

SECTION I – EXECUTIVE SUMMARY

The mission of the State Election Commission is to ensure every eligible citizen has the opportunity to register to vote, participate in fair and impartial elections, and have the assurance that their vote will count.

Over the past decade, the business of conducting elections has become vastly more complex and subject to exceptional scrutiny by voters, candidates, media, and the legal community as never before. This requires everyone involved in the elections process, whether at the municipal, county, or state level, to become more technologically savvy, be better trained, and possess a higher level of election expertise. This is the environment in which the State Election Commission (SEC) must operate and carry out its mission.

As the chief election agency in South Carolina, the SEC is responsible for overseeing the voter registration and election processes in the State. Specifically, the agency is tasked with:

- Maintaining the statewide voter registration system
- Supporting the statewide voting system
- Conducting the Training and Certification Program

Everything that we do as an agency, our programs and our projects, emanates from these responsibilities. The primary mission and goal is to provide the highest level and quality of service possible within our statutory mandates.

The SEC maintains the State’s computerized statewide voter registration system. The system contains voter registration data on every registered voter in South Carolina. All county voter registration offices have online access to the database. The SEC is responsible for providing lists of registered voters for use in all elections held in the State, which averages approximately 300 each year. In combination with the driver’s license file, the system also serves as the source for jury selection lists in the State.

The SEC provides oversight including assistance and advisory services to county and municipal election officials. The SEC administers a mandatory training and certification program for voter registration and election officials. All voter registration and election materials are provided to county election officials and counties are reimbursed for allowable primary and election expenses.

State law mandates the SEC support the statewide voting system. In fulfilling this mandate, the SEC creates election specific database definitions, produces electronic ballots, provides a comprehensive security plan, and conducts training for county election officials and poll managers in the proper use of the system. This support eliminates the need for counties to contract with the vendor for support saving taxpayers more than \$1M each year.

The Agency provides information regarding voter registration and elections to the media, political parties, special interest groups, and citizens. The SEC’s “Every Vote Matters. Every Vote Counts.” voter education and outreach initiative is designed to familiarize voters with the State’s voter registration and election processes and to promote participation in elections.

SEC Commissioners serve as the State Board of Canvassers after elections to certify election returns, to declare candidates elected, and to sit in a judicial capacity to hear testimony and rule on protests and appeals.

The Agency values:

- **Employees** – Human resources are the Agency’s most important assets. The institutional knowledge, skill, and dedication of each employee are vital to the success of services provided. The Agency is committed to ensuring employee satisfaction, training, development, and well-being.
- **Customer Driven Excellence** – To meet customer demand by understanding and anticipating current and future needs.
- **Visionary Leadership** – Motivate employees by setting examples, providing direction, and providing recognition and rewards.
- **Understanding the Future** - Statewide primaries and general elections occur in two year cycles. Needs and other preparations for these two events must be considered in advance.
- **Agility** – Because of the statutory deadlines regarding elections, it is crucial that the Agency meet all deadlines and provide necessary services.
- **Relationships** – Developing positive working relationships with county and municipal election officials, the General Assembly, other state and federal agencies, political parties, and other special interest groups is vital to the success of the voter registration and election process.

Major Achievements of the Fiscal Year:

2010 State Primaries

The SEC and county election commissions successfully conducted the statewide Republican and Democratic Primaries on June 8, 2010. Republican and Democratic Primary Runoffs were held two weeks later on June 22, 2010. The primary process went smoothly with approximately 700,000 South Carolinians casting ballots. More than 20,000 poll workers and election officials across the state worked diligently to ensure the election was a success.

Local Election Support

In an effort to ensure success of the statewide voting system, the SEC provided voting system support to county election commissions for approximately 200 local elections; including county, special, and municipal elections. The SEC supported the York County Election Commission in successfully conducting the State House of Representatives District 48 Special Election and associated primaries. Along with the requirement of certifying the state level results, the SEC provided the county commission with training, media relations, and voting system support. Counties realize significant cost savings by taking advantage of voting system services provided by SEC staff, rather than contracting services with the vendor.

Online Training

The SEC continues to expand the application of its Learning Management System (LMS) – a flexible, Web-based training program. The LMS is revolutionizing state election training by bringing programs into the digital age. While the system is not designed to totally replace in-person training, it adds great flexibility of access for trainees and helps administrators hold users accountable for results. The LMS can encompass an unlimited number of classes, all developed and administered by SEC staff. The online Poll Manager Training Program was the first application of the LMS and was implemented in FY2009. Development of an online municipal election commission training class began in FY2010 and will be the second application of the LMS.

Electronic Voter Registration List (EVRL)

The SEC made improvements to EVRL software and facilitated the continued expansion of its use throughout the state. The voter registration list traditionally has been provided in a printed format. The SEC-developed system provides poll workers access to the voter registration list via a laptop

computer. Use of EVRL reduces the amount of time it takes to process voters, helps determine the correct precinct for voters more quickly, and allows voter participation reports to be processed more quickly and accurately. In March 2010, the SEC released a new version of EVRL featuring major improvements to the software including: the ability to network laptops, added keystroke commands, addition of an “inquire only” mode, and the ability to update EVRL files with late registrations.

Confirmation Card Mailing

A statewide Confirmation Card Mailing project (CCM) was completed in August 2009. More than 121,000 confirmation cards were mailed to voters who had not voted in any election in the state since the 2004 General Election. The project resulted in approximately 107,000 voter records being made inactive. CCMs are conducted pursuant to the National Voter Registration Act and are designed to maintain voter registration database records by correcting inaccurate addresses and to preserve the voting rights of people who may have moved but did not update their address. The SEC sends postage paid return addressed post cards to voters who have not participated in at least one election for a specified time period. The post card asks the voter to confirm their address or provide their new address by returning the card.

Voter Education and Outreach

The SEC continued to reach out and educate voters on all aspects of voter registration and elections in South Carolina through the Agency’s *SC Votes* voter education initiative. While the campaign is designed to reach every voter in SC, special efforts were made in FY2010 to reach out to young adults, senior citizens, and voters with disabilities (see Figure 7.4). The initiative includes: educational brochures, posters, videos, outreach at public events, a voter education website (scVOTES.org), and a statewide mass media campaign. From its inception, the initiative was focused primarily on ensuring voters were informed about the use of the State’s touch screen voting machines. As the State’s voters have become increasingly familiar with the system, focus has shifted to ensuring voters are informed about the laws, procedures, and deadlines associated with voter registration and voting in South Carolina elections.

Implementation of SCEIS

The South Carolina Enterprise Information System is a new, statewide system through which the Agency now administers finances, materials management and human resources, and payroll functions. The system replaces the antiquated Basic Agency Reporting System. The SEC implemented the Human Resources/Payroll module on December 2, 2009. The finance, fixed assets and procurement modules were implemented in the prior fiscal year. To prepare for and facilitate implementation, SEC staff attended numerous meetings, workshops, and training sessions. SCEIS will eliminate redundancies, reduce paper handling, and provide more efficient processing. Implementation of SCEIS is expected to result in improved service and significant state savings.

Executive Director Named President of NASED

In January 2010, SEC Executive Director Marci Andino was sworn in as President of the National Association of State Election Directors. NASED serves as venue for election directors from throughout the country and U.S. territories to exchange best practices and ideas for improving elections. NASED works with the U.S. Congress, the U.S. Department of Justice, and other agencies to solve the nation’s most pressing election issues. Ms. Andino’s involvement with NASED helps the Agency remain keenly aware of national election trends and issues. As a result, South Carolina is well established as a national leader in quality election administration.

Key Strategic Goals

As part of the overall goal of improving the State's election process and maintaining its integrity, the following specific goals are priorities of the SEC:

Agency Goals	Status and Plans
Conduct fair and impartial statewide primaries and general elections	During FY2010, the SEC successfully conducted the 2010 State Primaries. Preparations are underway for the 2010 General Election.
Maintain the statewide voter registration system	The statewide voter registration system is used by all county boards of voter registration to register voters, track absentee applications and ballots, and assign poll managers to precincts. The system also facilitates placement of voters in the proper election districts and tracks voter participation in elections. In August 2009, a project concluded that sent more than 121,000 confirmation cards to voters who had not voted since 2004. The mailing is designed to maintain current, active records in the statewide voter registration database. In FY2010, work began on development of a system requirements document for a new voter registration system. The requirements document is the first step in development of a new system. The aging legacy system has been in use since 1992 and needs enhancements to meet county needs and federal reporting requirements. The system has seen only moderate updates over the past five years in anticipation of a new system.
Support the statewide voting system	The SEC continues to provide Election Support to county election commissions by providing election definitions and training in the proper use of the system. Experienced SEC staff uses specialized software and frequent on-site visits to provide counties assistance with election preparation and Election Day support. The Agency continues to update the election security plan and ensure counties follow established procedures. All voting system election support and training is provided by the SEC.
Expand use of Electronic Voter Registration Lists (EVRL)	EVRL reduces the amount of time it takes to process voters and allows voter participation to be processed more quickly and accurately. The SEC provides EVRL software to counties at no charge. This service saves counties thousands of dollars over similar, commercially available software. Implementation of the system requires laptops and barcode readers. The SEC provided laptops and software to every precinct in the state with more than 2,000 registered voters. Many counties have purchased laptops for additional precincts. In March 2010, a new version of EVRL was released featuring improvements identified during use in previous elections.
Expand use of the Learning Management System (LMS)	The LMS is a Web-based e-learning training program administered by the SEC. The LMS can encompass an unlimited number of classes, all developed and maintained by SEC staff. The LMS was implemented in FY2009 and was initially used to provide an online poll manager training program. The SEC is currently working to increase participation in the program. In FY2010, SEC staff began work on an online municipal election commission training class. The class is part of a new training program for municipal election officials, which is now required by law. The SEC plans to use the LMS to develop and offer more online training classes in the future.
Increase participation in the Training and Certification Program	This program is mandated by state law to train county voter registration board and election commission members and their staffs. 472 election officials participated in 21 classes held quarterly in FY2010. Classes are held in Columbia with additional classes held regionally when possible. The Agency works to increase participation in the program, as required by state law. The LMS will eventually be used to offer some program classes online.
Conduct Voter Education and Outreach Program	Continue highly successful voter education and outreach efforts designed to familiarize South Carolina voters with the State's voter registration and election processes. Voter education efforts are intensified in the months leading up to statewide elections. The SEC focuses on making sure voters have the opportunity to register to vote and the assurance that their vote will count.

Agency Goals	Status and Plans
Improve accessibility for voters with disabilities	The SEC works to make voting in South Carolina more accessible to all voters. The audio feature and portability of the State's new voting terminals provide disabled voters unprecedented access. The Agency continues to work with disability advocates to educate the disabled community on the availability and use of these features. The SEC produces informational materials in various formats designed to meet the needs of voters' specific disabilities. The Agency works with county offices to use federal grant money to improve polling places, making them more accessible. Agency staff surveys county election commissions to gauge the level of progress in improving polling place accessibility.
Assist SCARE with legislative priorities	The SEC provides information to members of the South Carolina Association of Registration and Election Officials (SCARE) on the potential impact of proposed legislation. The SEC works with SCARE membership to draft legislation designed to improve the election process and to request that legislation be introduced.

Key Opportunities and Challenges

Opportunities

Statewide Voter Registration System

A critical need exists for a new voter registration and election administration system. This is based on needs identified by county voter registration officials, the 1999 Election Summit, and the 2001 Governor's Task Force on Elections. A new, easier-to-use system will utilize advanced technology to make the processing of registered voters and their assignment to proper election districts more efficient, as well as provide additional functionality. In FY2010, work began on development of a system requirements document – the first step in development of a new system. The SEC expects to issue a Request for Proposals for a new system in FY2011.

Electronic Voter Registration List (EVRL)

EVRL was designed to improve the process by which poll workers process voters on election day. This new system has proven to shorten lines at the polls, make it easier for poll managers to find voters on the list, instantly show if a voter is in the wrong precinct and identify their correct precinct, and provide immediate and accurate voter participation statistics. In FY2010, the SEC released a new version of EVRL featuring major improvements to the software. These improvements were made based largely on suggestions from county election officials who use the system. As EVRL becomes more user friendly and increases in functionality, opportunity increases to expand its use to more precincts throughout the state.

Learning Management System

The learning management system is a Web-based tool used to conduct online training classes. Online training allows users to access this training resource 24 hours per day, seven days per week. The first class developed for the system was poll manager training, designed to supplement in-person training on the county level. The system enables county election officials to track a poll manager's progress and evaluate the poll manager's knowledge of the process. In FY2010, development began on a second LMS application, a training program for municipal election officials, which is now required by law. An opportunity exists to use the system to conduct additional classes, including those for the Agency's training and certification program.

Poll Worker Recruitment

The number of sixteen and seventeen-year-old poll worker assistants is on the rise. The ability to use these young adults has proven beneficial at a time when retention of experienced workers is

continually decreasing. The enthusiasm these young adults exude proves their willingness and ability to continue their service as poll workers.

Election Legislation

Each year the SEC, in cooperation with the South Carolina Association of Registration and Election Officials (SCARE), works with the General Assembly to enact legislation to improve the election and voter registration process in South Carolina. Currently the Agency is working on legislation that would:

- Allow for early voting (no excuse absentee voting)
- Delete the requirement for witness signature on mail-in absentee ballots
- Allow for online voter registration
- Reduce requirements for publishing costly legal notices in newspapers
- Set uniform municipal election dates
- Set uniform special election dates
- Move candidate certification deadlines up to provide more time for ballot preparation
- Bring certification deadline for President in line with certification deadline for other candidates
- Allow the SEC to institute a pilot project to gauge the feasibility of vote centers
- Combine voter registration boards and election commissions in counties where they are separate
- Make poll manager pay not subject to state income tax and State Retirement System deductions
- Remove obsolete language from Title 7

Federal Health and Human Services (HHS) Grant

The SEC has applied for and received HHS grant funds providing \$991,092 over a seven-year period from October 1, 2003, through September 30, 2010. This grant is earmarked for improving access for voters with disabilities through polling place upgrades, training, and education. The Agency works with county election officials to identify areas where accessibility can be improved and assists them in applying for grant funds. Remaining funds present opportunities for continued improvement of polling place accessibility throughout the state.

Challenges

Agency Funding

Cuts to the agency budget in recent years have left the agency severely underfunded resulting in the potential for serious, detrimental effects on mandated core services. State General Fund appropriations for FY2008 were \$1,847,900; appropriations for FY2011 are down to \$795,415 - a 57% decrease in funding over just three years ago. The agency not only suffers from recent budget reductions but a steady dwindling of funds over the past decade. The current budget is down 63% from the FY2000 budget of \$2.1 million.

In an effort to reduce operating costs, the SEC has taken the following actions:

- Left five full-time positions and one part-time positions unfilled
- Greatly reduced travel
- Postponed replacement of aging equipment and technologies
- Negotiated lower rates from service providers
- Eliminated memberships in organizations
- Reduced the number of agency cell phones
- Eliminated participation in employee development programs

Every SEC program is directly related to three core Agency functions, all mandated by state law:

- Maintaining the statewide voter registration system
- Supporting the statewide voting system
- Conducting the Training and Certification Program

Under current budget restrictions, these functions have been reduced to a basic level. While the service is adequate, the Agency now relies on funds that are earmarked for the conduct of 2010 Primaries and General Elections. The current, basic funding is having a negative effect on these core functions in a variety of ways, and the real potential of future loss of funding would be even more severe:

- Voter Registration System Maintenance – In FY2010, the SEC spent approximately \$342,000 on Department of State Information Technology (DSIT) services to service and maintain the system. Budget reductions could lead to the inability to pay for these services and potential discontinuation of service. Without proper maintenance, the voter registration database would become filled with errors, potentially disenfranchising qualified voters and opening the door to voter fraud.
- Voting System Support – Support staff is operating at 60% capacity. Two full-time Voter Services Division positions have been left unfilled. These positions are two of five positions dedicated to voting system support. As a result, remaining support staff has experienced a tremendous increase in workload. Increased workload results in two major liabilities: an increase in potential for ballot preparation errors and an increase in compensatory leave time (“comp time”). Ballot preparation errors can lead to protests, overturned elections, and the cost of new elections. Exorbitant comp time can have negative effect on employee morale. Oftentimes, employees do not have the opportunity to take advantage of this leave time. Furthermore, comp time can be (and has been) taken away if not used in a timely manner.
- Training & Certification Program – Funding is required to run the program, most of which allocated to one full-time staff position tasked with administering the program. Other program costs include instructors, travel, and meeting spaces. Budget cuts have already eliminated travel outside of Columbia and alternate meeting locations. Additional cuts would have a severe impact on the ability of the SEC to provide adequate training to county election officials. Officials conducting voter registration and elections without proper training and information can lead to poor voter service, violations of state election law, and overturned elections.

Absence of Third-Year Help America Vote Act (HAVA) Funds

Failure of the federal government to appropriate funds in the amount of \$8M for the third and final year of HAVA implementation required the HAVA State Plan budget to be modified. This modification included elimination of funding for the development of the new statewide voter registration system and reductions in voter education and outreach efforts.

Statewide Voter Registration System

The statewide voter registration system currently used in South Carolina is an antiquated, legacy system. The system performs poorly in periods of peak activity, such as prior to a statewide election or primary, and produces unacceptable results. Problems experienced include inadequate storage for absentee voting records resulting in system outages and long lines of voters at county offices, inaccurate voter registration certificates produced for counties performing a voter precinct reassignment, and official voter registration lists that did not contain the names of all registered voters eligible to vote in the election. This system will be a liability if not replaced before the next reapportionment effort following the 2010 Census.

Rising Cost of Confirmation Mailings

To maintain an accurate list of active registered voters, the SEC removes ineligible voters from the statewide voter registration database. To remove these voters, the Agency must send a confirmation mailing to each voter for verification. This effort is very costly due to the federal requirement for this to be a first class mailing with a postage-paid reply card.

Participation in the Training and Certification Program

Nearly 500 election officials in the State are required by law to gain certification through the SEC's Training and Certification Program. Participants include voter registration board members, election commission members, and their staffs. Sixty-four officials are not certified, and five officials have never taken a class. Certification ensures election officials have the necessary knowledge to properly conduct elections. While the Agency has oversight responsibility for the program, it has no authority to compel compliance. All board members who do not gain certification within the statutory timeframe may be removed by the appointing authority. Legislation was passed in FY2007 that requires the Governor to remove noncompliant board members, but this applies only to those members who were appointed after June 18, 2007. The SEC notifies the Governor and legislative delegations of non-compliant board members. As a result, participation has improved but is still inadequate.

Certification Deadline for Presidential Candidates

Current law sets the deadline for certification of Presidential candidates 25 days after the deadline for all other candidates. This deadline provides an inadequate amount of time for the SEC and county election commission to prepare ballots and voting machine databases and to meet the federal 45-day deadline to mail absentee ballots to military and overseas citizens.

Use of Accountability Report to Improve Organizational Performance

Throughout the year, the SEC prepares and gathers information to present in the accountability report. By preparing this yearly report, the Agency is able to compare and address any changes that have been made. By performing this self-critique, agency leaders are able to determine where improvements are needed to better meet the needs of agency customers. It also helps determine what improvements should be made. The Agency uses each yearly report to take a methodical, holistic view of the services provided to customers in order to identify, develop, and implement process improvements to increase the quality and efficiency of those services.

SECTION II – ORGANIZATIONAL PROFILE

Major products and services of the State Election Commission

Statewide Voter Registration System

- Maintain and support South Carolina’s statewide voter registration system including additions and changes to the master file as provided by each county’s board of voter registration.
- Provide training and assistance on the statewide voter registration system to county voter registration staff through training classes, on-site visits, the Web, phone, and written documentation.
- Produce up-to-date lists of registered voters on a statewide, countywide, or specific election district basis upon customer’s request and payment of fees. Lists of registered voters are also available by voter demographics. In addition to current registered voters, historical lists are available of voters who participated in past elections.
- On a yearly basis, combine the voter registration file with the drivers license file and provide a list to be used by clerks of court and chief magistrates for the selection of jurors.

Conduct of the Primary and General Elections

- Oversee and assist with the conduct of primaries, general elections, and special elections; and if necessary, any subsequent protests or appeals.
- Insure the quality of the election process and the faith and trust the voting public has in the integrity of elections in South Carolina.
- Provide election supplies and forms to county and municipal election officials.

Election Support Services Program

- Provide counties with election support services and technical assistance related to the statewide voting system.
- Provide databases and ballot layout assistance to county and municipal election commissions.
- Provide election security oversight and guidance to counties.
- Act as a liaison between counties and the voting system vendor.

Training and Certification Program for Election Officials

- Administer a mandatory, statewide training and certification program for county voter registration and election officials and their staffs. Program components are designed to provide information about registration and election laws and procedures, as well as to sharpen management skills and other professional practices.

Educational Services

- Provide specialized training in the conduct of elections and state election law to poll workers, county election officials, and municipal election commissions.
- Provide county and municipal election officials assistance with ballot layout and proofing.

Voter Education and Outreach

- Conduct a continuing voter education initiative to ensure South Carolina voters are knowledgeable about the voting process. This effort covers the entire voter registration and election process with a particular emphasis placed on the proper use of the new electronic voting machines.

Public Information

- Provide results and statistics on elections held within the State.
- Provide information on current election law and policies.
- Respond to inquiries and requests from the public, media, candidates, political parties, elected officials, and other governmental agencies.

Program Management of the HAVA State Plan

- Implement processes to meet and maintain the requirements of the HAVA State Plan as required by federal legislation. A document has been established to chart the progress of plan goals.
- Track the progress of various projects associated with the implementation. This tracking is updated on a monthly basis.
- Manage program vendors and program financials.

Key Customers and Stakeholders

Customer/ Stakeholder	Requirements/ Expectations
Citizens of South Carolina	To have the opportunity to register to vote, participate in fair and impartial elections, and have the assurance that their vote will count.
County boards of voter registration and election commissions	To provide necessary training and support to carry out their missions.
S.C. General Assembly	To follow state law regarding conduct of elections and provide input for recommended legislative changes.
Municipal election commissions	To provide necessary training and support to carry out their missions.
Political Parties	To provide information and guidance regarding the election process, to hold fair and impartial elections, and to ensure everyone’s votes are counted.
Candidates/ Elected officials	To provide information and guidance regarding the election process, to hold fair and impartial elections, and to ensure everyone’s votes are counted.
Other state agencies	To work with them to provide citizens the opportunity to register to vote and to process information received when a voter is no longer eligible to vote.
Federal agencies such as the Department of Justice, Department of Defense, U.S. Election Assistance Commission, and Federal Election Commission.	To follow federal laws and guidelines and provide military and overseas citizens the opportunity to register and vote.
Those who purchase lists of registered voters	To provide accurate voter registration lists at a fair price within a reasonable time period of the request.
News media	To provide accurate information relative to the election process in a clear, concise, and timely manner.
Special interest and advocacy groups	To provide access to voter registration and voting to their constituents.

Key Suppliers and Partners

Key suppliers to the SEC include county voter registration and election offices, the State Budget & Control Board, the Division of State Information Technology, Office of Research and Statistics, Office

of Human Resources, Office of State Budget, technology consultants, Election Systems and Software, voters and citizens, office supply companies, and printers.

Number of Employees and Locations

The SEC, when fully staffed, consists of 19 full-time employees and one part-time employee. One position is unclassified and 18.5 positions are classified. Five and one-half positions are currently unfilled due to lack of funding. The Agency utilizes temporary employees and contract workers to meet the demands of Agency responsibilities. The Executive Director is the only position in the Agency that is exempt from grievance rights. The Agency has one operating location at 2221 Devine Street in Columbia, SC.

Regulatory Environment

Agency leaders maintain regulatory accountability by strictly following state and federal law. The Agency operates in accordance with the South Carolina Code of Laws, the Voting Rights Act of 1965, the Voter Registration Act of 1993, and the Help America Vote Act of 2002. The voting system used in South Carolina meets requirements of the S.C. Code of Laws and the U.S. Election Assistance Commission's Voluntary Voting System Guidelines (VVSG). The Agency adheres to Occupational Safety and Health Administration (OSHA) guidelines on employee safety and well-being and state and federal guidelines on the Equal Employment Opportunity Act. State audits are conducted, and the Agency follows accounting procedures as outlined and audited by the State Auditor's Office. HAVA established the Election Assistance Commission (EAC) to oversee funds distributed to the states to update voting technology, provide voter education, and accessibility to polling places. The SEC follows recommendations set forth by the EAC in order to receive federal funding. Federal audits are conducted in order to assure proper distribution of federal funds. The SEC strictly adheres to their policies and procedures on properly handling and distributing federal funds.

Key Strategic Challenges

- Educating voters so that they have an understanding of the voter registration and election processes, including how to register to vote and how to vote using the electronic voting machines. Through voter education, the Agency works to build and maintain confidence in the State's voter registration and elections processes.
- Developing consistent procedures and setting standards for county election officials.
- Educating county election officials on state laws and established procedures and encouraging them to adhere to these rules.
- Securing funding necessary to complete our goals. Adequate funding is necessary to obtain the human resources necessary for full operational capacity and to update outdated technologies.
- Adapting our policies and practices to conform to ever changing state and federal mandates.

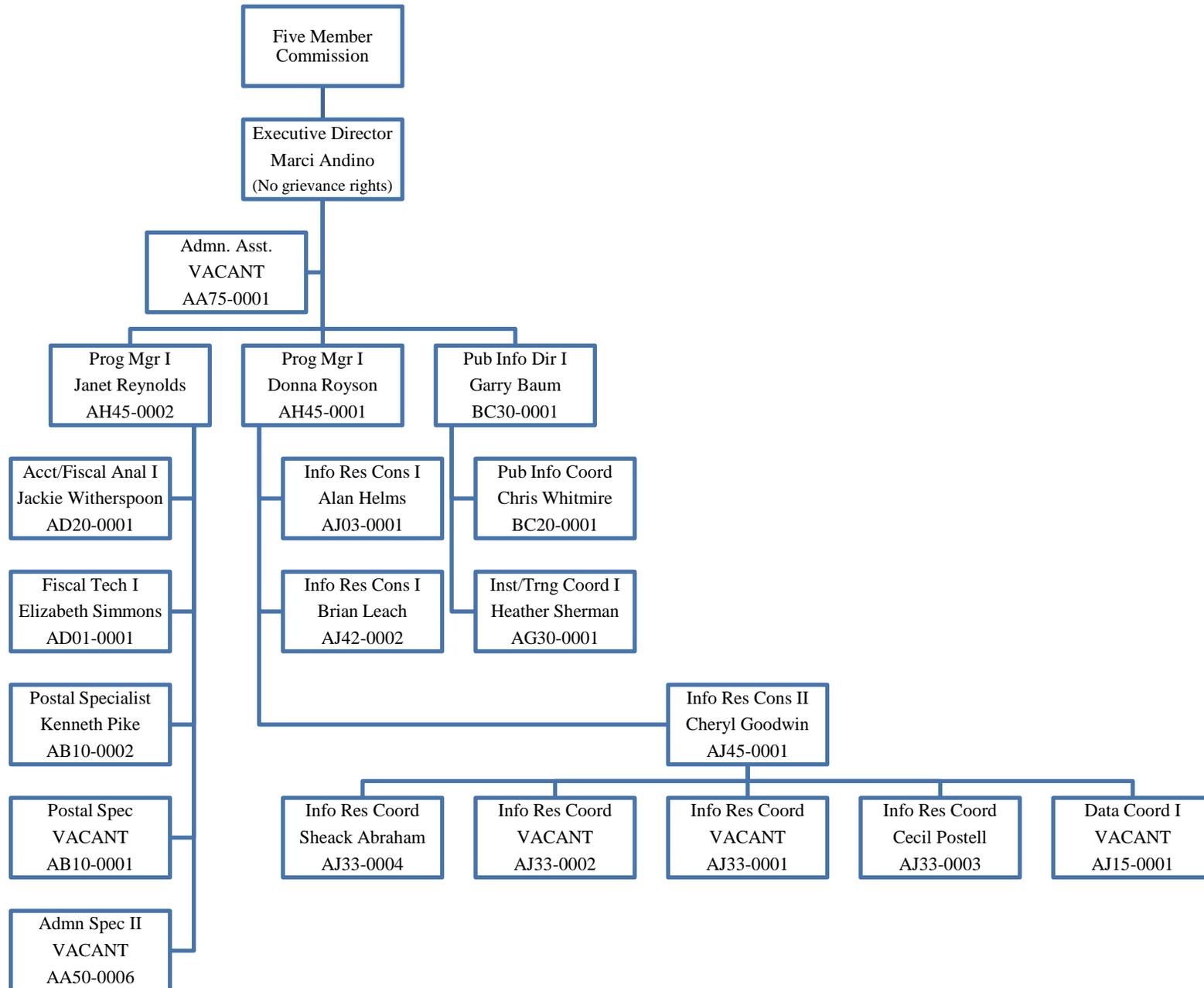
Performance Improvement System

Senior leaders regularly review the following performance measures and set policy or take steps to ensure improvement:

- Error rate and efficiency of election databases and ballots provided by the Voter Services department

- Election day problems and phone calls incurred versus amount and content of training provided prior to election day
- Evaluations from training and certification program classes
- Processing of pay vouchers is reviewed weekly to ensure proper coding and reimbursement amount
- Accurate charges for sales of lists of voters
- When new personnel are hired in county offices, SEC employees make contact with them on-site and determine their level of knowledge of voter registration and election procedures and laws. Based on that determination, training is encouraged in areas to increase their knowledge
- Voter registration status reports are printed and mailed to counties weekly, quarterly, and yearly. Management reviews completion of these mail outs and ensures their prompt delivery

State Election Commission – Organizational Chart – June 30, 2010



Appropriations/ Expenditures Chart

Base Budget Expenditures and Appropriations

Major Budget Categories	FY 08-09 Actual Expenditures		FY 09-10 Actual Expenditures		FY 10-11 Appropriations Act	
	Total Funds	General Funds	Total Funds	General Funds	Total Funds	General Funds
Personal Service	\$875,551	\$777,082	\$746,048	\$613,470	\$356,342	\$377,040
Other Operating	\$343,166	\$217,586	\$206,458	\$195,297	\$445,035	\$218,132
Special Items	\$286,388	\$286,388	\$721,125	\$721,125	\$135,000	\$0
Permanent Improvements	\$0	\$0	\$0	\$0	\$0	
Case Services	\$0	\$0	\$0	\$0	\$0	
Distributions to Subdivisions	\$399,126	\$399,126	\$438,262	\$438,262	\$0	\$0
Fringe Benefits	\$223,467	\$190,934	\$225,243	\$207,721	\$215,243	\$200,243
Non-recurring	\$4,113,532	\$2,394,837	\$1,741,766	\$207,606	\$3,625,000	\$0
Total	\$6,241,230	\$4,265,953	\$4,078,902	\$2,383,482	\$4,776,620	\$795,415

Other Expenditures

Sources of Funds	FY 08-09 Actual Expenditures	FY 09-10 Actual Expenditures
Supplemental Bills	\$1,206,190	\$566,501
Capital Reserve Funds	\$915,459	\$0
Bonds	\$0	\$0

Major Program Areas

Program Number and Title	Major Program Area Purpose	FY 08-09 Budget Expenditures		FY 09-10 Budget Expenditures		Key Cross References for Financial Results
01010000/ Administration	Oversees the Agency's policies & procedures, provides leadership, support, financial services, other related administrative services	State	\$311,474	State	\$287,701	Figure 7.12 Figure 7.13
		Federal		Federal		
		Other	\$224,050	Other	\$72,798	
		Total	\$535,524	Total	\$360,499	
		% of Total Budget	27%	% of Total Budget	18%	
20010000/ Voter Services	Oversees implementation of new voter registration system project, maintenance of the database of all registered voters in the State, manages evaluation of voting system certifications, maintenance of agency computer network	State	\$461,504	State	\$422,439	Figure 7.1 Figure 7.2 Figure 7.3 Figure 7.6 Figure 7.7 Figure 7.11
		Federal		Federal		
		Other		Other		
		Total	\$461,504	Total	\$422,439	
		% of Total Budget	6%	% of Total Budget	21%	
25000000/ Public Information/ Training	Training & certification program oversight which includes a common curriculum to include core courses on the duties and responsibilities of county registration boards and county election commissions and electives to promote quality service and professional development	State	\$109,744	State	\$99,705	Figure 7.1 Figure 7.4 Figure 7.5 Figure 7.6 Figure 7.7 Figure 7.8 Figure 7.9 Figure 7.10 Figure 7.11
		Federal		Federal		
		Other	\$13,624	Other	\$8,216	
		Total	\$123,368	Total	\$107,921	
		% of Total Budget	6%	% of Total Budget	5%	
30010000/ Aid to Subdivisions	Provides a supplement to county board members/also provides aid to county for local registration board expense	State	\$399,127	State	\$438,262	Figure 7.8 Figure 7.9 Figure 7.10 Figure 7.11 Figure 7.13
		Federal		Federal		
		Other		Other		
		Total	\$399,127	Total	\$438,262	
		% of Total Budget	20%	% of Total Budget	22%	
95050000/ Benefits	Employee Benefits	State	\$190,934	State	\$185,424	
		Federal		Federal		
		Other	\$32,533	Other	\$22,297	
		Total	\$223,467	Total	\$207,721	
		% of Total Budget	11%	% of Total Budget	10%	

Remainder of Expenditures	FY 08-09 Budget Expenditures		FY 09-10 Budget Expenditures	
	State	\$1,363,286	State	\$774,107
Federal	\$481,996	Federal	\$1,312,534	
Other	\$4,819,758	Other	\$865,296	
Total	\$6,665,041	Total	\$2,951,937	
% of Total Budget		% of Total Budget		

Fines & Fees Report

State law requires each state agency to provide and release to the public via their website a report of all aggregate amounts of fines and fees the agency charged and collected in the prior fiscal year.

SEC Fees Collected – FY2010	
Filing Fees for Special Elections	\$12,606.38
Training & Certification Program Fees	\$10,747.02
Sale of Lists	\$99,952.64
Sale of Publications	\$48.00
Filing Fees for Statewide Primaries	\$915,295.76

SECTION III – ELEMENTS OF THE MALCOLM BALDRIGE CRITERIA

Category 1 – Senior Leadership, Governance, and Social Responsibility

The Agency has five commissioners, who meet monthly and when otherwise necessary to set policy for the Agency based on its mission. The commission sets goals and approves major projects. Additionally, the commissioners are extremely supportive of agency initiatives.

The executive leadership system of the Agency consists of the Executive Director and three division directors. This management team meets weekly, or as often as needed, to share ideas, discuss situations, and conduct strategic planning. The agency mission and election laws of the State guide the team.

The Agency is involved to some degree in approximately 300 elections held each year in the State. Significant planning is required for the statewide primary elections and general elections conducted in even numbered years. Management must adhere to deadlines and anticipate possible problems as well as have a clear vision of information and actions that will be expected of the Agency for each election. Staff are instructed and provided with the necessary tools to complete this task. This is crucial to the successful conduct of elections.

- 1.1a** Short and long-term directions are based on customer needs, election schedules, election law changes, and changes in technology. For short-term direction, if a customer has an immediate need it is evaluated and delegated to the staff member who has the skills to address the need in a timely manner. For long-term direction, department directors and staff gather information, assess needs, develop a plan, and set a time-line for completion of the project. This time-line is stressed to each individual involved in achieving the long-term goal or direction.
- 1.1b/c** Employee performance expectations and organizational values are communicated through employee evaluations and staff meetings. Employees are expected to perform both effectively and efficiently. Employees performing below agency expectations are counseled and provided with the necessary resources, mentoring, and opportunity to improve their job performance.
- 1.1d** Potential employees submit to a State Law Enforcement Division background check before they are hired. All employees are expected to act in an ethical manner that meets established standards for professional and personal behavior. Problems with unethical behavior are immediately addressed as they occur. Written ethical policy provided by the Budget and Control Board is followed by the Agency.
- 1.2** Senior leaders establish and promote a focus on agency customers through a variety of learning and listening methods. Senior staff is also available to speak with customers when requested. An “unwritten” policy is in place for staff to promptly return all phone calls and reply to all letters within one business day, if possible.
- 1.3** The Agency determines the impact of its services through an agency e-mail service, an election community intranet, surveys, verbal/written communication, and focus group meetings. The SEC has an agency e-mail listed on the agency website where the public may submit questions, comments, or concerns/complaints on any voter registration or election related subject. Replies to

these e-mails are made within 3-4 working days, depending on the information submitted and requested. Replies to written and oral requests are made within 2 days.

The SEC conducts surveys after each training class for feedback on any improvements that need to be made in the content or distribution of information.

- 1.4** Senior leaders maintain fiscal accountability by following guidelines outlined by the Comptroller General's office on paying agency bills from the proper fiscal year budget and meeting all deadlines to pay such bills. Every fiscal year, the SEC submits a budget request to the State Budget Office. The Agency then appears before the House Ways and Means Committee and the Senate Finance Committee to justify the request. The Agency also undergoes external audits from the State Auditor's office. Formal internal audits are not conducted; however, informal audits are a part of agency business controls. For example, request for money must be in written form and properly released and authorized from the Finance Director and Executive Director.

Senior leaders maintain legal accountability and protection from lawsuits by closely following state election law. The SEC obtains legal opinions and assistance from the Attorney General's office or, when necessary, private attorneys on information that is not addressed in the laws. While agency leaders understand that any opinions issued from the Attorney General's office are non-binding, they rely on their in-depth knowledge and legal expertise regarding certain legal matters.

Agency leaders maintain regulatory accountability by strictly following state and federal law. The Agency operates in accordance with the South Carolina Code of Laws, the Voting Rights Act of 1965, the Voter Registration Act of 1993, and the Help America Vote Act of 2002. The voting system used in South Carolina meets requirements of the S.C. Code of Laws and the U.S. Election Assistance Commission's Voluntary Voting System Guidelines (VVSG). The Agency adheres to Occupational Safety and Health Administration (OSHA) guidelines on employee safety and well-being and state and federal guidelines on the Equal Employment Opportunity Act. State audits are conducted, and the Agency follows accounting procedures as outlined and audited by the State Auditor's Office. HAVA established the U.S. Election Assistance Commission (EAC) to oversee funds distributed to the states to update voting technology, provide voter education, and accessibility to polling places. The SEC follows recommendations set forth by the EAC in order to receive federal funding. Federal audits may be conducted in order to assure proper distribution of federal funds; therefore, the SEC strictly adheres to their policies and procedures on properly handling and distributing federal funds.

- 1.5** Senior leaders regularly review the following performance measures and set policy or take steps to ensure accuracy:
- Error rate and efficiency of election databases and ballots provided by the Voter Services department
 - Election day problems and phone calls incurred versus amount and content of training provided prior to election day
 - Evaluations from training and certification program classes
 - Processing of pay vouchers is reviewed weekly to ensure proper coding and reimbursement amount
 - Accurate charges for sales of lists of voters
 - When new personnel are hired in county offices, SEC employees make contact with them on-site and determine their level of knowledge of voter registration and election procedures and laws. Based on that determination, training is encouraged in areas to increase their knowledge

- Voter registration status reports are printed and mailed to counties weekly, quarterly, and yearly. Management reviews completion of these mail outs and ensures their prompt delivery

- 1.6** Senior Management determines their effectiveness as leaders through feedback from respective employees. This feedback is gained through an open-door policy and regular staff meetings. Quarterly or monthly meetings are held to take suggestions on improving department processes. Verbal communication is encouraged and expected if an employee is dissatisfied or feels that their supervisor can help improve his/her performance.
- 1.7** Agency staff engages in succession planning through coaching, training and development, and promoting from within. Employees are encouraged to go back to school or take classes to gain knowledge and skills that will prove valuable to the Agency in the future. The SEC faces a unique challenge to succession planning due to the size of the Agency. Many departments do not have the depth necessary to train competent successors.
- 1.8** Priorities for improvement are based on immediate needs identified from various situations that arise. For example, due to the federal funding from the 2002 Help America Vote Act, it was identified that SC could afford to replace all voting equipment currently used statewide, much of which was antiquated and not reliable. Agency staff worked with various interests groups to gather input on what types of features were needed on a new voting system (i.e., ear phones for the blind). These features were specified in a request for proposal for election machine vendors and must have been met in order to offer their equipment.
- 1.9** Staff development and training is a crucial part of the Agency’s vision for the future. Through workshops, retreats, and employee teams, employees are provided with the tools, resources, and opportunities to develop ways to enhance customer service to the benefit of the Agency. Employees are encouraged to complete levels of higher learning and are offered flextime to accommodate their schedules. Funding is provided for classes offered through the Budget and Control Board and other training opportunities that relate directly to improving employee skills and performance. Figure 1.1 depicts the level of employee development programs in which agency employees have been involved. No employees are currently enrolled due to a lack of funding.

EMPLOYEE DEVELOPMENT PROGRAMS		
Courses	Number Completed	Number Enrolled
Executive Institute	2	0
Certified Public Manager	3	0
Associate Public Manager	6	0
Human Resource Professional Development	1	0
Public Professional Development	1	0
Leadership Institute	2	0

Figure 1.1

The South Carolina Executive Institute existed primarily for state government officials with executive levels of responsibility and authority. The Institute was administered by the State Budget and Control Board and offered an annual curriculum tailored for public sector leaders designed to meet evolving needs of governmental leaders in South Carolina.

The Certified Public Manager™ (CPM) program is a nationally accredited management development program for public managers. The CPM designation is a professional credential that involves intensive study, practice, application, and testing to prepare public managers for the challenges of today's and tomorrow's workplace. This program, developed by the S.C. Budget and Control Board's Office of Human Resources, was accredited by the National CPM Consortium in 1996.

The Associate Public Manager™ (APM) offers new or experienced supervisors the skills and knowledge to help them stay on top of the latest supervisory techniques and achieve success in today's changing workplace.

The Human Resource Professional Development (HRPD) Program is designed for HR professionals to enhance their skills in continuing education focusing on HR practices and developing skills in specific technical areas.

The Public Professional Development (PPD) Program is a new certification developed for professional/technical staff to enhance their ability to work with teams, gain presentation skills, and manage priorities.

The Leadership Institute at Columbia College prepares women to assume leadership within their professions and communities, to lead innovation and change throughout their lives, and to be effective in a global society.

- 1.10** Managers properly train and empower employees to make decisions and take actions within the boundaries of their job duties that satisfy customers and produce better business results. Employee innovation is encouraged in an effort to improve agency services to customers. Recognition is given to employees whose ideas increase agency productivity or reduce agency expenditures.
- 1.11** Through encouragement and example, senior leaders participate in professional, election, and various charitable organizations through monetary donations and volunteer opportunities. In FY2010, 93% of SEC staff contributed to the United Way during the organization's State Employees Campaign. Employees are encouraged to be active in industry organizations such as the South Carolina Association of Registration and Election Officials (SCARE).

Category 2- Strategic Planning

Program Number and Title	Supported Agency Strategic Planning Goal/Objective	Related FY2010 Key Action Plan/Initiative(s)	Key Cross Reference for Performance Measures
	Support Statewide Voting System —Provide system support during local and statewide elections.	Provide voting system training and assistance to county election officials by preparing election-specific databases.	III. p.47-49
20010000/ Voter Services	Statewide Voter Registration System —Maintain and support the State’s voter registration system.	Provide maintenance and security of statewide voter registration system. Manage performance and enhancements to the system, ensuring conformity to new and existing laws and policies.	I. p.36-38 Figures 7.1 – 7.3
	Conduct of Elections —Oversee and assist with conduct of primaries and elections and ensure the quality of the election process	Provide oversight, consultative feedback, and training to county election commissions on election process and election law.	I. p. 36-38 II. p. 38-47 III. p. 47-49 IV. p. 49 V. p. 50-53 Figures 7.1-7.13
25000000/ Public Information/ Training	Training and Certification —Administer program consisting of components designed to provide information about registration and election law and procedures	Provide training to county election and voter registration offices, staff, and commissioners on conduct of voter registration and election processes.	II. p.42-46 Figure 7.8-7.11
	Implementation and Enforcement of Help America Vote Act —Successfully implement and insure compliance.	Develop and execute a plan to track the progress of various projects to ensure compliance with federal guidelines and deadlines.	II. p. 39-40, 46 III. p. 47-49 IV. p.49 Figure 7.4 Figure 7.5 Figure 7.11 Figure 7.12

Figure 2.1

2.1 Our strategic planning process is guided by the Agency Director based on the goals of the Agency. Goals are based on the agency mission and statutory requirements. The Director includes ideas and input from departmental heads and other employees in pertinent areas. Being a small agency makes it easier to assemble key players and develop a plan, taking into consideration all risks, strengths, weaknesses, opportunities and threats.

2.2-2.4 Action plans are developed and tracked using an agency project management site (PMO). The Agency PMO is a website that enables users to plan projects by organizing each task associated with the project. Each task is assigned an owner and a percentage value related to its importance in completing the project. As each task is completed, the program produces a percentage complete number for the project. The PMO also features a messaging system allowing users to

communicate and collaborate on projects. It also features a calendar module for planning purposes. The PMO enables the Agency Director and departmental directors to track the status of projects and action items through the PMO.

- 2.5** The objective of enforcing the provisions of the Help America Vote Act allows us to address the strategic challenge of educating voters by funding a comprehensive voter education campaign. The training and certification objective addresses the challenge of developing consistent procedures and educating county election officials. The challenge of funding for employees with an elevated technical skill level is addressed as part of the objective of supporting the statewide voting system.
- 2.6** Our strategic planning process is evaluated on its effectiveness in developing a plan that is carried out in a way that adequately addresses our strategic goals. Our strategic planning process is constantly evaluated and updated to conform to changing needs.

Category 3 - Customer and Market Focus

- 3.1** The SEC identifies key customers based on statutory requirements and observation of the groups and individuals requesting specific election related information or services. Key customers of the SEC include the citizens of South Carolina, county boards of voter registration and election commissions, elected officials, federal election agencies, municipal election commissions, political parties, candidates, those who purchase lists of registered voters, special interest and advocacy groups, and the media.

Customers are determined by recognizing those who request information and services from the Agency and whether the Agency can fulfill the request. For example, the Executive Director and management team meet regularly with election officials from all over the State. This committee serves as a liaison between all county election commissions and voter registration boards in the State and the SEC. By taking this approach, the management team is able to speak directly with one of the Agency's biggest customers and then lead and train agency employees to meet the customer's needs. They have also been extremely valuable in establishing needs for statutory changes and fine-tuning programmatic focus.

- 3.2-3.4** The SEC uses traditional and technological methods to listen to customers and learn what adaptations are necessary to meet their changing expectations. One way this is done is through the Agency's intranet site, ElectionNET. This is a growing, searchable electronic repository of a vast array of information including agency policies, processes, reference materials, tools, and historical documentation. This repository is the primary mechanism for one of our largest customer groups, county election officials, to seek information, conduct business, and make complaints. The SEC's public website, scVOTES.org, is the primary source for information for the general public. It also provides the public with a mechanism to make complaints by providing contact information for the SEC and county voter registration and election offices.

The management team also communicates with political parties, advocacy groups, and members of the legislature to discuss issues affecting the operation of the Agency. The SEC is interested in customer input on agency performance so that it may implement procedures, if needed, to improve customer service. The SEC assesses needs and determines how to best meet them in a cost effective and timely manner. Methods of determining levels of customer satisfaction include:

- Voter feedback through various communications
- Evaluations from training programs
- On-site visits with county offices
- Voting system users group meetings
- Advisory committee meetings with customers

- 3.5** Information from customers and stakeholders is used to improve services and programs by evaluating customer feedback and assessing the need for change in services or addition of new services. Many times, this requires a cross-functional team of agency staff, outside advisors, and county election and voter registration personnel.
- 3.6** The SEC is dedicated to continuous improvement of the voter registration and elections processes. By using the avenues outlined above, the goal is to provide the best possible service to customers of the Agency. Positive relationships with customers are built by providing accurate and timely information with excellent customer service.

Category 4 - Measurement, Analysis and Knowledge Management

- 4.1** The Agency decides which systems to measure based on the agency mission and key products and services. These measurements show trends for future planning and display areas of strength and opportunities for improvement.
- 4.2-3** A review of voter registration lists used in all elections is concluded within ten days of receipt. The review checks for discrepancies and errors made at the precinct level on Election Day. If errors are found, the proper county election officials are notified immediately so that they can correct improper procedures or identify areas to reinforce through training.

Federal law requires the SEC to work with agencies providing voter registration assistance to their clients. The SEC reviews reports for inconsistencies in the number of voters assisted and contacts agencies when discrepancies are discovered.

Other divisions use various tables and recording notebooks to track efficiency and effectiveness methods. For example, the Voter Services Division keeps a manual log of when sample ballots are mailed to a county election commission, when they are returned, and the number of errors contained in the information. If errors are found on the agency end of the transmission, steps are taken to reduce those errors in the future.

- 4.4** Technology is used as much as possible to ensure data integrity, timeliness, accuracy, security, and availability for decision-making. When problems arise or trends change requiring a shift in procedure, correct data is essential to make the right decisions. All voter registration data is tracked using the Agency's statewide voter registration system and reports from that system can be accessed at any time. Reports available to the public include the voter registration totals broken down by race, sex, and age. Other reports are produced to determine proper ballot content and number of ballots necessary for an election.
- 4.5** Data analysis is used to determine the validity of a process and supports decision making by capturing the pertinent data over a period of time and then evaluating all data and options to improve the process. For example, the SEC produced a weekly statistical printout that was mailed to each county voter registration office. County offices were surveyed to determine the validity of the weekly mail out, and it was determined that the counties do not need these reports as often. Based on this finding, reports are now mailed every other week at a cost savings of \$2500/year.
- 4.6** If a system, process or procedure is found to be inadequate or deficient; the problem is addressed immediately to lessen any impact in the short term. The issue is also addressed through the strategic planning process so that it can be improved or corrected in a more permanent way through changes in the particular system, process or procedure.
- 4.7** Employees with the greatest longevity within an organization usually possess the most technical and institutional knowledge. When an employee leaves their position, it is important to retain as much of their accumulated knowledge as possible. Significant time, money, and resources can be expended to fill the knowledge void through training new personnel or retraining existing personnel. The SEC is addressing the management of employee organizational and institutional knowledge management within the Agency by leveraging technology available through its new intranet (ElectionNET). This is a growing, searchable electronic repository of agency policies, processes, reference materials, employee desk procedures, tools, and historical documentation that is available to all agency employees.

Category 5 - Workforce Focus

- 5.1** Agency work is organized and managed on a departmental basis. Each department manager distributes work based on employee skills. During the past several years, the Agency has transitioned from heavily clerical work to work that requires more technical skills. Employees are hired and trained based on these current needs.
- 5.2** The SEC is a small agency with 19.5 employees dedicated to the mission of the Agency. Cross training and cross functioning are essential to achieve the mission of the Agency. In some instances, the size of the Agency hinders cross training because many positions require a skill set that is not readily available.
- 5.3** When a vacancy occurs, employees inside the Agency are encouraged to apply. Management uses the South Carolina E-Recruitment System to find potential employees with necessary skill sets. In the past, staff performed primarily administrative and data entry functions. We now require a much more technical skill set, and position salaries have not been adjusted to reflect this demand. Another barrier is the extreme workload placed on employees during times of peak demand, particularly during statewide election preparation.
- 5.4** There is an advantage in the small number of SEC employees when it comes to evaluation of workforce capability and capacity. Managers work very closely with their employees and are acutely aware of their skills and competencies. Having a small number of employees also makes the agency very sensitive to changes in staffing level demands. Changes in demands cannot always be absorbed by current staff; and many times, it is necessary to hire temporary and contract employees.
- 5.5** SEC employee performance management system gives management an opportunity to acknowledge good performance or provide resources and advice to improve on substandard performance. This process is demonstrated through the annual employee evaluation and by addressing specific situations as they arise.
- 5.6** Being a small agency, the SEC has no internal leadership program, but the Agency takes advantage of external leadership programs such as the Executive Institute, the Leadership Institute, and the certification programs offered through the State Office of Human Resources. See Category I, Figure 1.1.
- 5.7-10** Employee training and development is updated as necessary to allow the Agency to carry out its action plans. Constantly changing demands placed on voter registration and election requires ongoing training and development. Through meetings, workshops, training classes, phone, and in-person conversations with agency customers, needs and expectations of the Agency are determined. Once identified, new processes or programs are created, or existing ones are improved, to ensure customer satisfaction. These developments and improvements are executed using the most modern and economically feasible means available. Many times, development training of employees is needed to accomplish these program improvements. Employees are encouraged to continue their education and to attend any training offered to help them better perform their job duties. Extra training is also encouraged when performance is substandard.
- 5.11** Motivation of employees is done informally through verbal conversations and mentoring. Formal motivation is achieved through practices such as flex time, agency retreats, promotions from

within, and providing resources to perform the necessary job duties and monetary increases and bonuses when the agency budget allows. The Agency's compensation system is based on available funding and internal equity. If money is available in the agency budget, employee salary increases are given for performance, additional job duties, or completion of certain training programs. Regular staff meetings, verbal surveys, observation, and feedback during evaluations are used to determine employee satisfaction and motivation.

The Agency's rewards and recognition program is based on a peer-nominated approach. Employees are nominated quarterly by their peers for outstanding service performed based on the Agency's goals and mission. From those nominees, an employee of the quarter is chosen and recognized at a breakfast or luncheon and awarded a plaque. Each year an employee of the year is chosen from the employee of the quarter recipients and their name is engraved on a larger plaque in the office lobby.

Additionally, the SEC recognizes the outstanding registration/election office, official, and newcomer from the various counties in the State. These peer-nominated awards are presented annually at the South Carolina Association of Registration and Election Officials conference.

Many employees are actively involved in work related activities such as:

- S.C. Association of Registration and Election Officials
- National Association of State Election Directors
- Election Assistance Commission Standards Board
- Election Center
- The Society of Certified Public Managers
- Executive Institute Alumni
- SC State Government Improvement Network
- Government Finance Officers Association
- SC Information Technology Directors Association
- State Agency Training Consortium
- CPM Advisory Board
- International Public Management Association
- Human Resources Advisory Committee
- SC Assistive Technology Advisory Committee

Most employees also participate in the United Way and Good Health Appeal programs. Other volunteer programs by agency staff include Christmas adopt-a-family, blood donations to the Red Cross, Meals on Wheels, Sistercare Christmas assistance, school mentoring, Salvation Army, local soup kitchens, and food drives. Some employees have even used their lunch hour to provide volunteer services for these programs.

5.12 There is no formal assessment method to measure employee well being, satisfaction and motivation at this time. Informal assessments are conducted through open-door conversations and regular office visits by management staff. The agency encourages a work-life balance.

5.13 The SEC has attempted to establish career paths to enable employees to advance within the Agency. Cross training of employees is done agency wide. A limited amount of workforce planning has been done, but the size of the Agency and the varied skills sets of its employees, makes a specific, agency wide plan impossible.

5.14 A custodial staff provided by the Budget and Control Board Building Services Division maintains the work environment. Employees report any unsanitary conditions to custodial staff and/or other appropriate authorities immediately. The Agency also complies with OSHA and state fire marshal regulations.

The implementation of the electronic voting system has made the workplace safer by eliminating the need for large rolls of paper. Before the new system, SEC employees created ballots using large architectural plotters that require very heavy rolls of paper. Because of the extra weight, back braces were provided for staff to use while lifting the paper. Aprons and latex gloves were also provided for working with the plotter ink cartridges.

Employees using computers on a regular basis are provided with larger monitors containing screen filters, keyboards designed to prevent hand injury, and stands to hold data to be processed.

Category 6 - Process Management

I. Statewide Voter Registration System

Security and Maintenance

The SEC is responsible for maintenance and security of the statewide voter registration database, which currently contains more than 2.6 million active, registered voters. The Agency works with the Division of State Information Technology (DSIT) to provide housing for the database, regulate user access, and provide physical security. The SEC manages performance and enhancements to the system, ensuring conformity to new and existing laws and policies.

Each county voter registration board has online access to the database. On a daily basis, the boards add new registered voters and make changes to existing voter records within their county. The Agency provides the boards with technical support and training in the proper use of the system. The SEC provides the boards with necessary forms and materials to conduct voter registration.

Public access to the database is provided through the Agency's website, an in-office public access computer, county voter registration offices, and statistical reports. Through scVOTES.org, voters can access their voter registration record and information regarding the status of their absentee and/or provisional ballots.

The SEC keeps the database current by removing the names of voters who have died, moved, been convicted of felonies or crimes against the election laws, or who have otherwise become ineligible. Records that need to be made inactive are identified in several ways:

- Death reports from the Department of Health and Environmental Control, Bureau of Vital Statistics
- Reports of convictions from federal and state courts
- Registration reports from other states
- Database comparisons with other states to detect dual registrations.
- Requests directly from voters
- Confirmation card mailings

Confirmation Card Mailings (CCMs)

CCMs are conducted pursuant to the National Voter Registration Act and are designed to maintain voter registration database records by correcting inaccurate addresses and to preserve the voting rights of people who may have moved but did not update their address. The SEC sends postage paid return addressed post cards to voters who have not participated in at least one election for a specified time period. The post card asks the voter to confirm their address or provide their new address by returning the card. Voters who do not respond are flagged. Flagged voters who do not vote within two general election cycles after being flagged are made inactive.

Voter Registration Lists & Statistical Reports

The SEC is responsible for producing eligible voter registration lists for every election held in the State and providing those lists to the appropriate county boards of voter registration. These lists are used on election day to assist poll managers in determining voter eligibility before a ballot is issued. Lists are provided no later than 10 days prior to any election.

This eligible voter registration list traditionally has been provided in a printed format. The SEC also provides a system to allow poll workers to use a laptop computer to access the voter registration list at the polling place on Election Day. The Electronic Voter Registration List (EVRL) system reduces the amount of time it takes to process voters, helps determine the correct precinct for voters more quickly, and allows voter participation to be processed more quickly and accurately. The SEC provides training, databases, and some equipment to county voter registration boards and election commissions to facilitate use of EVRL in elections.

The Agency provides customers with various other lists of voters that are also produced from the voter registration database. These are many times referred to as “voter registration lists,” but are not to be confused with the official eligible voter registration lists described above. These lists are available broken down by geographical region (statewide, county, precinct, district), by demographic (age, sex, race), and by participation in a particular election or primary.

Various statistical reports on voter registration and voter participation are also made available to agency customers. These reports show numbers of registered voters at a given time or numbers of voters who participated in a particular election. These numbers are also available broken down by geographical region and demographic. Reports are produced at regular intervals (annually, quarterly, and weekly) and special reports are available on request.

The SEC is also responsible for providing jury pool lists to clerks of court, chief magistrates, and municipal courts to be used in jury selection. Jury pool lists are created by combining the names in the voter registration database with those in the drivers license file.

Voter Participation Statistics

After every election and primary held in the state, the SEC conducts a process by which each individual voter that participated in the election or primary is given credit for participating. By giving each voter credit, the Agency is able to make sure voters who are participating in elections are kept on the list of active, registered voters; and identify voters who are not participating in elections for inclusion in confirmation card mailings (see “Security & Maintenance”). This process also allows the SEC to produce voter participation lists and statistical reports (see “Voter Registration Lists & Statistical Reports”).

II. Public Information and Training

Public Information

On a daily basis, the public information staff interacts with the general public; local, state and national media; elected officials; candidates; political parties; county voter registration and election offices; the U.S. Department of Justice; and others. The staff completes surveys and responds to requests for information via letter, e-mail, telephone, and personal appearance. The Public Information and Training Division also produces informational publications including the bi-annual Election Report.

Voter Education and Outreach

The SEC is committed to providing education and outreach to voters. It is imperative for voters to be knowledgeable about voter registration and election processes in the State to ensure that the Agency’s mission of conducting successful elections is accomplished. This commitment to voter education is consistent with the Agency’s voter education message—“Every Vote Matters. Every Vote Counts.” The Agency continues to deliver this message to voters in various ways through its *SC Votes* voter education and outreach initiative.

Election Night Results Reporting

The SEC uses an online tool called Election Night Results (ENR) to report results for all statewide general elections and primaries. ENR is available to users through scVOTES.org. This tool not only provides public access to results on election night, but serves as an historical repository available throughout the year. ENR provides visitors with a graphical view of in-depth state and county results. Users are presented with a breakdown of votes received for a candidate by contest. Maps illustrate the counties or precincts reporting, voter turnout, and results by county or precinct. A reporting area allows interactive report creation and the ability to download detailed reports. As county election commissions compile precinct-level results, they are electronically transmitted to the SEC. The SEC aggregates and reports each county's state and local results in real time via the ENR Web interface.

scVOTES.org

The SEC website, scVOTES.org, is designed to provide clear, accurate, and timely information to the general public on all aspects of voter registration and elections in the State. The site is maintained in house by SEC staff. Voters, candidates, poll workers, and news media use the site to find valuable information relative to their concerns. This site is reviewed on a weekly basis to determine whether changes are necessary to better serve customers. Site design, features, and functionality are kept up-to-date with current Web technologies.

Training

Training & Certification Program

All county election and voter registration officials and staff members are required by statute to complete the Training and Certification Program provided by the SEC. SEC staff, county election commission staff, other governmental agency staff, and professional trainers conduct component classes of this program. Classes are offered on a quarterly basis and at the annual conference. Updates to the training classes are made as needed due to election law changes, procedural changes, and information gathered by feedback from participants. Some future classes may be conducted online through the agency learning management system.

Once the classes are scheduled, agency staff prepares a calendar of deadlines for class preparation. Registrations for classes are received up until the day of the class. Because of the extended registration procedure, extra materials are produced by the deadlines set on the original class calendar. Supplies for producing these materials are well stocked in advance and re-stocked immediately after depletion.

Performance from suppliers, trainers, and staff preparing materials are monitored in several ways. Materials for classes are monitored by using the deadlines previously determined. If there is a breakdown in production, it is noticed immediately and dealt with as soon as possible. The best way to prevent a breakdown is to prepare in advance by stocking proper materials and not waiting until the deadline to complete a project. Senior leaders encourage this process. Overall evaluation of classes and performance of trainers is obtained from written evaluations completed by class participants. These evaluations are used to identify improvements to future training classes which are paid for, in part, by a minimal registration fee paid by each participant.

Educational Services

On-site training programs for poll workers, county election commissioners, and municipal election commissioners are performed on an as-needed basis. A county or municipality may request training in any of these areas by phone, e-mail, or written communication. Once the request is made, SEC

staff arrange for the time and place of the training based on the customer's schedule. This training is conducted during day and evening hours.

A Learning Management System (LMS) is used to conduct online training classes as a supplement to in-person instruction. This training resource allows user access 24 hours per day, seven days per week. The LMS also enables state and county election officials to manage a user's progress through tracking and testing functions in the system. The first application of the system is the online Poll Manager Training Program. Work on a second application, a municipal elections training course, began in FY2010. The LMS will be used in the future to conduct additional classes, including training and certification program classes.

Periodic election law changes require changes to materials used in various training programs and on Election Day. These election law changes are tracked by the Agency's Public Information Officer and reported to staff responsible for updating materials and forms. Prior to every primary and general election, if not needed before, these changes are reviewed and incorporated into various forms and materials supplied by this office including the Poll Managers Handbook, the voter registration and election laws handbook, the Municipal Election Handbook, and the Voter Registration and Election Commission Handbook. Changes needed as a result of a suggestion from office staff or customers are also incorporated at this time. Supplies and printing are secured using state procurement procedures and distributed to county offices via UPS, interagency mail service, and personal delivery.

Agency staff travels regularly to county offices to provide assistance. Onsite visits are also used to obtain feedback and new ideas from customers that would benefit the election process. The SEC also provides support and training in response to staff turnover within county election offices.

Federal Health and Human Services Grant Administration

The SEC administers a five year grant from the federal Department of Health and Human Services. The Election Assistance for Individuals with Disabilities Grant has helped improve access for voters with disabilities by providing funding for polling place upgrades, training, and education. The grant provides funding in four areas:

1. Improving physical accessibility to polling places.
2. Providing opportunities for equal access and participation.
3. Training of election officials.
4. Providing accessible information.

The SEC makes the availability of this funding known to counties and encourages counties to take advantage of this opportunity. County election commissions, with the help of the disabled community, assess their polling places and identify needed improvements. Once a county applies for funds, the SEC reviews the request and determines whether grant requirements are met. If approved, the county contracts for the work to be completed and sends the Agency the required documentation for reimbursement.

Ballot Review and Approval

The SEC serves as the final reviewer for all ballots used in statewide primaries and general elections, as well as special elections for state-level and multi-county offices. The Agency also assists county and municipal election commissions by serving as a final reviewer of ballots for local elections. This review ensures ballots are designed in compliance with state law and ballot standards established by the SEC. The review includes making sure ballots have correct spelling, appropriate ballot headings, and the proper listing of candidates, offices, and questions. Ballot standards are reviewed and revised as necessary by a Ballot Standards Committee made up of SEC staff. The SEC strives for no later

than a 48 hour turn-around time for approval. This ballot review and approval process conducted by the Public Information and Training Division is part of the overall election definition process described in the next section.

III. Statewide Voting System

Voting System Support

VSD staff is knowledgeable and available for phone and on-site support to users of the voting system. Division staff also conducts periodic security assessments and provides advice to users in areas where the security can be improved. Software upgrades to the system in all counties are performed by VSD staff, and assistance with firmware upgrades is provided where needed. Division personnel are in contact with suppliers of the software, specialized supplies, and mailing supplies needed. Contact with voting system vendors is made by phone for immediate resolution and through users group meetings for items that need discussion and input from other customers.

VSD staff develops and conducts voting system training classes on an as needed basis. Classes cover topics such as voting system software, voting system preparation, results accumulation, and technical support.

Election Definition

Election definition is a process by which software is used to build a database containing election-specific information such as precincts, offices, and candidates. From this database, ballots are produced for voting machines and optical scan paper ballots. The election definition database also allows for integrated reporting of all election results, from voting machines and paper ballots. Staff in the Agency's Voter Services Division (VSD) performs this election definition process for most counties and elections held throughout the state. By providing this service to county and municipal election commissions, they are able to significantly reduce election costs. Seven counties define their own databases for most elections.

VSD has a formal policy of delivering all databases and ballots within two weeks after receiving election specific information. With the exception of elections with special circumstances, such as candidate withdrawals and lawsuits, the goals are met by performing preliminary work on databases well in advance of receiving candidate names. This early delivery is accomplished by following strict election definition procedures.

Election Definition procedure summary:

- County election commission (CEC) submits election information.
- SEC builds election database.
 - Database passes initial Quality Assurance (QA).
 - Ballots created, proofed, and tested.
 - SEC performs final database QA.
 - Ballots sent to CEC for approval.
- CEC reviews ballots, requests changes if necessary, and approves ballots.
- CEC orders printing of absentee, emergency, and failsafe ballots; orders audio files to be produced; and prepares and tests voting system for election.

Voting System Certification

The SEC is responsible for examination and certification of any upgrades to the current voting system. Prior to seeking certification in South Carolina, the voting system vendor must complete national

qualification testing at an independent laboratory based on the U.S. Election Assistance Commission's voting system guidelines. Application packages are received with a fee of \$1,000 for first time certifications and \$500 for all upgrades to existing certified systems. Once the application and fee are received, staff at the SEC begins testing the system using a pre-defined process based on state election laws. Once the examination and test election are complete, the system is presented to SEC Commissioners for certification.

Since the State utilizes one system of voting, the SEC no longer tests voting systems from various vendors but maintains a list of hardware, software, and firmware associated with the statewide voting system vendor.

IV. Administration of Federal Election Requirements

Help America Vote Act of 2002(HAVA)

HAVA aims to improve the administration of elections in the United States, primarily through:

- Providing funds to improve the election administration process, technology related to elections, replacement of punch card voting systems, and assistance to disabled voters.
- Establishing a federal presence for election assistance.
- Providing that every citizen has the opportunity to vote and have their vote counted.
- Offer training to voters, poll workers, and election officials on voter registration and the election day process.

Each state in the nation was required to submit a State Plan to the federal government outlining steps that would be taken to achieve HAVA compliance. A diverse group of approximately 50 people were appointed to the HAVA State Plan Task Force. The group consisted of members from the Senate and House of Representatives, Office of Research and Statistics, Office of the State Chief Information Officer, Governor's office, both political parties, NAACP, Palmetto Project, League of Women Voters, disability community, county boards of voter registration and election commissions, and staff from the SEC. The plan was delivered to the Federal Election Commission in September of 2003 and has been updated yearly as necessary.

Uniformed & Overseas Citizens Absentee Voting Act (UOCAVA)

The Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) requires states to provide special procedures to military and overseas citizens to help facilitate voter registration and absentee voting. Persons protected by this Act are:

- members of the United States Uniformed Services and merchant marine;
- their family members; and
- United States citizens residing outside the United States.

Citizens covered under UOCAVA are allowed to:

- register to vote and/or request an absentee ballot by completing a single form
- send and receive voting materials by fax and email
- receive an Instant Runoff Voting (IRV) ballot at the time they receive ballots for a primary
- receive their ballot at least 45 days prior to the date of any election for federal office

IRV was implemented to ensure voters in distant or isolated locations were not disenfranchised by the short two-week period between primaries and runoffs. The IRV ballot allows these voters to rank the

candidates for each office in a primary. If a runoff is necessary for a particular office (no candidate receives majority), the IRV ballot rankings are used to determine the voter's choice in the Runoff.

The SEC strives to have all ballots available for printing in time to meet the 45-day deadline. In the event that regular ballots are not available by this deadline, the SEC provides UOCAVA voters with a Special Write-In Absentee Ballot (SWAB). In addition, county voter registration offices are encouraged to send an official ballot containing candidate names to voters who may have received a SWAB. In such an event, whichever ballot the voter returns first is counted.

V. Agency Administration

Accounts Payable

When an invoice is received, it is reviewed by the Director of Administration and is coded for payment. The Executive Director of the agency reviews the invoice and initials it. The accounts payable clerk processes the payment into the statewide accounting system (the South Carolina Enterprise Information System, SCEIS). This begins the workflow process in the system. The payment is then either approved or rejected by the Director of Administration. The Comptroller General's Office audits the payment, and the information is uploaded and forwarded to the State Treasurer's Office (STO). The STO then sends a check to the agency and the accounts payable clerk mails the check to the respective individual or entity.

Supplement to County Election Commissions and Registration Boards

The SEC receives pass-through funds which are sent to each county registration board/election commission member on a quarterly basis, per Proviso 79.1. In many cases, no other additional compensation is received by the board members. While some counties supplement the state stipend, most do not. During the 2010 legislative session, funding for the stipend was eliminated. As a result, no funds will be available for the registration board/election commission members in fiscal year 2010-11. Also, Proviso 79.7 requires the SEC to withhold the stipend for board members who fail to complete the SEC's Training and Certification Program or for members who have completed the program, but fail to complete at least one elective per year. Many board members perform other tasks such as providing technical support, attending monthly board meetings, and assisting with the day to day operations in the office. Board members play a critical role in helping to ensure elections are run fairly and efficiently.

Agency Information Technology Support

The Voter Services Division is responsible for the in-house computer network. When problems arise with hardware or software, staff is notified immediately and the situation is addressed. Staff members are empowered to make decisions independently unless the decision requires major budget expenditures.

Election Protest/Appeal Hearings

As part of the election process, candidates are allowed to file an election protest if they feel voting irregularities occurred. Protests for countywide and less than countywide offices are filed with the county election commissions. Protests for federal, statewide, Senate, House of Representatives, and multi-county offices are filed with the SEC.

After the county election commission hears a protest and renders a decision, a candidate may appeal to the SEC. Appeals following decisions of the SEC are filed with the S.C. Senate, S.C. House of Representatives, or the S.C. Supreme Court.

Candidate Filing & Certification

The SEC works with the State's certified political parties to coordinate the filing process for all partisan candidates for federal, state, and multi-county offices in special and general elections. Candidates file with their respective state or county parties, depending on the office, during the filing period prescribed by law. Parties certify the names of candidates who have filed to the SEC or county election commission (depending on the office) by deadlines prescribed by law. Once candidates are nominated (by primary or convention, depending on party) they are again certified to the SEC or county election commission prior to deadlines prescribed by law. Agency staff provides information to candidates and parties to help ensure candidates file properly and parties meet certification requirements and deadlines.

The SEC is responsible for receiving the filing paperwork of petition candidates for federal, state, and multi-county offices. A candidate's petition must contain a certain number of valid signatures of active, registered South Carolina voters depending on the geographical area the office represents. The SEC facilitates verification of these petitions by distributing pages to the voter registration offices in the corresponding counties of origin. Each county voter registration office reports their total number of valid signatures to the Agency, and a total is calculated. If the petition contains enough valid signatures, and the candidate is otherwise qualified; the SEC certifies the candidate to be on the ballot. The Agency verifies that petition candidates have filed Statement of Economic Interest (SEI) forms with the State Ethics Commission. Candidates are also notified that they may be required to file a Campaign Disclosure form with the State Ethics Commission.

The SEC is also responsible for receiving the filing paperwork of candidates for non-partisan multi-county offices, such as some school boards and watershed districts. The SEC collects Statement of Candidacy forms from all candidates who file with the Agency and verifies that SEI forms have been properly filed with the State Ethics Commission. Candidates are also notified that they may be required to file a Campaign Disclosure form with the State Ethics Commission.

Certification of Political Parties

The SEC is charged by law with certifying and decertifying political parties in the State. Political parties seeking certification must submit to the Agency a petition containing the valid signatures of 10,000 active, registered South Carolina voters. The SEC facilitates verification of these petitions by distributing pages to the voter registration offices in the corresponding counties of origin. Each county voter registration office reports their total number of valid signatures to the Agency, and a statewide total is calculated. If the petition contains enough valid signatures, the SEC certifies the party. Certified political parties who do not maintain the requirements outlined in South Carolina Code of Laws Section 7-9-10 must be decertified by the SEC. South Carolina has nine certified political parties: Constitution, Democratic, Green, Independence, Labor, Libertarian, Republican, United Citizens, and Working Families.

Category 7 – Results

I. Statewide Voter Registration System

Security and Maintenance

- The SEC maintained a database of approximately 2.6 million active, registered voters.
- The Agency worked with the Division of State Information Technology (DSIT) to ensure the database was securely housed and access was granted to only authorized users.
- Staff worked with Greenville and Dorchester counties to import county GIS data to be used to assign voters to their correct districts. This allowed what was a manual, time consuming process in the past to be 90% automated. The automation led to the process being completed in a fraction of the time it would have taken to manually process all voters. This process realizes a cost savings to the county and State, and provides accurate lists of eligible voters to be used on election day.
- Approximately 200,000 voters were added to the database. This number includes voters registering for the first time, voters moving from one county to another, and voters being reactivated who previously had the status of inactive.
- SEC staff removed 241,883 voters from the State’s list of active, registered voters. Reasons for removal include: felony convictions, deaths, moves out of county, and voter requests for removal.

Figure 7.1 shows the number of active, registered voters in the State at the end of each fiscal year. Decreases in voters in 2002, 2008, and 2010 are due to the removal of inactive voters after confirmation card mailings.

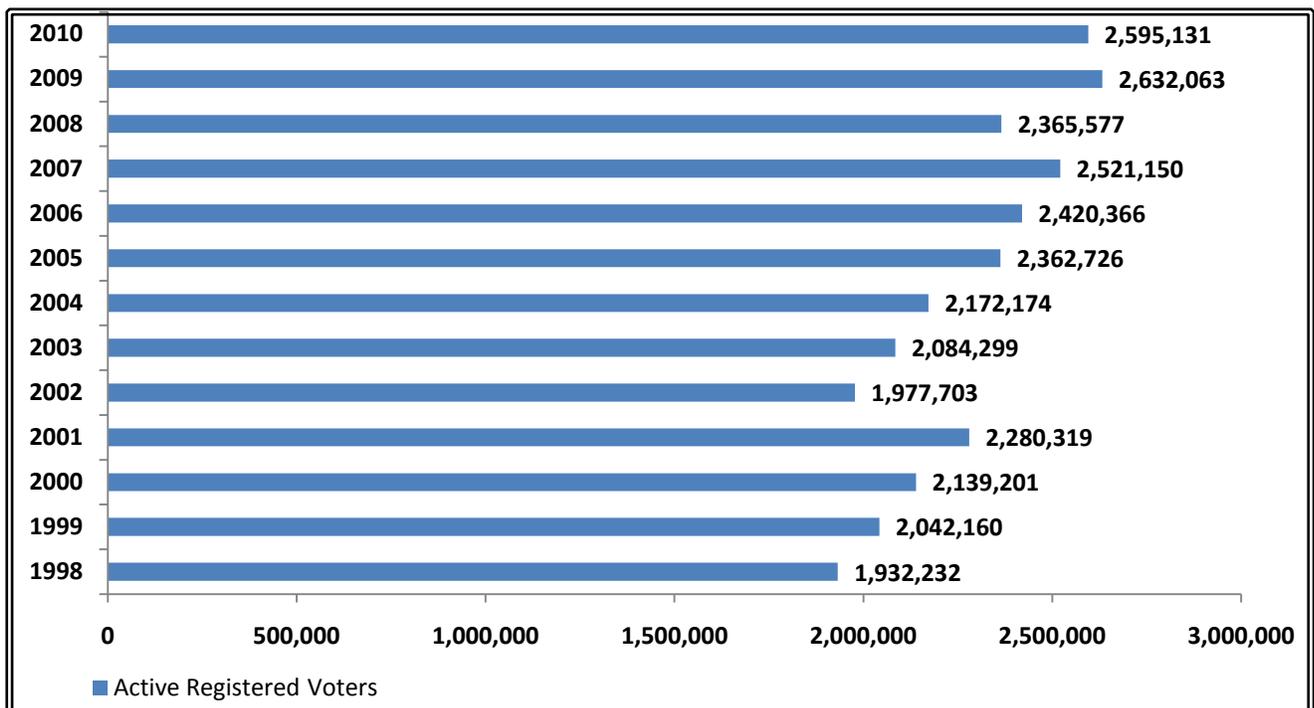


Figure 7.1

Confirmation card mailing

In an effort to maintain the accuracy of the statewide voter registration database, confirmation cards were mailed to 121,164 voters in May 2009. The mailing was conducted strictly following the requirements of the National Voter Registration Act of 1993. The act provides that a State may develop a program that makes a reasonable effort to remove the names of ineligible voters from the

voter database in order to keep the list current and accurate. Voters who had not voted in any election since November 2004 received a postcard requesting them to respond with a corrected address, a desire to remain active, or a desire to have their name removed from the active list of registered voters. Approximately 45,000 postcards were returned to the SEC and processed. Figure 7.2 shows a breakdown of the confirmation card mailing results.

Confirmation Card Mailing Results	
121,164	Total cards mailed
74,511	Voters given status of IF (<i>inactive for failure to return confirmation card</i>)
31,689	Voters given status of IM (<i>inactive for move to another location</i>)
824	Voters given status of IW (<i>inactive for written request to be removed from the list</i>)
1,046	Voters statuses changed during project due to death, conviction, or move outside county
321	Voters corrected address and remain active
12,773	Voters indicated they are at same address and wish to remain active

Figure 7.2

Voter Registration Lists & Statistical Reports

- 231 voter registration lists were printed for elections held in the State during FY2010. Lists ranged in size from small districts to the statewide general election. All lists were delivered on time. The SEC developed and implemented use of a voter registration checklist designed to quickly detect list errors prior to election day.
- The SEC responded to 286 requests from customers for lists of registered voters. The lists ranged in make-up from statewide lists to lists of voters from specific geographic areas and demographic groups.
- The SEC produced 216 jury lists for county magistrates, county clerks of court, and municipal courts.
- Approximately 700 statistical reports were produced from the voter registration database.

Electronic Voter Registration List (EVRL)

The SEC made improvements to EVRL software and facilitated the continued expansion of its use throughout the state. In March 2010, the SEC released a new version of EVRL featuring major improvements to the software. These improvements, along with updated user manuals, are the results of a lessons learned workshop held with county officials who use the system. New features of EVRL include:

- Networking of multiple laptops in a precinct.
- Inquire Only Mode - poll worker may search for voters but may not record voter participation.
- EVRL screen may be minimized.
- Use of the <ENTER> key to select highlighted action buttons was added.
- Absentee information and new registrations that occur after the EVRL election file was created may be imported at a later date.

Currently, 26 Counties use EVRL in some capacity. The SEC has provided 446 laptops in previous fiscal years to enable counties to use the system. Most recently in FY2009, the SEC provided laptops for every precinct with more than 2,000 voters. Figure 7.3 shows counties using EVRL and the number of laptops provided by the SEC.

County	Laptops provided by SEC	County	Laptops provided by SEC
Aiken	8	Greenville	67
Anderson	23	Hampton	2
Berkeley	29	Horry	36
Charleston*		Kershaw*	
Chester	2	Lancaster	5
Chesterfield	5	Lexington	37
Clarendon	2	Marion	3
Colleton	3	Marlboro	2
Dillon	2	Oconee	10
Dorchester*		Richland	86
Edgefield	4	Spartanburg	51
Florence	8	Williamsburg	2
Georgetown	7	York	52
Total laptops provided by SEC - 446			

*County purchased (or rented/borrowed) laptops from other sources.

Figure 7.3

Voter Participation Statistics

After each election held in FY2010, including the 2010 State Primaries, all voter registration lists were returned to the SEC for processing. The lists are printed with a barcode for each voter. A high speed scanner was used to capture a record of all voters participating in each election. Voter participation statistics were captured from all 231 elections held throughout the state. Statistical reports on the age, race, and sex of votes participating in each election were produced for each election.

PEW Foundation Projects

South Carolina was invited to participate in several workshops conducted by the Pew Center on the States, a division of The Pew Charitable Trusts, to assist with their goal of improving voter registration and voting in the United States. At the Voter Registration Modernization workshop, SEC staff served as subject matter experts in a comparison of the voter registration methods of the United States and Canada. As a result of the workshop, PEW is developing a nationwide master database of registered voters. State participation in the database project is voluntary. Participation will allow states to identify voters who have moved to, or registered in, another state.

Another program conducted by PEW is the Voting Information Project (VIP). This effort provides accurate and reliable election information to voters via a Google application or VIP Gadget. Voters may download the gadget and use it to check their precinct and polling location based on their current street address. SEC Information Technology staff attended a workshop on the VIP Gadget and provided technical and subject matter expertise on its operation. The SEC is currently working with PEW to incorporate SC data into their system.

II. Public Information and Training

Public Information

During FY2010, the SEC Public Information Office fielded approximately 5,000 telephone calls, e-mails, letters, and office visits from local and national media, candidates, political parties, county election commissions, county voter registration offices, organizations, and the general public. The Agency actively informed the public through the media and the agency website of news, events,

deadlines, statistics, and results relating to all state and multi-county elections. Thirteen major press releases were issued in FY2009. The Public Information Office responded to approximately 20 requests made under the Freedom of Information Act. All requested records were provided according to state and federal laws.

Voter Education and Outreach

The SEC worked during FY2010 to reach out and educate voters on all aspects of voter registration and elections in South Carolina through the Agency’s *SC Votes* voter education initiative. The *SC Votes* campaign theme is “Every Vote Matters. Every Vote Counts.” The initiative includes: educational brochures, posters, videos, outreach at public events, a voter education website (scVOTES.org), and a statewide mass media campaign. This focused voter education effort has been ongoing since 2004, commencing with the implementation of the new voting system. From its inception, the initiative was focused primarily on ensuring voters were informed about the use of the State’s touch screen voting machines. As the State’s voters have become increasingly familiar with the system, focus has shifted to ensuring voters are informed about the laws, procedures, and deadlines associated with voter registration and voting in South Carolina elections.

While the campaign is designed to reach every voter in SC, special efforts were made in FY2010 to reach out to young adults, senior citizens, and voters with disabilities (see Figure 7.5). A voter registration poster designed to encourage eligible students to exercise their right to register and vote was distributed to every high school, college, and Department of Motor Vehicles (DMV) office in the state. A general voter registration and election information poster was printed and distributed to county election commissions and DMV offices throughout the state prior to the June Primaries. The Agency has increased its presence on social media sites Facebook and Twitter and used these outlets to disseminate voter education messages, particularly in the weeks leading up to the 2010 Statewide Primaries.

The Agency’s efforts gained positive newspaper, radio and television coverage that provided vital information to voters. SEC staff appeared on television and radio programs throughout the state to provide voters with information on the voter registration and election process. This proactive dissemination of accurate and reliable information contributed greatly to the success of the 2010 Statewide Primaries and all elections held in FY2010.

Figure 7.4 shows a summary of *SC Votes* campaign activity. Figure 7.5 shows a breakdown by county of each event visited.

SC Votes Voter Education Campaign Overview– FY2010	
Voter Education Events	22
Voting Machine Demonstrations	954
Voting Machine Views*	2,147*
Counties Visited	15
Statewide Events	4
Voter Registrations	335

*Voting Machine Views = demonstrations x “pass along factor” of 2.25 (accounts for multiple observers of one demonstration)

Figure 7.4

SC Votes Voter Education Campaign Events – FY2009	
County	Voter Education Event
Statewide	South Carolina Teachers Expo & Teacher Recruiters Event
Statewide	SC State Fair - Partnering with WLTX-TV 19

Statewide	2010 SC Assisted Technology Expo
Statewide	2010 Gubernatorial Forum – SC Society of Certified Public Managers
Allendale	Savannah River Site Job Fair – USC-Salkehatchie Campus Conference Center
Anderson	2009 Disability Fair
Calhoun	Calhoun Council on Aging - Senior Event
Charleston	The Goodwill Job Fair
Charleston	Trident One Stop Summer Job Expo
Colleton	Colleton County Council on Aging - Senior Event
Edgefield	Edgefield Senior Center - Senior Meals Program Event
Florence	Leatherman Senior Center - Senior Day Event
Greenville	The Diversity Job Fair
Laurens	Laurens Hall of Heroes - Parade & Ceremony Event
Lexington	Swansea Senior Center
Orangeburg	Springfield Senior Center
Orangeburg	Branchville Senior Center
Orangeburg	Orangeburg/Bamberg/Calhoun County Job Fair
Spartanburg	Piedmont Interstate Fair
Spartanburg	Spartanburg EXPO Center Job Fair
Union	Union County Fair Senior Appreciation Day
York	Catawaba Indian Nation Job Fair

Figure 7.5

Election Night Results Reporting (ENR)

ENR is a comprehensive online election results reporting tool designed to meet the public need for improved access to election results. ENR is used primarily to report results of statewide elections and was used for the first time in 2008. Use of ENR continues during the 2010 Statewide Primaries and Runoffs. Performance of the system has met our expectations and far exceeds performance of past election results reporting methods. The SEC continues to receive very positive feedback from the public, candidates, parties, academics, government officials, and the media. SEC staff is using feedback from those users to identify areas where the software can be improved to provide even faster and more detailed access to election results. Major improvements over past results reporting methods include:

- User-friendly, aesthetically pleasing graphical interface
- Map views of election results on the state, county, and precinct levels
- Allows county election commissions to transmit partial results
- Results made available sooner than with past methods
- Downloadable, customizable reports in several file formats
- Real-time results reporting
- Serves as historical repository for past results
- Immediate voter turnout estimates

scVOTES.org

Each year, significant increases in the number of visits to the agency’s website occur during periods surrounding a major election year events. The number of visits can be attributed to the publicity of the website and the usefulness of the information found there. Numerous improvements were made to the site in FY2010 including:

- Addition of front page links to Facebook and Twitter pages
- Addition of downloadable, high resolution voter registration posters
- Addition of election-specific Fact Sheets
- Redesign of the Voter Registration page
- Redesign of the Absentee Voting page
- Redesign of the Military and Overseas Citizen Voting page

- Redesign of the Information for Candidates Page
- Update of the Frequently Asked Questions

Figure 7.6 shows information regarding activity on scVOTES.org in FY2010. The number of page views peaked during the June 2010 Primaries, with significant increases occurring after the close of candidate filing in March 2010 and during the municipal elections of November 2009.

Figure 7.7 shows the pages receiving the most views in FY2010. Local candidate names, listed by county, were provided through the site in FY2010 for the first time ever. Previously, only state-level candidate names were provided. As a result, the Agency received positive feedback from voters and the media regarding this new service, and the 2010 Candidate Lists page became the third most-viewed page on the site during the fiscal year.

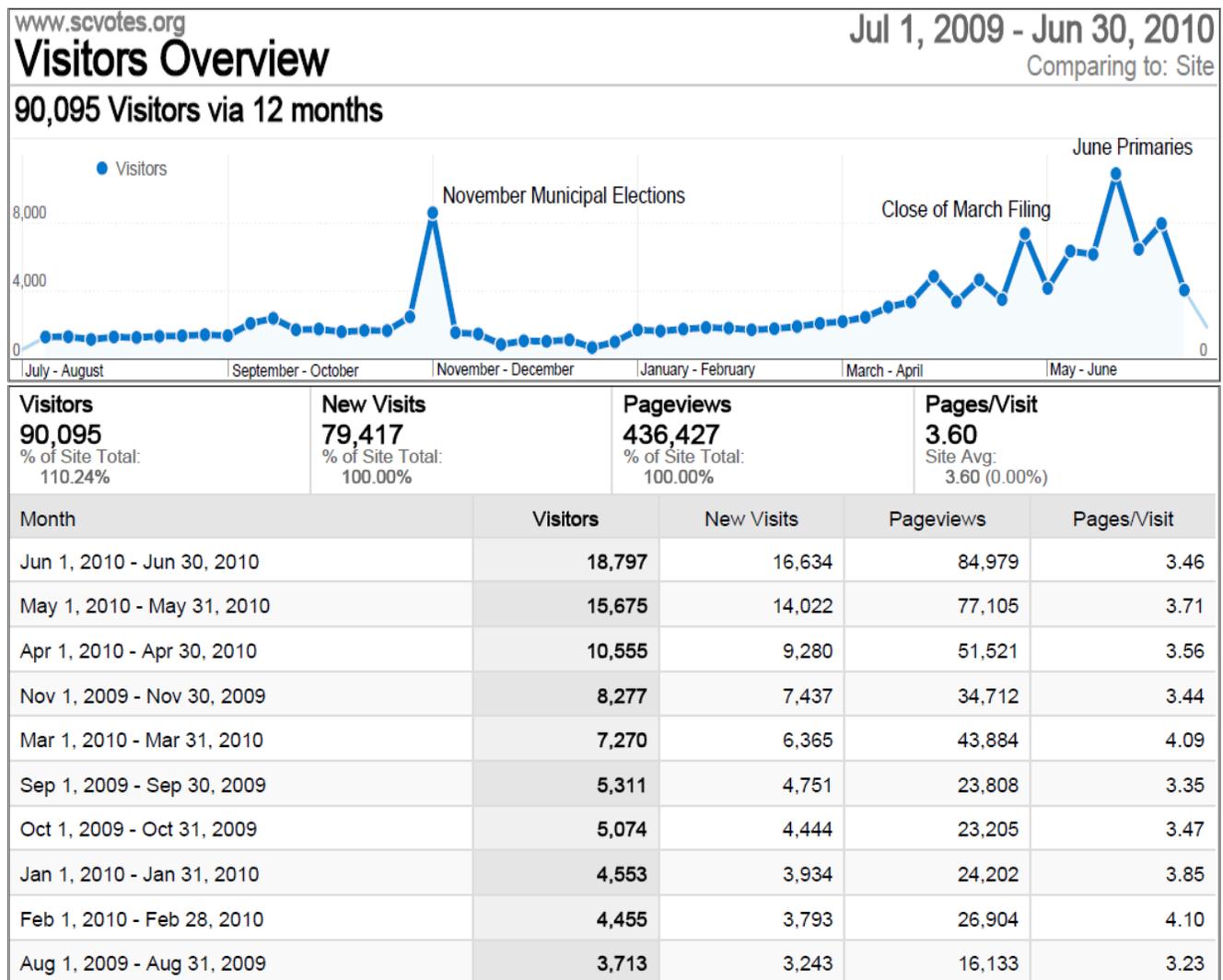


Figure 7.6

ScVOTES.org – Top Ten Most Viewed Pages of FY2010 (excludes homepage)	
1	County Voter Registration Office Contact Information
2	2010 Candidate Lists
3	Voter Registration Information & Application
4	Check Your Voter Registration Tool

ScVOTES.org – Top Ten Most Viewed Pages of FY2010 (excludes homepage)	
5	Historical Election Results
6	Updating Your Voter Registration
7	Information for Candidates
8	2010 Election Calendar
9	2010 Schedule of Elections
10	Absentee Voting Information

Figure 7.7

Voters with Disabilities

With HAVA's particular focus on improving voting access for people with disabilities, the SEC continues to reach out to this segment of voters. The Agency worked with disability advocates throughout the state, including Protection and Advocacy for People with Disabilities and Disability Action Centers, to educate voters and improve the process so that voting in South Carolina is more accessible than ever before. In November 2009, the U.S. Government Accountability Office concluded a study on access for voters with disabilities that looked at county-level election jurisdictions across the country, including Greenville and Lancaster counties in South Carolina. The study concluded that the number of polling places with potential impediments had decreased significantly since 2000. Some accomplishments include:

1. Conducted voter education to help ensure voters with disabilities are aware of and know how to use the state voting system's accessibility features, including the audio ballot and voting machine portability. The audio ballot provides blind voters the opportunity to vote independently for the first time in state history.
2. Trained poll workers to ensure they are also aware of these features, they know how to use them, and they are sensitive to the needs of voters with disabilities.
3. More than \$148,000 in federal grant money was used on polling place upgrades. (see Figure 7.12)
4. SEC staff identified counties who had polling place disability issues and who had not previously taken advantage of federal accessibility grant funding. The Agency worked with these counties to suggest uses for, and provide access to, these funds.
5. The Agency continues to distribute a training video for county election officials aimed at improving disability awareness and polling place accessibility. This video is also available on the agency website.
6. A page dedicated to voters with disabilities is maintained on the agency website. The page features information on assistance at the polls, curbside voting, special instructions for voters who are deaf, and videos for voters with disabilities. There is also a downloadable large-print voter registration application.
7. The SEC conducted training and certification classes aimed at increasing disability awareness.
8. A Braille brochure containing voter registration and voting information was made available to members of the blind community. The agency is working with the National Federation of the Blind of S.C. to update the Braille brochure.
9. Large type polling place material was made available.
10. SEC staff reviewed surveys conducted by S.C. Protection & Advocacy to gauge the level of progress in improving access to polling places.

Training

Training and Certification Program

The SEC is required by state law to conduct a training and certification program that county election commissioners, voter registration board members, and their staffs must complete to gain certification. Required core classes and elective classes are held on a quarterly basis. Twenty-two classes were held in FY2010. A total of 481 participants attended these classes held in Columbia, Manning, and Myrtle Beach. Classes are taught by SEC staff and guest instructors, including county election commission and voter registration office staff, other governmental agency staff, and professional trainers. In FY2010, 61 participants completed course work to obtain their certification.

There are 497 election officials who are required by law to complete the program and become certified. 433 members have completed the program and are certified leaving 64 members who are not certified. Of the 497 members, 66 members did not attend a class in fiscal year 2010. There are five members who have never taken a class. Figure 7.8 shows the classes offered in FY2010, the number of times they were offered, and the number of participants. Figure 7.9 shows the level of participation of commission and board members and staffs in each county.

Act 191 of 2010 requires each Municipal Election Commissioner and staff to complete a training and certification program administered by the SEC. Development of a program featuring classes pertinent to municipal elections began in FY2010.

Training and Certification Classes	Times Offered	Total Participants
Duties of the Voter Registration Board	3	66
Office Procedures	3	42
Absentee Registration/Balloting	2	54
Budgeting and Election Reimbursement	2	49
Continuity and Disaster Planning	2	62
Records Retention	2	61
Conducting Municipal Elections	1	15
Directors: Roles and Responsibilities	1	25
Duties of the Election Commission	1	24
ElectionNET/DocView	1	16
Generational Edge	1	15
Managing the Process	1	32
The Woman Manager	1	11

Figure 7.8

Participation in the Training and Certification Program – FY2010				
County	Board Members Allowed	Members Certified	Staff Members	Staff Certified
ABBEVILLE	7	5	3	2
AIKEN	7	7	4	3
ALLENDALE	7	6	3	2
ANDERSON	7	7	8	6
BAMBERG	7	7	1	1
BARNWELL	7	7	3	3
BEAUFORT	9	8	9	9
BERKELEY	9	9	5	5
CALHOUN	10	10	3	0
CHARLESTON	9	8	13	12
CHEROKEE	10	9	1	1
CHESTER	8	8	3	2
CHESTERFIELD	9	9	2	2
CLARENDON	10	7	3	3

Participation in the Training and Certification Program – FY2010				
County	Board Members Allowed	Members Certified	Staff Members	Staff Certified
COLLETON	9	9	2	2
DARLINGTON	7	6	3	3
DILLON	10	3	2	2
DORCHESTER	7	4	7	7
EDGEFIELD	7	6	2	2
FAIRFIELD	7	6	2	2
FLORENCE	7	6	5	5
GEORGETOWN	9	9	3	3
GREENVILLE	10	10	11	8
GREENWOOD	10	10	4	4
HAMPTON	9			
HORRY	10	8	5	5
JASPER	9	6	2	2
KERSHAW	7	6	2	2
LANCASTER	7	5	2	2
LAURENS	9	7	2	2
LEE	9	5	2	2
LEXINGTON	7	5	5	4
MARION	9	8	2	2
MARLBORO	7	7	3	2
MCCORMICK	5	5	3	2
NEWBERRY	7	5	2	2
OCONEE	5	4	2	1
ORANGEBURG	7	6	3	2
PICKENS	7	7	2	2
RICHLAND*	10	9	7	6
SALUDA	7	7	1	1
SPARTANBURG	10	6	7	7
SUMTER	7	4	4	4
UNION	8	8	1	0
WILLIAMSBURG	10	5	4	3
YORK	8	8	5	5

* Richland County Voter Registration Board members also staff the voter registration office

Figure 7.9

Training Workshops

In addition to the training and certification program, staff in the Public Information and Training division coordinates training provided by the SEC to poll managers and election officials. These training workshops are scheduled upon request and are designed to supplement training received on the local level. Figure 7.10 shows classes held during FY2010 and the number of customers serviced.

Training Classes and Workshops	Total Events	Total Participants
County Election Official Workshops	1	129
State Political Party Workshops	2	15
County Poll Manager Workshop	1	110
Municipal Poll Manager Workshops	2	22
Municipal Election Commission Workshops	2	22
TOTAL	8	298

Figure 7.10

Poll Manager Training

The SEC supports county election commissions with guidance and resources to help train poll managers as required by law. The 60-page Poll Managers Handbook was revised and distributed in March 2009. The handbook is printed and distributed to county election commissions and is available

for download from the agency website, scVOTES.org. The SEC provides training materials, including a PowerPoint presentation, to help county election commissions conduct in-person poll manager training. Upon request, SEC staff will assist county officials with conducting in-person training. One such class was conducted in FY2010 (see Figure 7.10). The SEC also provides an online Poll Manager Training Program (see Learning Management System below).

Polling place supplies to be used in the 2112 polling places throughout the state during the 2010 Statewide Primaries were created, produced, and distributed to all 46 counties. Supplies include change of address forms, provisional ballot envelopes, constitutional amendment flyers, voter information posters, accessibility signs, directional signs, curbside parking signs, and other supplies required for poll managers to properly conduct election day operations.

Learning Management System (LMS)

The LMS is a Web-based e-learning training program administered by the SEC. The LMS can encompass an unlimited number of classes, all developed and maintained by SEC staff. While the system is not designed to totally replace in-person training, it adds great flexibility of access for trainees and helps administrators hold users accountable for results.

The online Poll Manager Training Program (PMTP) is the first application of the Learning Management System (LMS) and was implemented in FY2009. The PMTP was used throughout the state for elections held in FY2010. Participation in the PMTP has grown steadily from approximately 800 initial users at its inception to nearly 1,500 users by the end of FY2010 – an increase of 78%. The Agency provides information and guidance to county election commissions to promote use of the system and to make navigation of the system more user-friendly. SEC staff developed and distributed a quick start guide for first-time users. Frequently asked questions and answers were forwarded to counties on a monthly basis. An online document library was created so the more than 18,000 poll managers would have access to election-related forms. The PMTP has resulted in cost savings for some counties by reducing the number of in-person training sessions. The agency continues to work to increase participation in the program.

An online municipal election commission training class will be the second application of the LMS. In FY2010, the General Assembly passed Act 191 which requires each municipal election commissioners and staff to complete a training and certification program administered by the SEC. An online class on conducting municipal elections will be part of the program.

Agency Intranet

ElectionNET, the Agency's election community intranet, underwent a major overhaul in FY2010. Improvements include:

- Updated software platform on which site it built ensuring site's future viability
- Live chat support and help ticket support
- FAQ section
- Improved search capability
- Improved calendar functionality
- Ability for county officials to register for Training and Certification Program classes online

ElectionNET features nearly 400 users and approximately 5,000 pieces of content. The site remains an indispensable tool for distribution of information, training, and collaboration amongst users. Figure 7.11 shows the increase of activity from the last fiscal year.

ElectionNET – Number of Visits by Month - FY2010 compared to FY2009			
Month	FY2009	FY2010	% Change
July	2,972	2,483	-16%
August	3,334	2,403	-28%
September	3,028	2,143	-29%
October	2,998	2,509	-16%
November	Data unavailable	1,996	Data unavailable
December	1,597	2,039	+28%
January	2,082	1,901	-9%
February	1,500	2,181	+45%
March	2,436	2,640	+8%
April	2,334	2,859	+22%
May	2,138	2,528	+18%
June	2,354	3,630	+54%
TOTAL	26,773	29,312	+9%

Figure 7.11

Telephone Messaging System

The SEC continue use of the One Call Now telephone messaging system during the 2010 Statewide Primaries. Agency staff and county election officials used the system to deliver 130 unique telephone messages to 11,193 recipients. All messages were delivered within minutes. For example, a message can be delivered to all 2,112 polling places in the state in less than 30 minutes. SEC and county election officials use the service by dialing a 1-800-number, recording a message, and selecting a user group to which the message is to be delivered. Groups include county election commission and voter registration board members, county directors, voter registration and election staff, poll clerks, poll managers, voting machine technicians, and others. The system then calls each number stored in the phone bank and delivers the message to the selected group(s). The system is an indispensable tool for addressing election day emergencies and other time sensitive situations. Features of the system include:

- Delivers recorded messages
- Can be used to gather feedback and conduct surveys
- Pre-record messages can be delivered at a specific time. For instance, we may pre-record a message to call all clerks at 7:05 am and ask the clerk to press 1 if the precinct is open for voting.
- The online user dashboard has a graphical display so that you may immediately see a picture of your county with the results of your questions displayed by color coded precincts.
- System continues to call if the phone number was busy or went to voice mail.

Ballot Review and Approval

Public Information and Training division (PITD) staff reviewed approximately 600 ballot styles to be used in the 2010 Statewide Primaries and reviewed additional ballots for various elections held throughout FY2010. Ballots were reviewed for accuracy and compliance with state law and the Agency's Ballot Standards Document. The Ballot Standards Document was reviewed by a Ballot Standards Committee made up of SEC staff, and changes were made as necessary to comply with state law and ensure uniformity of ballots throughout the state.

Federal Health and Human Services Grant Administration

The SEC applied for and received a federal grant providing \$991,092 over a seven-year period from October 1, 2003, through September 30, 2010. This grant is earmarked for improving access for voters with disabilities through polling place upgrades, training, and education.

In FY2010, eight counties and one company were reimbursed \$148,523.02 to provide paved handicapped parking, parking signs, ramps, curb cuts, handrails, accessible entrances, curbside voting communicators, and various cones and markers at polling places. Figure 7.12 shows the number of precincts improved and monies reimbursed by county in FY2010.

HHS Grant Administration – FY2010		
County	Precincts	Amount Reimbursed in FY2010
Aiken	74	\$19,861.52
Anderson	77	\$4,940.00
Barnwell	16	\$11,205.56
Cherokee	34	\$1,194.21
Chester	23	\$8,543.20
Edgefield	12	\$22,944.80
Fairfield	23	\$4,375.75
Greenwood	45	\$26,389.93
Jasper	15	\$4,002.00
Kershaw	35	\$4,616.30
Orangeburg	54	\$11,264.10
Saluda	19	\$11,312.70
Spartanburg	99	\$750.00
Union	24	\$1,549.70
York	90	\$14,667.00
CNSG (video/DVD production)	n /a	906.25
Total	640	\$148,523.02

Figure 7.12

III. Statewide Voting System

Voting System Support

The Voter Services Division (VSD) provided comprehensive voting system support for all 46 counties. Agency staff continually works on various initiatives to strengthen and expand that level of support. Each VSD staff member is assigned a region in the State and is familiar with the needs of the counties in their particular region. As the State has transitioned from older voting systems to a more technically advanced system, the level of technical skills required for VSD staff members has dramatically increased. SEC managers have, through hiring and position reclassification, transitioned the division's staff from one with more clerical-based skills to a staff with an advanced skill set. Providing this high-level service to county election commissions results in considerable cost savings compared to contracting with the system vendor.

During FY2010, the SEC hosted representatives from Kennesaw University in Georgia who perform a similar task for the State of Georgia. The meeting provided a venue for both groups to share ideas

with each other and glean valuable knowledge and procedures that could be used to improve the voting system support process.

Election Definition

To conduct any election using the state's voting system, there must be developed a set of data that includes precincts, offices, districts, and candidates. This data set and associated voting system settings and configurations are referred to as an "election definition."

During FY2010, VSD staff created 262 election definitions for elections held throughout the state. Each definition was reviewed by staff for quality assurance following strict election definition procedures. Staff creates definitions for all elections held in most counties. Seven counties created their own definitions for some elections.

All paper ballots and voting machine ballots produced from these definitions were reviewed by SEC staff for quality assurance and adherence to ballot standards. Staff delivered all election definitions at least five weeks prior to associated elections. The SEC provides election definition services at no cost to counties by leveraging in-house resources. If the voting system vendor had defined all elections in FY2010, it would have cost the State and counties a minimum of \$1,700,000.

Master Database Maintenance

Each county has a master database from which election definitions are created. The master database is a data set containing information defining how precincts, polling locations, voting equipment identifiers, and office titles and districts are all related. Master Database maintenance is an ongoing effort to ensure that the SEC has an accurate database of all county data sets. This procedure helps streamline the election definition process and identify errors in databases well in advance of elections, saving critical time and resources needed in the weeks before an election.

During FY2010, master databases for 9 counties were revised to accommodate legislative changes for precincts and districts.

Motherboard Battery Replacement Project

Life expectancy of batteries attached to a circuit board in each voting machine was expected to mature during June – August of 2010. To ensure that all machines used in the 2010 General Election would be equipped with updated batteries, the VSD worked closely with vendors and county offices to replace these batteries in all 12,000 machines used in the State. Some counties elected to replace their own batteries which required specialized training. VSD staff organized and hosted these training sessions. This training enabled several counties to replace their own batteries at a considerably lower cost than contracting the work through the system vendor.

Election Definition Guide (EDG) Update Project

The EDG is a manual developed by the SEC providing instructions on creating an election definition. The guide was originally created in 2004 and had remained largely unchanged since then. VSD staff initiated a project to update the guide with the goal of better organizing the document, eliminating unnecessary or outdated sections, and adding lessons learned from using the system over the past five years. A draft version of the guide is currently awaiting approval and will be shared with all SEC staff and county offices. Due to recent budget reductions and loss of staff, the testing and approval of this guide has been placed on a lower priority level.

Voting Equipment Preparation & Election Day Support

After election definitions are delivered, the SEC continues to provide first tier voting system support to all 46 counties. VSD staff provides assistance, when needed, in preparation of voting machines for elections, election day troubleshooting, and in retrieval and tabulation of election results. During the FY2010, SEC staff was called to assist county offices on two occasions. Before, during and after the June 8, 2010 primary and June 22, 2010 runoff, VSD staff was available to assist county users in troubleshooting election preparation and results accumulation via phone and email. Because of the high volume of calls received, a workshop is planned prior to the November 2010 General Election to provide election preparation refresher workshops. VSD staff provided daily telephone support to county election commissions.

Voting System Certification

No voting systems were certified or decertified by the SEC in FY2010. A number of minor changes to the current voting system were submitted to the SEC by the vendor. After review by SEC staff and Election Assistance Commission-accredited Voting System Test Laboratories, the changes were found to be insignificant and did not require SEC certification.

IV. Administration of Federal Election Requirements

Help America Vote Act of 2002 (HAVA)

South Carolina is currently HAVA compliant.

FY2010 HAVA activities include:

- Approximately \$148,000 in U.S. Department of Health & Human Services grants issued to county election commissions for accessibility upgrades to polling places
- Training classes, workshops, and meetings were held to relay election information to county election officials, poll managers, and voters
- Management of HAVA funds following federal requirements
- Continuation of voter education and outreach program

Uniformed & Overseas Citizens Absentee Voting Act (UOCAVA)

In September 2009, the Overseas Vote Foundation (OVF), a military and overseas voter advocacy group, ranked South Carolina #4 in the United States in a ranking of states' UOCAVA voting policies. The OVF study ranked states on how well their laws, policies, and procedures facilitated voting by military and overseas voters.

During this fiscal year, the United States Congress passed the Military and Overseas Citizens Voting Empowerment Act (MOVE) to provide that military and overseas citizens have quicker access to their absentee balloting materials. South Carolina had only minor changes to procedure before becoming fully compliant with MOVE. The following changes were made:

- County voter registration offices were reminded that they may send, and receive completed versions of, applications and ballots to Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA) voters via fax and email.
- All manuals were updated with procedures on sending an email with a ballot attached
- The requirement for UOCAVA voters to have their ballot witnessed was removed
- The requirement that a UOCAVA automatically receive ballots for 4 years was reduced to one year. All computer programs were modified and county offices were notified of the change.
- As part of the MOVE Act, the Federal Voting Assistance Program (FVAP) began a pilot project to test electronic transmission of balloting materials to UOCAVA voters. The FVAP initiated a project for an Electronic Voting Support Wizard (EVSZ) in April 2009. SEC staff

participated in requirements development, selection of a vendor, and the Agency is currently considering participation.

The Agency also made improvements to the UOCAVA voter information page on scVOTES.org providing better information in a more user friendly format about the special procedures available for these voters.

V. Agency Administration

Accounts Payable

In FY2010, a total of 1,171 vouchers were processed. Of the vouchers processed, 205 were for Primary/Runoff Elections, 20 were for special elections, 119 were HAVA transactions, and the remainder was for various expenses paid from general and other funds.

County Election Commissions and Registration Board Member Stipend

Each board member should receive a \$1,500 annual supplement according to the 1999-2000 Appropriations Act. Due to a \$12,500 cap per county and underfunded aid to county members, all members do not receive the full stipend. The \$12,500 cap affects counties with more than eight board members, and reduces each member's pay to meet the cap.

Proviso 79.1 provides the SEC with pass-through funds to pay the supplement. During the 2010 legislative session, funding for the stipend was eliminated. As a result, no funds will be available for county election commission and voter registration board members in FY2011.

Proviso 79.7 requires the SEC to withhold the stipend for board members who fail to complete the SEC's Training and Certification Program or for members who have completed the program, but fail to complete at least one elective per year. Stipend checks were originally withheld for 134 of the 369 members during the fiscal year. However, 30 members became compliant during the fiscal year. Letters were received from eight local delegations requesting the stipend be released for fifteen non-compliant members due to extenuating circumstances as allowed by the Proviso.

Poll Manager Reimbursement

Figure 7.13 shows the number of poll managers and student poll managers paid in FY2010 for various local elections and the 2010 Republican and Democratic Primaries. Not all poll managers who worked the Primaries were paid in FY2010; some were to be paid in FY2011.

Poll Manager Reimbursement--FY 2010						
County	Poll Managers (PM)	Reimbursed for (PM)	Student (PM)	Reimbursed for Student (PM)	Reimbursed for Additional Training	Total Reimbursed
Abbeville	0	\$0	0	\$0	\$0	\$0
Aiken	78	\$5,880	0	\$0	\$0	\$5,880
Allendale	0	\$0	0	\$0	\$0	\$0
Anderson	0	\$0	0	\$0	\$0	\$0
Bamberg	41	\$3,240	0	\$0	\$0	\$3,240
Barnwell	0	\$0	0	\$0	\$0	\$0
Beaufort	0	\$0	0	\$0	\$0	\$0
Berkeley	290	\$20,700	0	\$0	\$0	\$20,700
Calhoun	0	\$0	0	\$0	\$0	\$0
Charleston	0	\$0	0	\$0	\$0	\$0

Poll Manager Reimbursement--FY 2010						
County	Poll Managers (PM)	Reimbursed for (PM)	Student (PM)	Reimbursed for Student (PM)	Reimbursed for Additional Training	Total Reimbursed
Cherokee	332	\$34,320	18	\$780	\$2,800	\$37,900
Chester	0	\$0	0	\$0	\$0	\$0
Chesterfield	78	\$6,180	0	\$0	\$0	\$6,180
Clarendon	0	\$0	0	\$0	\$0	\$0
Colleton	0	\$0	0	\$0	\$0	\$0
Darlington	0	\$0	0	\$0	\$0	\$0
Dillon	0	\$0	0	\$0	\$0	\$0
Dorchester	0	\$0	0	\$0	\$0	\$0
Edgefield	0	\$0	0	\$0	\$0	\$0
Fairfield	0	\$0	0	\$0	\$0	\$0
Florence	0	\$0	0	\$0	\$0	\$0
Georgetown	0	\$0	0	\$0	\$0	\$0
Greenville	0	\$0	0	\$0	\$0	\$0
Greenwood	0	\$0	0	\$0	\$0	\$0
Hampton	0	\$0	0	\$0	\$0	\$0
Horry	540	\$71,940	0	\$0	\$0	\$71,940
Jasper	0	\$0	0	\$0	\$0	\$0
Kershaw	0	\$0	0	\$0	\$0	\$0
Lancaster	91	\$7,200	0	\$0	\$0	\$7,200
Laurens	0	\$0	0	\$0	\$0	\$0
Lee	87	\$12,540	0	\$0	\$2,200	\$14,740
Lexington	520	\$68,280	17	\$2,040	\$4,500	\$74,820
McCormick	36	\$5,700	0	\$0	\$0	\$5,700
Marion	35	\$2,880	0	\$0	\$0	\$2,880
Marlboro	0	\$0	0	\$0	\$0	\$0
Newberry	0	\$0	0	\$0	\$0	\$0
Oconee	147	\$11,100	2	\$120	\$0	\$11,220
Orangeburg	0	\$0	0	\$0	\$0	\$0
Pickens	0	\$0	0	\$0	\$0	\$0
Richland	1,340	\$141,900	8	\$600	\$6,900	\$149,400
Saluda	128	\$14,160	5	\$480	\$1,600	\$16,240
Spartanburg	0	\$0	0	\$0	\$0	\$0
Sumter	0	\$0	0	\$0	\$0	\$0
Union	79	\$6,120	0	\$0	\$0	\$6,120
Williamsburg	0	\$0	0	\$0	\$0	\$0
York	215	\$15,780	0	\$0	\$0	\$15,780
Total	4,037	\$427,920	50	\$4,020	\$18,000	\$449,940

Figure 7.13

South Carolina Enterprise Information System (SCEIS)

The South Carolina Enterprise Information System is a new, statewide system through which the Agency now administers finances, materials management, fixed assets, human resources, and payroll functions. The system replaces the antiquated Basic Agency Reporting System. The SEC implemented the Human Resources/Payroll module on December 2, 2009. The finance, fixed assets and procurement modules were implemented in the prior fiscal year. SCEIS will:

- eliminate redundancies
- reduce paper handling
- provide more efficient processing

- reduce costs
- improve services

To prepare for and facilitate implementation, administrative staffers completed approximately 26 training courses. Every agency employee completed basic training courses related to using the “MySCEmployee” self-service module.

Agency Information Technology Support

The Agency conducted a cost-benefit analysis of providing agency computer network support in house or outsourcing the support. This analysis showed it would be more beneficial to contract this support through the State CIO. Currently, the agency server is housed in a secure environment and maintained by the CIO.

Election Protest & Appeal Hearings

The State Board of Canvassers heard no election protests or appeals in FY2010.

Candidate Filing & Certification

The filing period for partisan candidates seeking office in the 2010 General Election was noon, March 16, 2010, to noon, March 30, 2010. Prior to the filing period, SEC staff redesigned the Statement of Intention of Candidacy form, the primary form by which candidates file for partisan office. The form was updated and designed so that candidates could access the form online and complete it electronically using form fields.

Three hundred forty-eight candidates for statewide and federal offices, State House of Representatives, and Solicitor filed with the county and state-level organizations of the various certified political parties. Agency staff provided guidance to political parties, candidates, and county election commissions to ensure filing was conducted according to state law. SEC staff met with officials from the various political parties to discuss filing and certification requirements. Staff developed a Party Organization & Filing Reference document and provided copies to party officials. The Republican and Democratic parties certified their candidates to the SEC prior to the noon, April 10, 2010, deadline as required by law. Parties nominating by convention provided copies of filing forms to the SEC as required by law. The SEC provided lists of filed candidates to the public through scVOTES.org.

The SEC also redesigned Petition forms in FY2010 in anticipation of the July 15, 2010, petition candidate filing periods. The petition form used by candidates was redesigned to be more user-friendly. The form is available through the agency website, where candidates can now enter information using form fields before printing the petition. The Petition Receipt and Petition Check Worksheet were also redesigned into electronic documents that feature form fields. The updated documents and ability to enter information electronically has improved the petition verification process for state and county election officials.

Certification of Political Parties

No political parties were certified or decertified in FY2010. SEC staff met with officials from the various political parties to discuss the requirements for party organization and retention of certified status. Staff developed a Party Organization & Filing Reference document and provided copies to party officials.

Flu Prevention Initiatives

During the 2009-2010 flu season, the SEC worked with the Department of Health and Environmental Control (DHEC) to educate Agency employees and county election officials on prevention of spread of the influenza virus (“flu”). Suggested practices and activities included:

- Advising employees to stay home if they are sick until at least 24 hours after they no longer have a fever or signs of a fever
- Preparing for employees being absent for extended periods and planning for continuation of essential functions
- Providing education about properly covering coughs and sneezes and providing easy access to tissues and trash cans
- Providing education regarding hand hygiene and providing access to hand washing facilities and/or hand sanitizers
- Routinely cleaning surfaces, such as voting machines, that are likely to have frequent hand contact
- Encouraging sick employees at higher risk of flu complications to seek medical attention
- Encouraging all Agency and county employees to get vaccinated
- Distributing flu prevention posters and encouraging county officials to display them prominently in their offices and polling places