg Sinn, Eric Stahl, Cathryn Stump, Joe Woodrow. – 19, Members absent: Chairman Grimm, Mark Goddard and David Mingus – 3

INVOCATION AND PLEDGE OF ALLEGIANCE

Vice Chairman Harris led the invocation followed by the Pledge of Allegiance

COMMUNICATION FROM MEMBERS OF THE PUBLIC AND/OR COUNTY EMPLOYEES

COMMUNICATIONS FROM ELECTED AND APPOINTED OFFICIALS

Vice Chairman Harris commended the Health Department for their reduction of 2 ordinances.

County Clerk John Ackerman spoke about Chief Deputy County Clerk, Dan Sullivan and how he represented Tazewell County and the State of Illinois at the 2026 PRIA (Property Records Industry Association) Annual Conference in Buffalo, New York. He also commended Dan on his implementation of the E-Certified Marriage Certificates records on our Webpage and leading our office to be the first in the State of Illinois to

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offer this more accessible and secure way to obtain this vital record. John also spoke on the heavy turnout so far, the early voting and mail in ballot request. John also provided a handout to the County Board titled U.S. Alliance for Election Excellence. This booklet spoke about the Alliance Certification Program.

APPROVE THE MINUTES OF AUGUST 26, 2026, COUNTY BOARD PROCEEDINGS

Member Nelms moved to approve the minutes of August 26, 2026, County Board proceedings as printed: seconded by Member Graff. Motion to approve the minutes as printed were approved by voice vote of 19 Yeas: 0 Nays.

IN-PLACE RISK COMMITTEE MEETING

Meeting started at 6:05 PM.

Risk Committee Meeting ended at 6:08 PM.

IN-PLACE EXECUTIVE COMMITTEE MEETING

Meeting started at 6:09 PM.

Executive Committee Meeting ended at 6:10 PM.

CONSENT AGENDA

Land Use: Approve 26-36-Z Gary Smith, Rezoning, Washington Township, Resolution LU-26-11.

Land Use: Approve Subdivision Modification (Benjamin Koch), Resolution LU-26-12.

Finance: Approve budget transfer for Supervisor of Assessments, Resolution F26-16.

Finance: Approve budget transfers for Veterans Assistance Commission, Resolution F-26-18.

Finance: Approve contract with Tyler for Probation data management system, Resolution F-26-19.

Human Resources: Approve renewal of VSP agreement for optical services, Resolution HR-26-05.

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Human Resources: Approve changes to the health insurance plan. Resolution HR-26-07.

Human Resources: Approve a change to the Qualified High-Deductible PPO Health Plan. Resolution HR-26-08

Human Resources: Approve renewal agreement with ParentoHealth as stop loss carrier. Resolution HR-26-09.

Human Resources: Approve termination of TPA Administrative Service Agreement with Consociate, Inc., DBA Consociate Health. Resolution HR-26-10.

Human Resources: Approve Third Party Administrator Agreement with Allied Administrators. Resolution HR-26-11.

Executive: Approve amendments to the Sewage Ordinance. Resolution E-26-55.

Executive: Approve amendments to Body Art Ordinance. Resolution E-26-56.

Executive: Approve County Trustee Resolutions. Resolution E-26-67.

Member Crawford moved to approve the Consent Agenda items as outlined in the agenda packet: seconded by Member Hall. The Consent Agenda was approved by voice vote of 19 Yeas; 0 Nays.

The following items were removed from the Consent Agenda for further discussion.

Item 1 Risk Management: Member Glueck moved to approve the Disposal of a damaged Animal Control Truck and settlement. Motion was passed by roll call vote of 19 yeas: 0 Nays.

Item 2 Executive: Member Crawford moved to approve the agreement with Devnet for tax-cycle software, seconded by Member Rich-Stinson. Motion was passed by roll call vote of 20 Yeas; 0 Nays.

Item 3 Executive: Member Crawford moved to approve Decommissioning Agreement for Unsicker Sun 1, LLC. seconded by Member Graff. Motion was passed by roll call vote of 18 Yeas; 1 Nay – Member Graff.

Item 4 Executive: Member Crawford moved to approve Decommissioning Agreement for Unsicker Sun 2, LLC, seconded by Member Hall. Motion was passed by roll call vote of 18 Yeas; 1 Nay – Member Graff.

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APPOINTMENTS/REAPPOINTMENTS

Member Sinn moved to reappoint Wallace Varney to the Cincinnati Drainage and Levee District, seconded by Member Glueck. Resolution E-26-59 was approved by voice vote of 20 Yeas; 0 Nays.

Member Crawford moved to reappoint Monica Whetstone to the East Peoria Drainage & Levee District, seconded by member Hall. Resolution E-26-65 was approved by voice vote of 19 Yeas; 0 Nays.

Member Crawford moved to reappoint Marcus Camp to the East Peoria Drainage & Levee District, seconded by member Hall. Resolution E-26-66 was approved by voice vote of 19 Yeas; 0 Nays.

Member Crawford moved to appoint Stacey Melloy to the Board of Health, seconded by member Hall. Resolution E-26-68 was approved by voice vote of 19 Yeas; 0 Nays.

Member Crawford moved to reappoint Wayne Deppert to the Imperial Valley Water Authority, seconded by member Hall. Resolution E-26-69 was approved by voice vote of 19 Yeas; 0 Nays.

Member Crawford moved to appoint Chris Valentine to the Powerton Fire Protection District, seconded by member Hall. Resolution E-26-70 was approved by voice vote of 19 Yeas; 0 Nays.

Member Crawford moved to reappoint Dennis Hallstein to the West Fork Drainage District, seconded by member Hall. Resolution E-26-71 was approved by voice vote of 19 Yeas; 0 Nays.

Member Crawford moved to reappoint Raymond Woodrow to the Union Drainage District, seconded by member Hall. Resolution E-26-72 was approved by voice vote of 19 Yeas; 0 Nays.

UNFINISHED BUSINESS

The board determined there was no unfinished business to discuss at this time.

NEW BUSINESS

The board determined there was no new business to discuss at this time.

REVIEW OF APPROVED BILLS

The Board Members have been sent the approved bills.

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APPROVE OCTOBER 2026 CALENDAR

Member Proehl moved to approve the October 2026 calendar; seconded by Member Rich-Stinson. Motion to approve the October 2026 calendar was approved by voice vote of 19 Yeas; 0 Nays.

ADJOURNMENT

With no other business presented to the Board, Vice Chairman Harris announced the meeting adjourned. The Tazewell County Board Meeting was adjourned at 6:18 PM. The next meeting scheduled will be October 28, 2026.



U.S. Alliance for Election Excellence

Supporting those who support our democracy

The U.S. Alliance for Election Excellence is a nonpartisan collaborative that brings together election officials and other election experts to envision, support, and celebrate excellence in U.S. election administration. Election officials are invited to join a community of peers dedicated to **running excellent elections, serving voters with integrity, and advancing the field of election administration for generations to come.**

Advancing the profession of U.S. election administration for years to come

Together with more than **300 local election officials that collectively serve over 36 million voters**, the Alliance developed a comprehensive set of voluntary, nonpartisan standards to define high performance for local election departments across key areas in U.S. election administration. The Standards are designed to support local election officials, improve election operations, and build public trust.

The Alliance Certification Program

The new Alliance Certification Program recognizes election departments' performance alongside the voluntary, nonpartisan Standards for Election Excellence. It recognizes entire offices—rather than individuals—and the process is **fully online**.

Through certification, your office can:

- Earn recognition for your office's excellent work with the "Election Excellence Certified" designation
- Increase public trust and credibility with your community
- Improve your voter experience and identify areas for growth
- Access and learn from a community of peers committed to election excellence



Join the Alliance Community

U.S. election departments are invited to get involved with the Alliance. Sign up for our newsletter to for updates about the Certification Program, generic resources, and more ways to participate.



U.S. Alliance
for Election
Excellence

electionexcellence.org

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Step-by-step overview of the certification process



Scan this QR code to access the links listed in this document.

1

Create a profile on the portal

Go to electionexcellence.org/alliance-certification-program and set up an account. Only create one account per office, even if multiple staff members will be working on the portal together.

2

Choose a Standard

Offices can be certified in any or all Standards, but they must pursue certification for each Standard separately, so select the Standard your office wants to be certified in. You can pursue certification in multiple Standards at the same time, if you'd like.

3

Submit materials and information

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. You will never be asked to share confidential materials, live ballots, or protected personal information about your voters.

4

Review of your submission

Once you've submitted your application, your materials will be reviewed by impartial independent reviewers who are part of the Alliance Certifying Body. They will evaluate your submission and determine whether your materials, answers, and practices demonstrate that you have met the Standard you sought certification for.

5

Certification or resubmission

Once the review is complete, you will receive an email indicating that the result and feedback will be available to view in the certification portal. If your materials, answers, and practices demonstrate that you have met the Standard, your office will be certified in that Standard and you'll receive a certificate in the mail as well as a digital badge. If you are not certified you will receive detailed feedback, along with access to optional self-study materials and guidance on how to resubmit. For more information on the Certification review process, please see the [Certification FAQ](#).

Resources for offices pursuing certification

- **The Standards for Excellence:** Certification is based on meeting these nonpartisan, voluntary standards. Take some time to read over the Standard(s) that your office will be pursuing certification in.
- **Certification Preparation Guides [linked]:** These preparation guides are tailored to each Standard and include lists of materials to prepare, sample questions, and specific tips for each Standard.
- **[Certification FAQs](#):** These provide general information about the process of certification and technical help with the portal.

How to improve your certification experience

These are tips to keep in mind when preparing and filling out certification questionnaires, so that your office has a seamless experience and gets the most accurate results:

1. **Read and refer to the Standard:** The rubric used to evaluate your answers is based on the Standard you are being certified in. As you review the questionnaire, you'll even see an explanation of how each question relates to some element of the Standard. Understanding the Standard will help you provide the most on-topic responses to each question.
2. **Prepare ahead of time:** Offices that have their materials and team prepared to fill out the certification questionnaire ahead of time typically find the process very quick and easy. Take a look at the relevant Certification Preparation Guide and briefly skim the questions before sitting down to respond to them. Note any materials you'll be asked to upload and consider which team members would be the most helpful in contributing to your responses. Then, step away from the questionnaire and gather those materials and team members before jumping into submitting responses. Alternatively, you can answer some questions, then step away while you locate materials or discuss with staff as needed for other questions. The form autosaves, so you can take as much time between questions as you need.
3. **Make it a team effort:** Your office will get the most out of the certification process if you do it as a team. Filling out the certification questionnaire is a great way to review your practices and procedures, surface any confusion, and think about possible improvements you might want to make in the future. For some Standards, it may even be helpful to reach out to staff in other departments who might support a particular element of your work.
4. **Answer every question:** Many offices will not have the exact materials requested, or they may do things in a way that is not perfectly aligned with a question's wording. That's okay! We know many elections' processes are context-specific. Even if your office doesn't have a particular kind of document or process, you should give us the closest thing you do have or explain what your office uses instead. Err on the side of overexplaining to give the reviewers a chance to see if what your office does satisfies the Standard. Submitting what you have also ensures that the independent reviewers can provide you with better, more informed feedback.

CERTIFICATION QUICK START GUIDE

Community Relationships

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Community Relationships questionnaire so that your office has a more seamless experience.

The Standard

Your election office builds and maintains strong relationships in your community that foster trust in the election process. To achieve this standard:

- You build relationships in your local government and with community partners that represent a range of voter demographics.
- You maintain community contacts and ensure that relationships continue through staffing changes.
- You solicit, document, and act on relevant feedback from voters and partners in your local community.
- You leverage your community relationships to identify misconceptions about elections and craft an accurate, timely response.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Community partners:** Specific organizations, entities, and/or people within your defined community with whom your office intentionally collaborates.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who manage outreach to community groups and maintain relationships with community partners.
- Staff who establish and maintain relationships with other local government departments and entities.
- Staff who manage communications strategy for your office.

Materials requested

The questionnaire will request the following materials:

- Documentation of feedback that your office has received from community members.

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

- Please describe one strong relationship and one weak/developing relationship your office holds with organizations in your community. In doing so, please choose 2 different organizations, representative of different demographic groups.
- How does your office ensure that community contacts and relationships remain intact through staffing changes?
- How often does your office solicit, document, and act on relevant feedback from community members within a 12 months (1 year) period? How does this change during off-cycle election time periods vs. on-cycle election time periods, if at all?

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [Communicating Trusted Election Information](#): A series of courses on all kinds of communications for election offices. For this Standard, the course "Educating and Persuading Public Officials" is especially relevant for how to build relationships with other local government officials.
- [Planning language access workbook](#): This set of nonpartisan resources is primarily aimed at improving the accessibility of materials, which has some intrinsic uses for building community relationships, but it also has a section specifically on how to bring community groups into the process.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

For information on the certification program as a whole, as well as general advice on how to get the most out of the certification process, consult these resources:

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CERTIFICATION QUICK START GUIDE

Emergency Planning

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Emergency Planning questionnaire so that your office has a more seamless experience.

The Standard

Your election office is prepared to address emergencies that disrupt administrative or voting functions. To achieve this standard:

- You have comprehensive plans that address continuity, contingency, and response that are reviewed prior to every election and updated every two years.
- You train staff and poll workers and align with all affected stakeholders so everyone understands their roles and expectations.
- You have alternate methods to access important systems and materials needed to navigate emergencies.
- You have relationships with appropriate partners across all levels of government for support, and they are informed about your planning protocols.
- Your emergency plans include how and what to communicate with the public in emergencies.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Continuity plans:** Plans for how critical operations can continue to run during major disruptions, especially the unavailability of staff who usually handle those operations.
- **Contingency plans:** Plans for what to do if primary systems, processes, or locations are unavailable.
- **Response plans:** Plans for what actions will be taken during or after a specific type of incident.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who create or maintain emergency plans
- Staff who manage training of staff members and poll workers
- Staff who communicate with the public

Materials requested

The questionnaire will request the following materials:

- Emergency planning documents, such as, continuity of operations plans, incident response plans, and crisis communications plans.
- Training materials for staff and poll worker roles in emergencies.

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

- Please describe your office's process for developing emergency plans.
- Please provide a specific example of how your staff are cross-trained to execute roles and responsibilities during an emergency.
- Please describe your relationship with partners across all levels of government. How do they support your emergency planning processes and implementation?

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [60-Minute Toolkit for Emergency Readiness](#): This set of resources provides a comprehensive framework and set of useful documents to prepare for a wide range of crises.
- [Crisis communications toolkit](#): This nonpartisan toolkit provides primers, tips, templates, and examples to help in recognizing, planning for, and responding to communications crises.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

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CERTIFICATION QUICK START GUIDE

Funding and Budgets

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Funding and Budgets questionnaire so that your office has a more seamless experience.

The Standard

Your election office understands your operational needs, communicates those needs to key decision-makers, and manages budgets responsibly. To achieve this standard:

- You seek the knowledge and resources to understand your jurisdiction's budgeting process.
- You develop an annual budget and a multiyear budget that reflect the baseline funding needs for your election office.
- You build a long-term aspirational budget that outlines your office's funding needs to reach stretch goals.
- You make the case for funding to key decision-makers, including local, state, and federal legislators.
- You seek additional appropriate sources of funding to support unmet expenses.
- You manage your office's budget and make informed spending decisions throughout the fiscal year.
- You advocate for competitive compensation with regular pay increases.
- You monitor and plan for legislative changes that might impact your budget projections.
- You educate the public about the stewardship of resources and budgeting needs.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Operational needs:** Anything an office needs to function in the short, medium, and long term. For example: office equipment, voting equipment, translation services, staff and poll worker salaries, and training expenses.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who create and track your office's budgets
- Staff who communicate with budget decision-makers
- Staff who communicate with the public

Materials requested

The questionnaire will request the following materials:

- Your office's 1-year and 5-year budgets, as well as any long-term or aspirational budgets.
- An example of how your office has educated the public about your use of resources and budgeting needs.

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

Please describe how you determine your office's necessary budget, and include at least the following:

- How far in advance of the budget due date you begin drafting the budget
- Titles/roles of who you talk to to help draft the budget (internally, externally, staff, experts, government officials, etc.)
- Which previous years you use to set the budget

Please describe how your office communicates its operational needs to key decision-makers, and include at least the following:

- Who you advocate to (titles/roles)
- How often you advocate
- How you make an effective case
- What sources you use

Please provide an example of how your office planned for legislative changes that would impact your budget projections, and include at least the following:

- What was the legislative change
- How would the legislative change impact your budget projections
- What was your plan

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [RFP how-to guide for election officials](#): This how-to guide is for those who haven't written an RFP before — or those who'd like a refresher. It includes guidelines, examples, a template, and a collection of resources to help prepare a successful RFP.
- [Educating and persuading public officials](#): One course in a larger series on communications, this training covers some ideas of how to best communicate and build relationships with policymakers of all sorts – including those who vote on budgets.
- [Setting goals in election operations](#): It's useful when thinking about building a budget, especially long term, aspirational budgets, to have goals for how to improve operations, then work backwards from those goals to what resources are needed to achieve them.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

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CERTIFICATION QUICK START GUIDE

Information Design

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Information Design questionnaire so that your office has a more seamless experience.

The Standard

Your election office uses design and accessibility best practices to format information so it is easy to find, understand, and use. To achieve this standard:

- You consider the voter journey as voters interact with the information you share, publish, and create.
- You follow accessibility standards set by the Americans with Disabilities Act (ADA) and the Web Content Accessibility Guidelines (WCAG) that are relevant to each publication format.
- You use design elements like structure, hierarchy, typography, visuals, and color to communicate meaning and help voters navigate materials.
- You produce materials that have a consistent look and include key contact information for your office.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Voter journey:** The experiences citizens have when interacting with your office, from registering to vote to finding out about election dates and materials to receiving and voting ballots to seeing the results of elections.
- **WCAG:** An international standard that explains how to make web content more accessible to people with disabilities.
- **Structure:** The way that you organize the content in a document. Good structure helps readers find the information they need easily by grouping related ideas, using clear headings, and presenting information in a logical order that matches when the reader will need it.
- **Hierarchy:** The visual organization of a document that signals what information is most important and helps readers find what they need. Hierarchy uses tools like font size, spacing, callout boxes, and placement on a page to make it easier to look over a document quickly and find what's relevant.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who produce or review public-facing materials
- Staff who maintain your office's website

Materials requested

The questionnaire will request the following materials:

- A document showcasing your office's skill with information design.
- Two documents providing voters information about the voting process (e.g., voter guides, information about polling locations, election results).
- Materials that include accessibility features such as descriptions or alternate text for images, captions, or compatibility with assistive technologies.

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

In 3-5 sentences, please describe your process for creating and publishing materials that communicate information to voters.

Please explain your intentional usage of two or more of the following elements to communicate meaning and help voters navigate your materials:

- Structure
- Hierarchy– the arrangement of elements of a design to guide what the viewer focuses on in what order
- Typography– the arrangement and appearance of letters
- Visuals
- Color and patterns

How often do voters interact with information provided by your office? How does your office measure voter interaction with materials?

Please describe your office's process for testing and sharing materials for the implementation of accessibility and information design best practices. If you have a written document that outlines the process and/or instructions, please upload that as well.

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [Toolkit for Designing Voter Education Materials](#): Simple tools to plan content, design with impact, and reach voters across different formats, languages, and levels of detail. It includes a how-to guide that explains some core concepts of information design.
- [Designing Election Websites](#): A guide with actionable strategies, directed especially toward small to mid-sized election offices, to make websites more accessible, trustworthy, and easy to maintain.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

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CERTIFICATION QUICK START GUIDE

Language Access

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Language Access questionnaire so that your office has a more seamless experience.

The Standard

Your election office understands your voters' language needs and prioritizes their preferred languages, dialects, and communication modes. To achieve this standard:

- You use trusted data, information, and community relationships to identify your voters' language access needs.
- You develop a plan that includes procedures for translation, interpretation, usability testing, and language resources.
- You use qualified translators who are familiar with local dialects to provide translation and interpretation services.
- Your website, voter education materials, and media outreach are easily available in formats that meet your voters' language needs.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Section 203:** The Voting Rights Act (VRA) sets requirements for language assistance in elections for certain language groups. This includes when more than 5% of voting age citizens are limited-English proficient or more than 10,000 voting age citizens are limited-English proficient. Determinations are made based on Census data.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who coordinate translation processes
- Staff who support external partnerships with community organizations
- Staff who manage and conduct ballot management processes
- Staff who handle multilingual communications
- Staff who coordinate voter registration processes

Materials requested

The questionnaire will request the following materials:

- Materials used to determine language access needs (e.g., census data, local surveys)
- Language access plan
- Election website link
- Voter education materials (e.g., mailers, flyers)
- Non-English media outreach materials (e.g., radio ads, social media videos)
- Translation services examples

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

- Please provide the most common 2-4 languages/dialects that your voters use. Do your voters prefer spoken, written, and/or visual materials in these languages and dialects?
- Please describe the community relationships you use to determine the language access needs of your voters.
 - What methods do you use to build/reinforce community relationships? This might look like listening sessions, surveys, and/or mock elections. Please respond in 3-5 sentences.
- Does your office use any translation services, such as Language Line or Voiance?
 - If so, please list the services and what your office uses them for, such as creating voter education materials and media outreach.
 - If not, please explain why not.

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [Planning language access](#): A workbook that contains nonpartisan resources and tools that help in the delivery of language access where and when voters need it.
- [Hiring a language access coordinator](#): A quick guide that helps navigate the process of hiring one of the most critical contributors to a department's language access plan.
- [Best Practices for Unwritten Languages](#): A public resource designed to assist election officials with providing language assistance to voters who require oral assistance in their minority language.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

For information on the certification program as a whole, as well as general advice on how to get the most out of the certification process, consult these resources:

- Our [guide](#) to the certification process
- [FAQs](#) about the Alliance certification program
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CERTIFICATION QUICK START GUIDE

Plain Language

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Plain Language questionnaire so that your office has a more seamless experience.

The Standard

Your election office writes and speaks in a way that allows voters to easily find, understand, and use the information they need. To achieve this standard:

- Your public materials have a clear purpose that voters can easily identify.
- You use language that speaks directly to voters: it is in active voice, uses simple words and sentences, and defines jargon.
- You test public materials with your audience to ensure they meet their intended purpose and are appropriate for your community.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Plain language:** Language that makes it easy for voters to find, understand, and use the information you are trying to communicate.
- **Active voice:** Sentences where the person or thing doing the action comes before the action. For example, "the voter fills in the bubble" rather than "the bubble is filled in by the voter." In some cases, there is an implied "you" that doesn't need to be said or written when giving instructions to the reader. For example, "fill in the bubble next to the candidate's name."

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who write or review public-facing materials (e.g., forms, instructions, published reports)
- Staff who regularly write emails or social media posts to external stakeholders (voters, the media, community groups, etc)

Materials requested

The questionnaire will request the following materials:

- Voter-facing informational materials (e.g., voter guides, notices, results reports)
- Public-facing materials with instructions (e.g., vote by mail request forms, cure forms, poll worker sign up forms)
- Voter-facing material that includes definitions or explanations of jargon
- Standard Operating Procedures (SOPs)

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

- Please upload at least two documents that provide voters with important information about voting.
- If your office uses materials created by other stakeholders, please describe your office's process for translating these materials into plain language. 3-4 sentences will suffice. This could include materials your office received from the state that you updated to define jargon and/or translate it into plain language.
- Please describe your office's process for testing materials. If you have a written document that outlines the process and/or instructions, please upload that as well.

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [Field Guides to Ensuring Voter Intent](#): This series of nonpartisan guides includes a variety of best practices when it comes to designing voter-facing materials. Volume 2 covers tips specifically for using plain language.
- [Toolkit for Designing Voter Education Materials](#): A toolkit for creating engaging, accessible, and action-oriented voter education materials. One particular standout for help with plain language is the bite-snack-meal framework for writing at different levels of detail.
- [Usability testing kit](#): A collection of nonpartisan guidelines and templates to help test materials.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

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CERTIFICATION QUICK START GUIDE

Poll Worker Training

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Poll Worker Training questionnaire so that your office has a more seamless experience.

The Standard

Your election office delivers training that helps poll workers understand and conduct their responsibilities, equips them with the resources to find answers to their questions, and sets expectations of professionalism. To achieve this standard:

- You provide poll worker training that is convenient and accessible and that offers poll workers opportunities to practice their responsibilities and demonstrate their comprehension through evaluation tools.
- You equip poll workers with up-to-date and easy-to-understand resources to help them carry out their responsibilities and quickly resolve situations in their voting location.
- You support poll workers with clear policies and communication that establish a voter-centric, non-partisan, and professional culture in voting locations.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Poll worker:** Poll worker is the generic term used to describe individuals who manage all aspects of the voting process within a polling location. Your office may refer to poll workers as election judges, precinct election officials, election day workers, election officers, poll officers, precinct clerks, election board officers, election board workers, election inspectors, precinct judges, or something similar.
- **Head poll worker:** Head poll worker is the generic term used to describe the leader within a polling location. Your office may refer to head poll workers as head election judges, chief inspectors, chairpersons, co-chairpersons, poll supervisors, moderators, site coordinators, clerks, poll managers, precinct leaders, chief judges,

commissioners-in-charge, wardens, receiving and returning managers, selectmen, inspectors of election, ballot clerks, master poll workers, master board workers, presiding judges, site chairs, voting location managers, judge of elections, precinct superintendents, officers, presiding judges, or something similar.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who schedule, manage and coordinate poll worker training
- Permanent or temporary staff who conduct poll worker training
- Staff who draft communications that are sent out to poll workers
- Staff who develop and revise poll worker training materials

Materials requested

The questionnaire will request the following materials:

- Training materials provided to poll workers
- Example evaluation tools used to assess poll workers' comprehension*
- Reference resources provided to poll workers
- Polling place policies that require nonpartisanship and voter-centricity
- Polling place policies that require professionalism and respect
- Example regular and non-regular communications materials sent out to poll workers*
- Additional materials that demonstrate your office's ability to implement poll worker training effectively

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

*For evaluation tools and poll worker communications, please do not produce any documents that contain personally identifiable information.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

- In 2-4 sentences, please explain how your office creates new training materials and/or updates existing training materials? Examples of this include, but are not limited to:
 - creating or improving poll worker training materials as a result of listening to poll worker feedback,
 - adapting a different county's materials that have proven to be effective for their poll worker trainings
- How often do you provide poll worker training, at what times, and through what modes? (Ex. hybrid, virtual, and in-person, twice a year)

- Please describe any hands-on, experiential opportunities your office provides for poll workers to practice their responsibilities and demonstrate their comprehension. Why did you decide to provide these opportunities/experiences? How do they best provide poll workers opportunities to practice their responsibilities and demonstrate their comprehension of their responsibilities? 3-6 sentences is sufficient.

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [Poll Worker Manual Toolkit](#): Workbooks and template to revise or build poll worker manuals from scratch.
- [Standards of Conduct for Election Workers](#): Standards of conduct set expectations for participants and observers in normal election operations.
- [Poll Worker Role-Based Checklist Templates](#): PowerPoint templates to create bite-sized checklists for election day tasks.
- [USDR's Election Worker Management Tool](#): Recruit, schedule, communicate with, and pay election workers all in one system.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

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CERTIFICATION QUICK START GUIDE

Secure Ballot Management

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Secure Ballot Management questionnaire so that your office has a more seamless experience.

The Standard

Your office protects ballot security from printing to storage using comprehensive ballot management processes. To achieve this standard:

- You have documented ballot management procedures for ballot organization, ballot accounting, ballot reconciliation, and chain of custody.
- You routinely train election staff on ballot management procedures.
- You organize your ballots in an orderly manner that promotes accuracy.
- You consistently account for ballots during each stage of the ballot lifecycle, documenting ballot totals and reviewing for accuracy.
- You reconcile the number of ballots with the number of voters and provide an explanation if numbers do not match.
- You store ballots in a secure space that only authorized personnel can access.
- You implement security strategies during ballot management processes to protect ballots from tampering.
- You have a process for reviewing completed ballot management forms for full completion and accuracy; your process requires different individuals to review than those who initially completed the forms.
- You build public understanding of ballot management processes.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Ballot organization:** how ballots are grouped into batches, boxes, bins, or other sets during the various stages of their lifecycle from your office's receipt of the ballot from the voter on until they are put into storage after the election has been certified.
- **Ballot accounting:** keeping track of the number of ballots at each stage and ensuring consistency during each transfer from one stage to the next.
- **Ballot reconciliation:** ensuring that the number of ballots, votes, and voters match, and providing an explanation for any discrepancies.

- **Chain of custody:** a process that tracks the movement and control of ballots in a documented way, noting who is in contact with them at different times and stages.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who oversee the ballot organization, accounting, reconciliation, and chain of custody processes or locations where these processes take place
- Staff who communicate with the public

Materials requested

The questionnaire will request the following materials:

- Ballot management procedure documents
- Public-facing informational materials explaining your ballot management processes

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

Please further describe your office's ballot management procedures, including:

- Your ballot accounting process
- Your ballot reconciliation process
- How you have determined who is involved in each part of the process and why

Please describe your office's process for reviewing completed ballot management forms. How do you ensure accuracy throughout the ballot lifecycle?

- How often does your staff (including poll workers) receive training on ballot management procedures? What factors did you consider in determining how often to train your staff on ballot management?

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [Drop box chain of custody tool](#): A digital chain of custody for ballot drop box retrieval teams to supplement or replace paper forms.
- ["Security Sandwich"](#): A set of nonpartisan templates to communicate about security practices and procedures throughout the election process, with spaces to highlight ballot management processes.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

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CERTIFICATION QUICK START GUIDE

Tabulation Audits

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Tabulation Audits questionnaire so that your office has a more seamless experience.

The Standard

Your election office conducts tabulation audits on your voting equipment prior to certification to ensure the results are accurate. To achieve this standard:

- Your audits have clearly defined objectives, processes, and timelines.
- Your audit process includes well-documented training to equip those conducting and observing audits with a clear understanding of their roles and responsibilities.
- Your audit samples are randomly drawn from a pool that includes all precincts and ballot types.
- Your audits maintain independence between the initial ballot processing and the audit process: those conducting audits have no knowledge of the results and are different individuals than those who processed and tabulated ballots.
- Your audits are conducted with ballots physically examined by two people acting as a team.
- You use learnings from audits to make corrections and improve your processes and training.
- You educate voters on the audit process and audit results through a timely post-audit report that is shared in an accessible format and is easy to find, understand, and use.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Tabulation audit:** post-election tests to ensure that voting/tabulation equipment and related processes used during an election accurately counted votes.
- **Ballot manifest:** a list of all ballot batches with the following information: the number of ballots in the batch, the storage container ID number, and the tabulator ID number.
- **Ballot reconciliation:** the process by which the number of ballots are matched up with the number of voters.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who manage and conduct ballot management and audit processes
- Staff who train audit teams
- Staff who produce audit reports and public education materials

Materials requested

The questionnaire will request the following materials:

- Blank or Sample Ballot manifests
- Blank or Sample Ballot reconciliation reports
- Blank or Sample Tally sheets
- Current Standard Operating Procedures (SOPs)
- Current Instructions or training material for auditors
- Post-audit reports (technical and for the public)

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

Please describe your office's procedures for concluding the audit. Please include at least the following:

- How you confirm that all ballots or batches selected have been audited?
- How you determine if the audit is complete or if additional rounds of auditing are necessary?

Please describe your office's trainings for those conducting audits. Please include at least the following:

- Topics covered
- Frequency
- Who attends

Please describe how your voter education on the audit process and audit results promotes transparency.

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [Audit Report Toolkit](#): Templates and slide decks for clear, professional audit reports
- [The Elections Group audit resources](#): a wide range of resources for election audits of all kinds, with many focusing specifically on tabulation audits

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

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CERTIFICATION QUICK START GUIDE

Voter Communications

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Voter Communications questionnaire so that your office has a more seamless experience.

The Standard

Your election office effectively distributes information through a variety of mediums that best reach your voters. To achieve this standard:

- You understand the demographics, communication preferences, and digital connectivity needs of your voters.
- You use a blend of communication mediums relevant to your local context – such as print, digital, audio, in-person, etc. – to reach your voters.
- You have information on an accessible, secure, and mobile-friendly government website to answer voters' top questions and offer transparency into the election process. It is accessible for voters with disabilities.
- You address incorrect information by consistently stating factual and transparent information about the election process.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Communication medium:** Any format that communication from an office can take, such as print, digital, audio, and in person.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who decide communications strategy for your office
- Staff who produce and review communications materials for any medium: direct mail, social media, radio and TV, newspaper, flyers, etc.

Materials requested

The questionnaire will request the following materials:

- Data or informal observations that show who engages with your various communication methods.

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

Please describe how your office tailors your choice of communication mediums to your local context. For example, have you found that the best way to reach your voters and provide information is in-person? Through social media? Or a different communication medium?

How might your office approach communicating with a voter who is elderly and disabled? With these specific demographics in mind, please describe the following:

- How often you might communicate with them
- What mediums you would use
- What information your office would focus on sharing
- How you might incorporate feedback and questions
- How you would combat incorrect information

Please describe how your website does the following:

- Identifies and answers voters' most frequent questions
- Offers voters transparency into the election process
- Provides a mobile-friendly experience
- Ensures accessibility

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [VoterCast](#): Evidence-based, professionally designed, ready-to-use voter communication materials that can be easily adapted.
- [Communicating Trusted Election Information](#): A six course series on voter communications, covering topics like improving election websites, accessible communication, social media best practices, and combating misleading and false election information.
- [Designing Election Websites](#): A guide with actionable strategies to make election websites more accessible, trustworthy, and easy to maintain.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

For information on the certification program as a whole, as well as general advice on how to get the most out of the certification process, consult these resources:

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CERTIFICATION QUICK START GUIDE

Voter Registration Rolls

For each Standard you are seeking certification in, you'll be given a questionnaire specific to that Standard to fill out. Most questionnaires will also request that you upload nonconfidential materials, such as examples of reports you have published or your standard operating procedures documents. This guide has tips to keep in mind when preparing for and filling out the Voter Registration Rolls questionnaire so that your office has a more seamless experience.

The Standard

Your election office manages voter registration records with attention to accuracy and timely processing. To achieve this standard:

- You have documented data entry procedures and quality control methods to ensure accurate entry of and updates to voter data.
- You promptly process voter registration applications and updates.
- You update records using all reliable and permitted methods to identify records no longer valid due to death, change of address, or other statutory reasons.
- You conduct identity validation using state and federal sources to validate unmatched records and to flag or exclude records where matches cannot be made.
- You notify voters of their registration status and help them correct any issues with their registration.
- You accurately match the addresses connected to voters' records to their assigned districts and precinct.
- You prevent duplicate records by recognizing new applications that match existing records, including accounting for name changes and multiple name formats.
- You have a process for reviewing the accuracy of updates to your voter registration rolls prior to each election cycle; a sampling of updated rolls are reviewed by a different person than the one(s) who updated them.
- You educate voters on how to register to vote, update and verify their registration information, and how voter rolls are maintained.

Glossary

We've tried to keep jargon to a minimum, but some is unavoidable. Since many offices use different terminology, here are some terms used in the standard or questionnaire that may be unfamiliar or you may use in a different way:

- **Inactive status:** Registered voters who have not responded to a confirmation mailing, typically an address confirmation notice as laid out in the National Voter Registration Act (NVRA) or similar state statutes.
- **Process review:** Reviewing the steps of a process, and related documentation, to ensure accuracy, increase efficiency, and look for other potential improvements.

Who to include

You will get more out of the certification process and be able to complete the questionnaire more quickly if you involve the right staff in the process. Here are some suggestions for who to include for this standard:

- Staff who enter or verify voter registration data
- Staff who check and maintain address information
- Staff who produce voter education materials or voter registration notices

Materials requested

The questionnaire will request the following materials:

- Standard Operating Procedures (SOPs)
- Voter education materials

You may not have documents with these titles or you may have reasons that you don't use some of these types of materials. In those cases, you can provide other documents that you use in these processes, or provide explanations for what you do instead.

Please provide only the versions or portions of these (or similar) documents that would be subject to public records requests in your jurisdiction. Do not provide any confidential documents or information. We encourage you to consult with your local counsel if you have questions about whether a document can be shared.

Example questions

Here are some examples of questions found in the certification questionnaire, to give you an idea of what you will be asked about:

Please upload your office's procedures for entering and updating voter data. Examples include, but are not limited to, the following:

- How to enter data into your voter registration system
- Troubleshooting or addressing common problems

Please describe your office's process for reviewing the accuracy of updates to your voter registration rolls, including:

- How you determine that your voter registration list is accurate
- How often you conduct the reviews
- Whether a sampling of updated rolls are reviewed by a different person than the one who updated them.

Please upload 2 materials that educate voters on how to register to vote, update and verify their registration information, and/or how voter rolls are maintained.

Resources addressing this standard

If you are looking for ways to improve your processes in this area before applying for certification or to implement feedback you received about how to meet the standard, these publicly available, nonpartisan resources may help.

- [Voter Registration & Voter List Updates](#): This presentation template is a nonpartisan resource for communicating the basics of voter registration to a broad audience without overwhelming them. It can be used at board meetings, community events, or anywhere else people who want to know more about election processes.
- [Field Guides for Ensuring Voter Intent](#): This series of guides includes a variety of best practices when it comes to designing voter-facing materials. For communications relating to voter registration, volumes 5, 6, and 10 are likely to be the most relevant.

Using or reviewing these resources is not required for your office to be certified: certification is based on achieving the standard, not on using specific materials. These nonpartisan resources are provided for informational and educational purposes only.

Certification program information

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resources listed above.

Standards for Election Excellence

The voluntary, nonpartisan Standards for Election Excellence define high performance for local election departments across key areas in U.S. election administration. Built in deep collaboration between local election officials from across the country and technologists, designers and other experts, the standards are designed to bring the elections community together to improve election operations and build public trust.

★ Available for Certification

Communications

- ★ **Plain language** Your election office writes and speaks in a way that allows voters to easily find, understand, and use the information they need.
- ★ **Information design** Your election office uses design and accessibility best practices to format information so it is easy to find, understand, and use.
- ★ **Language access** Your election office understands your voters' language needs and prioritizes their preferred languages, dialects, and communication modes.
- ★ **Voter communications** Your election office effectively distributes information through a variety of mediums that best reach your voters.
- ★ **Community relationships** Your election office builds and maintains strong relationships in your community that foster trust in the election process.
- Media relationships** Your election office proactively builds and maintains relationships with members of the media to communicate accurate election information.

Office Operations

- Culture** Your election office articulates values that reinforce professional ethics and establish a positive environment for all election office staff.
- ★ **Funding and budgets** Your election office understands your operational needs, communicates those needs to key decision-makers, and manages budgets responsibly.
- Hiring** Your election office recruits and hires qualified candidates with the potential, temperament, and skills to successfully carry out their responsibilities.
- Training and professional development** Your election office delivers training to onboard new staff, provides ongoing development within roles, and supports professional advancement in the field of election administration.
- Management** Your election office effectively manages and retains competent staff by providing clear expectations, ongoing support, and recognition.

Ballots and Audits

- Ballot creation** Your election office creates ballots that are well-designed, accurate, and in formats that meet voters' needs.
- Voting resources allocation** Your election office allocates the needed ballots, supplies, and equipment for voters to cast their ballots with ease.
- ★ **Secure ballot management** Your office protects ballot security - from printing to storage - using comprehensive ballot management processes.
- ★ **Tabulation audits** Your election office conducts tabulation audits on your voting equipment prior to certification to ensure the results are accurate.

Poll Workers

- Poll worker recruitment** Your election office recruits enough poll workers with the skills and competencies to successfully support voters in casting their ballots.
- ★ **Poll worker training** Your election office delivers training that helps poll workers understand and conduct their responsibilities, equips them with the resources to find answers to their questions, and sets expectations of professionalism.
- Poll worker management** Your election office manages poll workers by efficiently maintaining information, communicating effectively, and facilitating compensation.
- Poll worker retention** Your election office supports retention of competent poll workers and honors their civic contribution by providing a positive poll worker experience, making poll workers feel appreciated, and incorporating feedback on their experience.

Voting Operations

- Voter registration rolls** Your election office manages voter registration records with attention to accuracy and timely processing.
- In-person voting** Your election office supports voters' in-person voting needs with enough sites and well-organized operations.
- Mail ballots** Your election office has a clear and efficient system for processing mail ballots.
- Results reporting** Your election office accurately and expediently reports election results to keep the public informed.

Emergencies and Security

- ★ **Emergency planning** Your election office is prepared to address emergencies that may disrupt administrative or voting functions.
- Physical security** Your election office maintains the security of physical spaces to protect people and materials during administration, voting, processing, storage, and during transit.
- Cybersecurity** Your election office ensures the integrity and operation of your digital infrastructure.