

# 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 tasked with the responsibility of overseeing the voter registration and election processes in the State. 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 printing the lists of registered voters for 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 for elections in South Carolina. The SEC administers a mandatory training and certification program for voter registration and election officials. 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. All voter registration and election materials are provided to county election officials and counties are reimbursed for allowable primary and election expenses.

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.

The members of the SEC 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 understand customer needs and anticipate their future desires.
- **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** – Contact 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 voter registration and elections processes.

## **Major Achievements of the Fiscal Year:**

### **2008 General Election**

The SEC and county election commissions successfully conducted an historic general election on November 4, 2008. More South Carolinians voted in the election than in any previous election held in the state. More than 1.9 million voters cast ballots – an increase of more than 300,000 over the previous record set in 2004. Not only did the election produce record overall participation, a record number of absentee voters cast ballots. More than 340,000 voters cast absentee ballots, compared to 158,000 in 2004. Record turnout stressed resources and tested election officials, and voters were faced with long lines in many of the absentee precincts and polling places throughout the state. The 2008 General Election stands as a testament to South Carolinians’ enthusiasm for voting and to the tireless dedication of the more than 20,000 poll workers and election officials across the state who 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 Cherokee County Election Commission in successfully conducting the State House of Representatives District 30 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 implemented a learning management system that will revolutionize the training of poll workers and election officials throughout the state. The system has initially been used to offer online poll manager training, which was put in place prior to the 2008 General Election. The training is designed so that poll managers can take training 24 hours per day, seven days per week from any Internet-connected computer. The system also allows county election directors to test the knowledge and track the progress of poll managers. While the system is not designed to totally replace in-person training, it adds great flexibility and accountability to this all important process. Future plans include using the system to offer online Training and Certification Program courses for county election officials.

### **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. EVRL has proven to reduce the amount of time it takes to process voters, help determine the correct precinct for voters more quickly, and allow voter participation to be processed more quickly and accurately. The SEC continues to improve the software and promote its use throughout the state. The SEC provided county election commissions with more EVRL systems in FY2009, with every precinct with more than 2,000 registered voters now having EVRL.

### **Election Night Results Reporting (ENR)**

The SEC's online results reporting software was used for the first time in a general election and was well received by candidates, media, and voters. A vast improvement over previous methods of reporting election results, ENR 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. SEC staff identified key areas where the software can be improved to provide faster and more detailed access to election results and is working with the software provider to make those changes.

### **Confirmation Card Mailing**

In May 2009, the SEC began conducting a confirmation card mailing. 121,000 confirmation cards were mailed to voters who had not voted in any election in the state since the 2004 General Election. At the end of FY2009, approximately 50,000 cards had been returned. The project was ongoing, scheduled to conclude in FY2010. The Confirmation Card Mailing is conducted pursuant to the National Voter Registration Act of 1993 (NVRA). The act provides that a State may develop a program to correct inaccuracies in addresses on the voter database in order to accurately reflect records and preserve voting eligibility by keeping registration records current. 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's voter education initiative continued to reach thousands of voters throughout the State. This effort is designed to familiarize South Carolina voters with the State's voter registration and election processes and in particular, the touch screen voting system. The HAVA voter education team took the campaign's "Every Vote Matters, Every Vote Counts" message to local government conferences, disability advocacy groups, senior centers, minority organizations, and numerous fairs, festivals, and other events throughout the State. The Agency also held Voter Education Month in September 2009 in an effort to focus our outreach to general election voters and educate them on the state's voting process and important dates and deadlines. To coincide with this effort, the agency produced and distributed voter checklists and posters providing voters with important information regarding the 2008 General Election.

## Key Strategic Goals

The SEC continually works to improve the election process in the State and solicits ways to improve the election process and maintain its integrity. As part of that process improvement, the following long and short-term goals are priorities of the SEC:

Agency Goals	Status and Plans
Successfully conduct statewide primaries and general elections	During 2008, the SEC successfully conducted the 2008 General Election. Preparations are underway for the 2010 Primaries and General Election.
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.
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. 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 statewide voter registration system. A need exists for a new system; and once funding is obtained, work on development will begin. A confirmation card mailing was conducted in May 2009. The mailing is designed to maintain current, active records in the statewide voter registration database.
Expanding use of Electronic Voter Registration Lists (EVRL)	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. EVRL reduces the amount of time it takes to process voters and allows voter participation to be processed more quickly and accurately. 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. The SEC continues to make improvements to the software based on feedback from its users.
Develop Online Learning Management System (LMS)	The LMS was implemented in FY2009 and is initially being used to provide online poll manager training designed to supplement county-provided training. The SEC plans to use the LMS develop online Training and Certification Program classes.
Conduct and increase participation in the statewide Training and Certification Program	This program is mandated by state law to train county voter registration board and election commission members and their staffs. Quarterly classes are held in Columbia with additional classes being held regionally. The Agency will eventually use the LMS to provide some training and certification classes online.
Provide a 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 and in particular, the touch screen voting system.
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 the SC Association of Registration and Election Officials (SCARE) with legislative priorities	The SEC works with the South Carolina Association of Registration and Election Officials (SCARE) to draft legislation based on their legislative priorities. The SEC continues to assist in requesting introduction of legislation.
Implement the South Carolina Enterprise Information System (SCEIS)	In November 2008, the Agency implemented the new statewide accounting system, SCEIS, which replaced the antiquated Basic Agency Reporting System (BARS) previously in use. Agency employees who will be primary users of the system have completed SCEIS training. The SEC is currently using the purchasing and finance functions of the system and plans to implement the human resources and payroll functions in FY2010.

## **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.

#### **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 FY2009, all precincts containing more than 2,000 registered voters were provided EVRL systems. An opportunity exists to expand the use of EVRL 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. The system will eventually be used 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:

- Set common municipal election dates.
- Set common special election dates.
- Bring the certification deadline for Presidential candidates more in line with certification deadlines for other candidates.
- Allow the SEC to institute a pilot project to gauge the feasibility of vote centers.
- Combine the voter registration boards and election commissions in the nine counties which remain separate.
- Remove obsolete language from Title 7.
- Remove the requirement for poll manager pay to be subjected to state income tax and contributions to the State Retirement System.

## **Federal Health and Human Services (HHS) Grant**

The Agency has applied and received approval for continuing HHS grant funds. These grant funds provide county election commissions opportunities to further upgrade the accessibility of their polling places for voters with disabilities.

## **Challenges**

### **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.

### **Funding for New Statewide Voter Registration System**

The need for a new statewide voter registration system still exists. Work on the project will be restarted once funding is attained. The project originally began in 2001. Requirements for the system and a design of the system were not defined due to a lack of qualified resources within state government with applied project management and systems development experience. As a result, the project has been delayed numerous times over the past four years. After attempting several approaches, it was determined that, to properly develop the new system, further evaluation and work must be done. In order to complete this work, additional funding will be required.

### **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**

Five hundred election officials in the State are currently required by law to participate in the training and certification program. Participants include voter registration board members, election commission members, and their staffs. Four hundred fourteen officials have completed the program and are certified, leaving 86 officials not certified. Of the 500 officials required to participate, 58 did not attend a class in FY2009. There are 6 officials who have never taken a class. While the Agency has oversight responsibility for training and certification, it has no authority to compel compliance with these requirements. All board members who do not meet the training requirement within the statutory timeframe may be removed by their appointing authority. Legislation was passed in FY2007 that requires the Governor to remove noncompliant board members, but only those members who were appointed after June 18, 2007.

### **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 state to prepare county election definitions and for the county election commissions to prepare ballots and meet the federal deadline to mail absentee ballots.

### **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.

#### **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.

#### **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.

#### **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**

<b>Customer/ Stakeholder</b>	<b>Requirements/ Expectations</b>
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 Division of State Information Technology, Office of Research and Statistics, technology consultants, Election Systems and Software, voters and citizens, Office of State Budget, office supply companies, and printers.

## **Number of Employees and Locations**

The SEC staff consists of 18 full-time and one part-time employee and has one operating location at 2221 Devine Street in Columbia, SC. One position is unclassified and 17.5 positions are classified. 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.

## **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 to be followed by 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, particularly when it comes to human resources and updating our operational capacity.
- Adapting our policies and practices to conform to ever changing state and federal mandates.

## **Performance Improvement System**

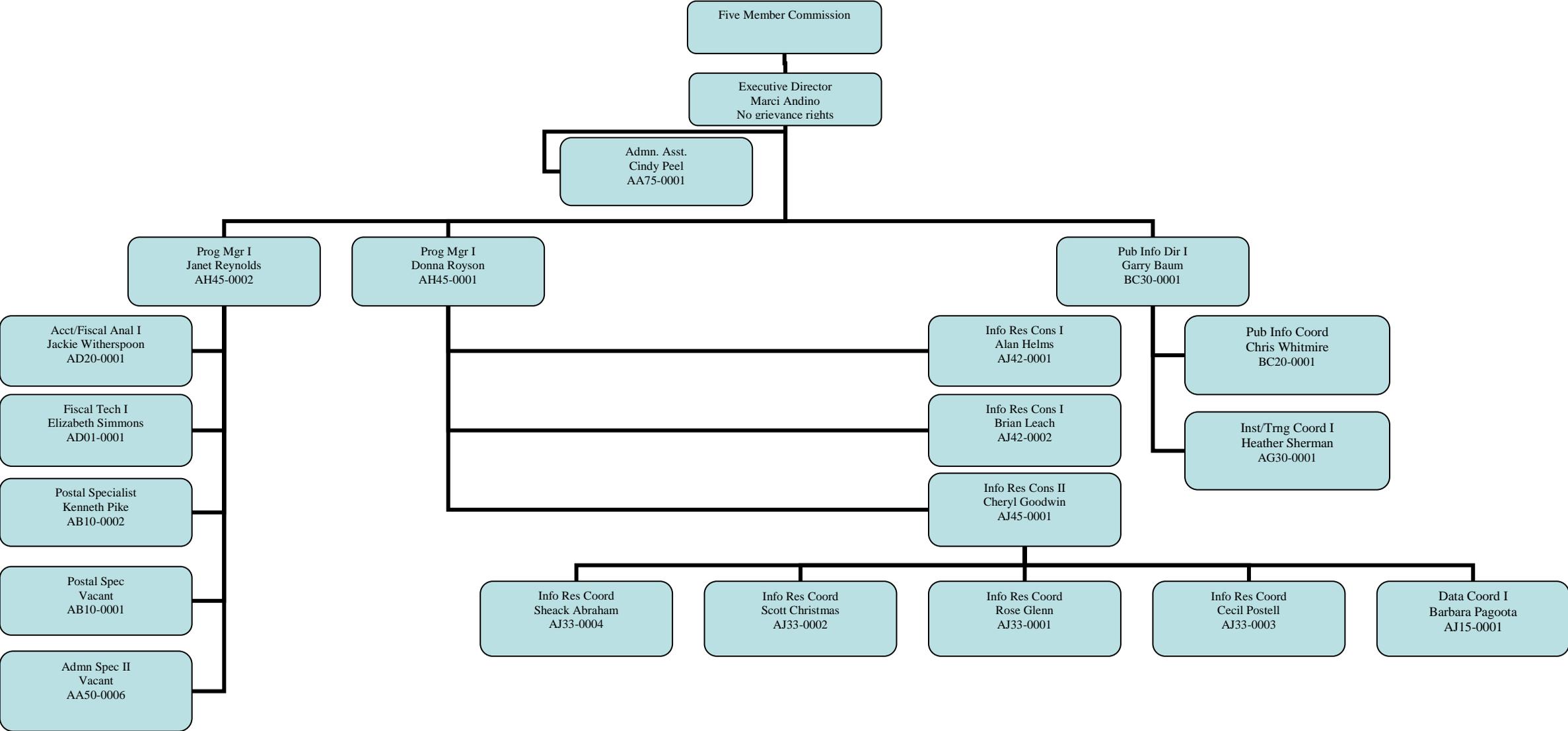
Senior leaders regularly review the following performance measures and set policy or take steps to ensure improvement:

- 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

Updated 10.13.09



## Appropriations/ Expenditures Chart

### Base Budget Expenditures and Appropriations

Major Budget Categories	FY 07-08 Actual Expenditures		FY 08-09 Actual Expenditures		FY 09-10 Appropriations Act	
	Total Funds	General Funds	Total Funds	General Funds	Total Funds	General Funds
Personal Service	\$742,556	\$703,310	\$875,551	\$777,082	\$705,039	\$641,242
Other Operating	\$511,416	\$94,132	\$343,166	\$217,586	\$511,049	\$249,146
Special Items	\$140,560	\$140,530	\$286,388	\$286,388	\$50,000	\$50,000
Permanent Improvements	\$0	\$0	\$0	\$0	\$0	\$0
Case Services	\$0	\$0	\$0	\$0	\$0	\$0
Distributions to Subdivisions	\$586,497	\$586,497	\$399,126	\$399,126	\$449,017	\$449,017
Fringe Benefits	\$208,768	\$198,106	\$223,467	\$190,934	\$215,243	\$200,243
Non-recurring	\$4,283,945	\$1,865,713	\$5,000,250	\$1,363,286	\$0	\$0
<b>Total</b>	<b>\$6,473,742</b>	<b>\$3,588,288</b>	<b>\$7,127,948</b>	<b>\$3,234,402</b>	<b>\$1,930,348</b>	<b>\$1,589,648</b>

### Other Expenditures

Sources of Funds	FY 07-08 Actual Expenditures	FY 08-09 Actual Expenditures
Supplemental Bills	\$575,955	\$0
Capital Reserve Funds	\$151,567	\$915,459
Bonds	\$0	\$0

## Major Program Areas

Program Number	Major Program Area Purpose	FY 07-08 Budget Expenditures	FY 08-09 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: \$366,947 Federal: \$0 Other: \$104,895 Total: \$471,842 % of Budget: 27	State: \$311,474 Federal: \$0 Other: \$224,050 Total: \$535,524 % of Budget: 27	Figure 7.13 Figure 7.14 Figure 7.15
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: \$619,669 Federal: \$0 Other: \$28,483 Total: \$648,152 % of Budget: 37	State: \$461,504 Federal: \$0 Other: \$0 Total: \$461,504 % of Budget: 23	Figure 7.1 Figure 7.2 Figure 7.5 Figure 7.6 Figure 7.7 Figure 7.11
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: \$135,738 Federal: \$0 Other: \$9,725 Total: \$145,463 % of Budget: 8	State: \$109,744 Federal: \$0 Other: \$13,624 Total: \$123,368 % of Budget: 6	Figure 7.1 Figure 7.3 Figure 7.4 Figure 7.5 Figure 7.6 Figure 7.7 Figure 7.8 Figure 7.9 Figure 7.10 Figure 7.11
30010000/ Aid to Subdivisions	Provides a supplement to county board members/also provides aid to county for local registration board expense	State: \$512,014 Federal: \$0 Other: \$74,483 Total: \$586,497 % of Budget: 25	State: \$399,127 Federal: \$0 Other: \$0 Total: \$399,127 % of Budget: 20	Figure 7.8 Figure 7.9 Figure 7.10 Figure 7.11
95050000/ Benefits	Employee Benefits	State: \$198,106 Federal: \$0 Other: \$12,604 Total: \$210,710 % of Budget: 25	State: \$190,934 Federal: \$0 Other: \$32,533 Total: \$223,467 % of Budget: 11	

Remainder of expenditures	FY 07-08 Budget Expenditures	FY 08-09 Budget Expenditures
	State: \$2,441,707 Federal: \$773,332 Other: \$2,737,109 Total: \$5,952,148 % of Budget:	State: \$1,363,286 Federal: \$481,996 Other: \$4,819,758 Total: \$6,665,041 % of Budget:

# 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 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.

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

**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 FY2008, the SEC received the United Way's *Bronze Award* for achieving \$50-\$99 per capita contributions during its 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

<b>Program Number and Title</b>	<b>Supported Agency Strategic Planning Goal/Objective</b>	<b>Related FY2008 Key Action Plan/Initiative(s)</b>	<b>Key Cross Reference for Performance Measures</b>
	<b>Support Statewide Voting System</b> —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.44-45
20010000/ Voter Services	<b>Statewide Voter Registration System</b> —Maintain and support the State’s voter registration system.	Provide training and assistance to county voter registration and election commission staff through training classes, onsite visits, and oral/written documentation.	I. p.33-34 Figure 7.1 Figure 7.2
	<b>Conduct of Elections</b> —Oversee and assist with conduct of primary election 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. 33-34 II. p. 34-43 III. p. 44-45 Figures 7.1 – 7.15
25000000/ Public Information/ Training	<b>Training and Certification</b> — 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 day-to-day office procedures and preparing for election day.	II. p.40 Figure 7.8 Figure 7.9 Figure 7.10 Figure 7.11
	<b>Implementation and Enforcement of Help America Vote Act</b> —Successfully implement and insure compliance with this federally mandated act	Develop and execute a plan to track the progress of various projects to ensure compliance with federal guidelines and deadlines.	II. p. 43 IV. p.45 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 a percentage value as it relates 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 only 18 employees who are 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 Section 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 new 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 maintaining and ensuring security of the statewide voter registration database, which currently contains more than 2.3 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 works to update the system to enhance performance and conform to changing laws and policies.

Each county voter registration board has online access to the database. 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.

The database is kept current by removing from the list 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:

- Confirmation card mailings: mailing to verify the address of voters who have not participated in recent elections. Voters who are no longer residing at the address and do not vote in two consecutive general elections are placed on inactive status.
- 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

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](http://scVOTES.org), voters can access their voter registration record and information regarding the status of their absentee and/or provisional ballots.

### 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 of active, registered voters are provided no later than 10 days prior to any election.

This eligible voter registration list traditionally has been provided in a printed format. Recently, the SEC developed 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 other voter registration lists to various customers 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 doing so. 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](http://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](http://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 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 system also enables state and county election officials to manage a user's progress through tracking and testing functions in the system. The first class offered through the system is poll manager

training. The system will be used to conduct additional classes in the future, 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 forms and materials supplied by this office. 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 Help America Vote Act (HAVA)**

The "Help America Vote Act of 2002" (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.

## **V. Agency Administration**

### **Accounts Payable**

When an invoice is received, the accounts payable clerk processes a voucher. The voucher and electronic copy are sent to the State Comptroller General where the information is uploaded and forwarded to the State Treasurer. The Treasurer's office then sends a check to the Agency where the check number is recorded 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 62.2. In many cases, no other additional compensation is received by the board members. While some counties supplement the state stipend, most do not. 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. Petition candidates must also submit Statement of Candidacy forms and Statement of Economic Interest (SEI) forms. SEI forms are sent to the State Ethics Commission by deadline. Candidates are also provided a Campaign Disclosure form with instructions to complete it and return it to 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 and SEI forms from all candidates who file with the Agency. SEI forms are sent to the State Ethics Commission by deadline. Candidates are also provided Campaign Disclosure forms with instructions to complete them and return them to 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.

# 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.
- Approximately 500,000 voters were added to the database. This number includes voters registering for the first time, voters switching 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 by year. Significant decreases in voters in 2002 and 2008 are due to removal of inactive voters after confirmation card mailings.

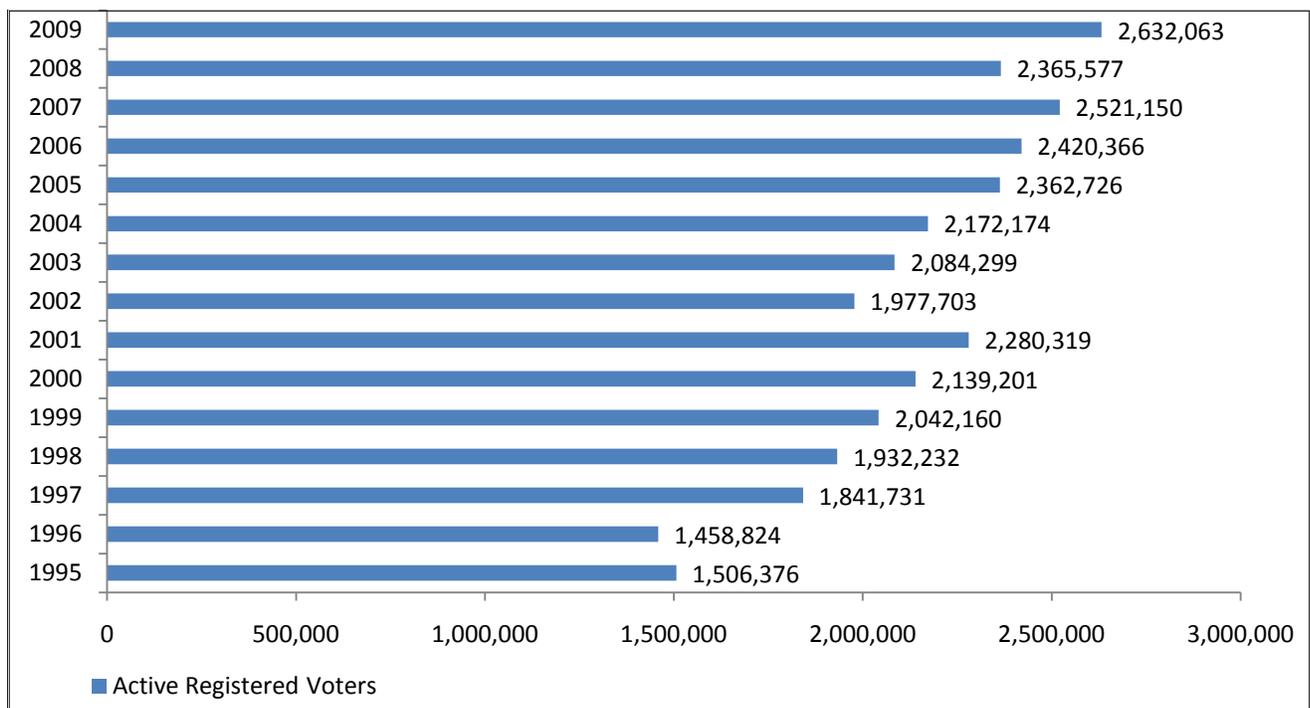


Figure 7.1

### 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.

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

**Figure 7.2**

## **Voter Registration Lists & Statistical Reports**

- 150 voter registration lists were printed for elections held in the State during FY2009. Lists ranged in size from small districts to the statewide general election. All lists were delivered on time.
- The SEC responded to 311 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 199 jury lists for county magistrates, county clerks of court, and municipal courts.
- 697 statistical reports were produced from the voter registration database.

### **Electronic Voter Registration List (EVRL)**

Use of EVRL expanded in FY2009. The SEC provided county election commissions with more than 200 additional EVRL systems. This resulted in every precinct with more than 2,000 registered voters having EVRL. In the weeks following the 2008 General Election, an EVRL lessons learned workshop was held with county users in an effort to identify strengths and weaknesses of the system. As a result of the meeting, manuals and training programs were updated to provide better instruction and guidance on the use of the system. Several improvements to the software were identified, and work on making those changes began. Some of the improved functions will include:

- Networking of laptop computers within a precinct.
- Automatic updates of voter changes and absentee designations.
- Ability to minimize EVRL allowing poll manager to open other programs, such as to view a .pdf of the poll managers handbook
- Ability to use keystrokes to perform functions rather than using the mouse.

The SEC plans to test the new version of EVRL in fall 2009.

## **Voter Participation Statistics**

Voter participation statistics were captured from all 150 elections held throughout the state. This capture was completed in record time after the 2008 General Election. An improved process and voter registration list design, along with a tremendous staff effort, has reduced completion time from approximately 16 weeks in past elections to six weeks using the new method. Lists now contain bar codes and special markings allowing agency staff to process the lists using a high speed scanner.

## **II. Public Information and Training**

### **Public Information**

During FY2009, 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. Eighteen major press releases were issued in FY2009. Interest in elections peaked in the month leading into the 2008 General Election. In that month alone, agency staff responded to more than 1,000 information requests.

### **Voter Education and Outreach**

The SEC worked during FY2009 to reach out and educate voters on all aspects of voter registration and elections in South Carolina through the Agency’s *SC Votes* campaign. *SC Votes* pays particular attention to ensuring voters are informed about the use of the State’s touch screen voting machines. This focused voter education effort has been ongoing since 2004, commencing with the implementation of the new voting system. The *SC Votes* campaign theme is “Every Vote Matters. Every Vote Counts.” The initiative includes: educational brochures, a “How to Vote” video and literature, direct mail, an outreach program, a voter education website, and a statewide mass media campaign.

While the campaign had a presence at a variety of events throughout the state, an effort to reach out specifically to young adults continued from FY2008. This was accomplished through visits to high schools, colleges, and youth-oriented events. A voter registration poster designed to reach young adults was distributed to high schools and colleges to encourage eligible students to exercise their right to register and vote. The *SC Votes* campaign featured a Voter Education Month in September 2008 designed to inform voters of the importance of registering to vote and making sure their voter registration information is up-to-date. The agency designed and printed a voter checklist to be used by voters as a hand-held guide to the dates, deadlines, and procedures for registering to vote, voting absentee, and voting on Election Day. A voter registration poster designed to reach a broad audience with information on registration and voting was distributed widely throughout the state. Another poster was designed to inform voters at polling places of the state law banning the display of campaign materials at polling places.

The Agency’s efforts gained positive newspaper, radio and television coverage that provided vital information to voters. Newspapers printed instructions on how to vote using the electronic voting system, and SEC staff appeared on television and radio programs 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 2008 General Election and all elections held in FY2009.

Figure 7.3 shows a summary of *SC Votes* campaign activity. Figure 7.4 shows a breakdown by county of each event visited.

<b>SC Votes Voter Education Campaign Overview– FY2009</b>	
Voter Education Events	74
Voting Machine Demonstrations	2,775
Voting Machine Views*	6,244
Counties Visited	23
Statewide Events	6
Voter Registration Applications Distributed	950

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

**Figure 7.3**

<b>SC Votes Voter Education Campaign Events – FY2009</b>	
<b>County</b>	<b>Voter Education Event</b>
Statewide	Voter Education Month Press Conference & Voter Registration (VR) Drive, S.C. Statehouse; Alpha Phi Alpha Conference; University of South Carolina Constitutional Day VR Drive; Rock the Vote VR Drive & Concert; S.C. State Fair; NAACP Faith Event, Bethlehem Baptist Church
Aiken	Fried Green Tomato Festival
Anderson	Anderson University VR Drive; Williamston Spring Water Festival
Bamberg	Bamberg Council on Aging, Bamberg Advertiser
Barnwell	Barnwell Senior Center, Barnwell People-Sentinel
Beaufort	Lowcountry Job Fair (Beaufort, Colleton, Hampton, & Jasper); Beaufort Water Festival; Bluffton Shrimp Festival; New Life Deliverance Temple, St. Helena Island
Berkeley	Antique Truck, Tractor & Engine Show at Old Santee Canal Park
Calhoun	Good Hope Church Picnic
Charleston	Patriot's Point Fourth of July Celebration; S.C. Association for the Deaf Conference; College of Charleston Voter Registration Day; Charleston "Celebracion Festival"
Chesterfield	Pageland Watermelon Festival
Colleton	Mt. Zion AME Church; Johnsville Community Center
Florence	Florence Pecan Festival
Georgetown	21 <sup>st</sup> Annual Harborwalk Festival, Georgetown Council on Aging, Georgetown Times
Greenville	Festival Independence of Colombia; Bob Jones University
Greenwood	S.C. Festival of Discovery
Horry	Beach, Boogie & BBQ Festival; Loris Bog-off Festival
Lexington	Collard Festival of Gaston; Lexington Fun Festival; Lexington County/Gilbert Peach Festival; New Life Outreach Ministry Conference; Mt. Pleasant Baptist Church; National Night Out Event; S.C. Peanut Party; World of Truth Outreach Ministries; Midlands Technical College – Airport; Dutch Fork High School; Irmo Okra Strut; Nu Nation Family Worship Center; Bethlehem Baptist Church; North High School
Marion	The Northeast Conference, St. John A.M.E. Church
Newberry	Little Mountain Reunion Festival, Prosperity's Hoppin' Festival
Oconee	Westminster Apple Festival
Orangeburg	Orangeburg-Bamberg-Barnwell-Calhoun Job Fair
Richland	Hopkins Community VR Drive; Bible Way Church of Atlas Road; Midlands Community Color Your Mind, Body & Soul Event; Back to School Campaign Bash; Strengthening Our Neighborhood Community Day; Jubilee Festival of Heritage; Columbia Conference A.M.E. Event; 8 <sup>th</sup> Annual Benedict College Service Learning; S.C. Commission for the Blind VR Drive; Midlands Technical College – Beltline; Greenview Baptist Church VR Drive; Midlands Biker Association Ride for Registration; Bible Way Church College Day Sunday; Columbia International University; Zion Canaan Baptist Church; Killian Park Community Center; Refugee Temple Church Center
Saluda	Ridge Spring Harvest Festival
Spartanburg	Spartanburg Community Technical College; S.C. School for the Deaf & Blind
Sumter	Sumter-Clarendon-Lee County Job Fair
Union	Uniquely Union BBQ Festival; Union County Fair Senior Day; Pacolet River Association; Union AME Church Events
Williamsburg	Santee Electric Coop., Kennedy Senior Center, Hemmingway BBQ Festival, Kingstree News
York	York SummerFest

**Figure 7.4**

### **Election Night Results Reporting**

To meet a public need for increased access to election results, the SEC contracted with SOE Software to provide a comprehensive online election results reporting tool. SEC staff worked with SOE to modify their Election Night Results (ENR) software, by defining requirements specific to South Carolina. Agency staff developed training manuals and conducted training for county users in conjunction with SOE. ENR was used for the first time during a General Election in 2008. Performance of the system met our expectations and far exceeded 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:

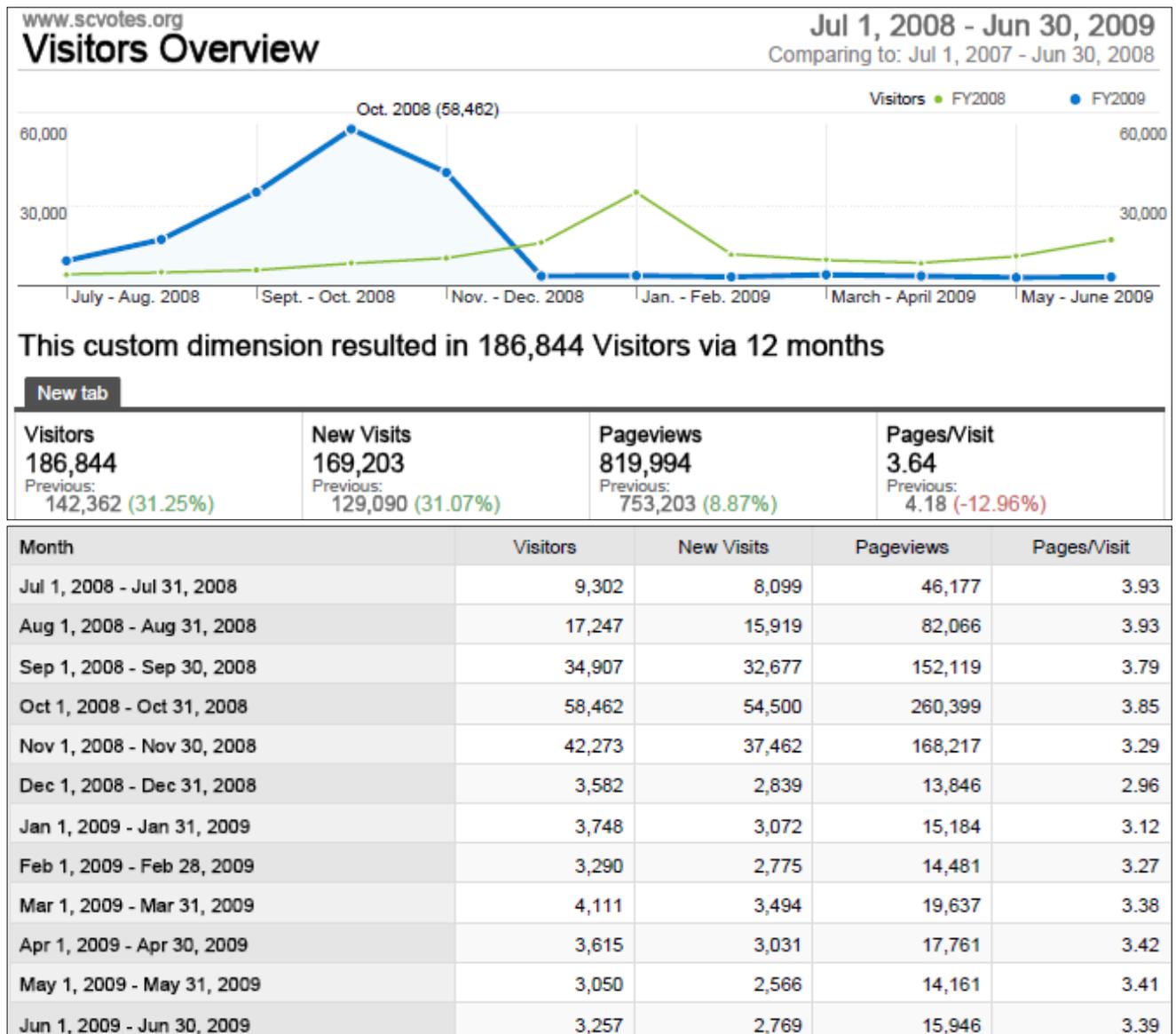
- User-friendly, aesthetically pleasing graphical interface
- Map views of election results on the state, county, and precinct levels
- Allows county election commissions to transmit partial results

- 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, there is a significant increase in the number of visits to the agency’s website – particularly during the time period surrounding a major election. The number of visits can be attributed to the publicity of the web site and the usefulness of the information found there.

Figure 7.5 shows information regarding activity on scVOTES.org in FY2009. The number of page views peaked on November 3<sup>rd</sup>, the day before the 2008 General Election, with 13,289 visitors on that day alone. Figure 7.6 shows the pages receiving the most views in FY2009.



**Figure 7.5**

<b>ScVOTES.org – Top Ten Viewed Pages of FY2009</b>		
	<b>Page</b>	<b>Views</b>
<b>1</b>	Homepage	190,494
<b>2</b>	County Voter Registration Office Contact Information	71,897
<b>3</b>	Voter Registration Information & Form	70,217
<b>4</b>	Check Your Voter Registration	55,707
<b>5</b>	Voting Information Page	49,179
<b>6</b>	2008 General Election Information	29,603
<b>7</b>	Update Your Voter Registration	20,155
<b>8</b>	Historical Election Results	15,246
<b>9</b>	2008 Constitutional Amendment Questions	14,248
<b>10</b>	So You Want to Be a Candidate	13,427

**Figure 7.6**

Information currently found on the site includes:

- Historical election results (1996-Present)
- Voter participation statistics (1996-Present)
- Voter registration statistics (1984-Present)
- Current election information such as filing and registration deadlines, polling place locations and key election dates
- Voter registration instructions and application
- County voter registration board and election commission contact information
- Candidate lists
- The ability of a registered voter to access their voter registration information and determine the districts in which they are qualified to vote
- Provisional ballot status check enabling a voter to verify if their ballot was counted and if not, the reason it was not counted
- Voters participating in an election through the absentee process can access information to track the issuance and receipt of applications and ballots
- Schedules containing key dates and deadlines for upcoming elections
- Information for candidates concerning the election process
- Information for poll workers, including the poll manager’s handbook and training videos
- Press Releases
- Help America Vote Act (HAVA) compliance information

In October 2008, the Pew Center on the States, described as an organization that “identifies and encourages effective policy approaches” to elections and other critical issues facing states, released a report titled *Being Online is Not Enough: State Elections Websites*. The report “examined the state elections Web sites in all 50 states and the District of Columbia to determine whether citizens can find the official election information they need to register to vote, check their registration status, and locate their polling places.” The study ranked scVOTES.org 12<sup>th</sup> in the nation in overall usability of the website. The site was ranked in the top 20 in six of the seven categories that were examined. Figure 7.7 shows each of those categories and the site’s ranking among the 50 states and District of Columbia.

<b>scVOTES.org national rankings among state election websites</b>	
Web presence	18
Navigation and information	19
Content	12
Homepage	32
Accessibility	3
Search	6
Site tools	20
<b>Overall usability</b>	<b>12</b>

**Figure 7.7**

In June 2009, the SEC participated in a Web accessibility project conducted by the S.C. Assistive Technology Program (SCATP). The *Web Tester Pilot Program* had four testers with various disabilities examine six pages of scVOTES.org to gauge the site's level of compatibility with various Web access assistive technologies. One tester with blindness used a screen reader. A second tester with low vision used a screen magnifier. A third tester with paralysis used voice-activated software. The last tester had no disability and used no assistive technology. The SEC expected results in early FY2010 and plans to use this assessment to improve the site's accessibility for voter with disabilities.

### **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. 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 \$83,000 in federal grant money was used on polling place upgrades. (see p.44)
4. The SEC worked with the Voting Disability Coalition of South Carolina to receive feedback from voters with disability on a video for voters who are deaf or hard of hearing. This attention-keeping, four-minute video uses four modes of communication to provide information about the voting process: American Sign Language, closed captioning, spoken word, visual representation. The intent of the video is to educate voters in the deaf community so they will be knowledgeable of the voting process. This prior knowledge will help voters who are deaf or hard of hearing feel more comfortable in going to the polls, and therefore be more likely to exercise their right to vote.
5. The Agency distributed a training video for county election officials aimed at improving disability awareness and polling place accessibility. This video was also made 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 *SC Votes* voter education tour visited disabled communities throughout the State. These demonstrations showed use of the ADA voting unit and its Braille-embossed navigation

buttons to support visually impaired voters. The curbside accessibility of the machine to voters with physical limitations was also demonstrated.

8. The SEC conducted training and certification classes aimed at increasing disability awareness.
9. 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.
10. Large type polling place material was made available.
11. SEC staff reviewed surveys conducted by S.C. Protection & Advocacy to gauge the level of progress in improving access to polling places.
12. Participated in *Web Tester Pilot Program* conducted by S.C. Assistive Technology Program to gauge the agency website's level of effectiveness for voters using assistive web access technologies.

## 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-four classes were held in FY2009. A total of 593 participants attended these classes held in Columbia, Florence, Myrtle Beach, and Spartanburg. 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 FY2009, 41 participants completed course work to obtain their certification.

There are 500 election officials who are required by law to complete the program and become certified. 414 members have completed the program and are certified leaving 86 members who are not certified. Of the 500 members, 58 members did not attend a class in fiscal year 2008. There are six members who have never taken a class. Figure 7.8 shows the classes offered in FY2009, 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 their staffs in each county.

Training and Certification Classes	Times Offered	Total Participants
Duties of the Election Commission	2	53
Budgeting and Election Reimbursement	2	52
Continuity and Disaster Planning	2	54
Redistricting/Reprecincting	2	65
Duties of the Voter Registration Board	1	27
Absentee Registration/Balloting	1	29
Office Procedures	1	24
Protest Hearings	1	30
Training Poll Managers	1	28
Conducting Municipal Elections	1	22
Election Security	1	29
Ballot Design Process	1	19
Elections A – Z	1	8
Office Organization	1	26
Elements of Email style	1	19
Disability Awareness and Accessibility	1	16
Minutes and Meetings	1	28
Rapid Decision Making	1	27
Core Leadership Skills	1	11

Figure 7.8

Participation in the Training and Certification Program – FY2009				
County	Board Members Allowed	Members Certified	Staff Members	Staff Certified
ABBEVILLE	7	5	3	3
AIKEN	7	7	4	4
ALLENDALE	7	6	1	0
ANDERSON	7	3	8	4
BAMBERG	7	7	1	1
BARNWELL	7	6	2	1
BEAUFORT	9	8	10	9
BERKELEY	9	9	5	5
CALHOUN	10	8	3	1
CHARLESTON	9	8	10	9
CHEROKEE	10	8	1	1
CHESTER	8	4	2	1
CHESTERFIELD	9	6	2	2
CLARENDON	10	5	3	2
COLLETON	9	7	3	1
DARLINGTON	7	7	3	3
DILLON	9	3	2	2
DORCHESTER	7	6	7	5
EDGEFIELD	7	6	2	2
FAIRFIELD	7	5	2	2
FLORENCE	7	3	5	5
GEORGETOWN	9	8	3	2
GREENVILLE	10	9	11	6
GREENWOOD	10	7	4	3
HAMPTON	9	1	4	3
HORRY	10	9	5	5
JASPER	9	4	2	1
KERSHAW	7	5	2	2
LANCASTER	7	3	2	2
LAURENS	9	7	2	2
LEE	9	6	2	2
LEXINGTON	7	4	5	3
MARION	9	8	2	2
MARLBORO	7	7	2	2
MCCORMICK	5	5	3	2
NEWBERRY	7	5	2	2
OCONEE	5	5	2	1
ORANGEBURG	7	4	2	0
PICKENS	7	6	2	1
RICHLAND*	10	10	4	3
SALUDA	7	7	1	1
SPARTANBURG	6	3	7	7
SUMTER	7	3	4	4
UNION	8	7	1	0
WILLIAMSBURG	9	1	2	2
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 FY2009 and the number of customers serviced.

<b>Training Classes and Workshops</b>	<b>Total Events</b>	<b>Total Participants</b>
County Election Official Workshops	1	103
County Poll Manager Workshops	10	443
County Poll Manager Voting Machine Workshops	6	125
County Rover Training	1	12
Municipal Poll Manager Workshops	2	12
Municipal Election Commission Workshops	1	5
<b>TOTAL</b>	<b>21</b>	<b>700</b>

**Figure 7.10**

### **Online Poll Manager Training**

We also rolled out our online poll manager training program in the fall of 2008. The online training program is available 24 hours a day, 7 days a week. 813 poll managers from around the state completed the training between September 1, 2008 and November 4, 2008. An additional 106 participants completed the online training by June 30, 2009.

### **Agency Intranet**

ElectionNET, the Agency's election community intranet, continued to grow in FY2009 and remains an indispensable tool for distribution of information, training, and collaboration amongst users. From FY2008 to FY2009, the number of users increased by more than 25% and now stands at 512. There are now more than 5,000 pieces of content. Figure 7.11 shows the increase of activity from the last comparable fiscal year.

<b>ElectionNET – Number of Visits by Month - FY2009 compared to FY2007*</b>			
<b>Month</b>	<b>FY2007</b>	<b>FY2009</b>	<b>% Change</b>
July	2,027	2,972	+46.6
August	2,811	3,334	+18.6
September	2,101	3,028	+44.1
October	2,029	2,998	+47.8
November	2,359	Data unavailable	Data unavailable
December	1,377	1,597	+16.0
January	1,707	2,082	+22.0
February	1,897	1,500	-20.9
March	2,127	2,436	+14.5
April	1,865	2,334	+25.1
May	1,911	2,138	+11.9
June	1,817	2,354	+29.6
<b>TOTAL</b>	<b>24,028</b>	<b>**26,773</b>	<b>**+11.4</b>

\*Visits fluctuate depending on the election calendar. By comparing FY2009 to FY2007, the table shows change between the two most recent fiscal years that had major elections occurring in the same months.

\*\*Incomplete due to unavailable data from November 2008. Increase in number of visits was likely much higher.

**Figure 7.11**

### **Telephone Messaging System**

In 2008, the SEC used a telephone messaging system for the first time in a General Election. The system is used to deliver 855 telephone messages to county officials, poll workers, voting machine technicians, and other users – all within a matter of minutes. For example, a message can be delivered to all 2,100 polling places in the state within 30 minutes. SEC and county election officials use the service by dialing a 1-800-number, recording a message, and selecting a group (poll clerk, technician,

etc.) to receive the message. The system then begins to call each number stored in the phone bank and deliver the message. Other features of the system include:

- In addition to sending recorded messages, the system can be used to 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 1600 ballot styles to be used in the 2008 General Election and review additional ballots for various elections held throughout FY2009. Ballots are reviewed for accuracy and compliance with 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 \$831,957 over a six-year period from October 1, 2003, through September 30, 2009. This grant is earmarked for improving access for voters with disabilities through polling place upgrades, training, and education.

In FY2009, eight counties and one company were reimbursed \$83,592.72 to provide paved handicapped parking, parking signs, ramps, curb cuts, handrails, accessible entrances, curbside voting communicators, various cones and markers at polling places, and production of a video for voters who are deaf or hard of hearing. Figure 7.12 shows the number of precincts improved and monies reimbursed by county in FY2009.

<b>HHS Grant Administration – FY2009</b>		
<b>County</b>	<b>Precincts</b>	<b>Amount Reimbursed in FY2008</b>
Anderson	77	\$14,828.21
Bamberg	14	\$5,943.50
Barnwell	21	\$8,840.50
Calhoun	13	\$1,498.16
Chester	23	\$3,039.00
Lee	23	\$17,006.00
Saluda	1	\$485.00
Williamsburg	3	\$16,303.00
SEC - DVD duplication	n/a	\$2,737.95
SEC - Deaf video production	n/a	\$12,911.40
<b>TOTAL</b>	<b>175</b>	<b>\$83,592.72</b>

**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 of service to county election commissions results in considerable savings over contracting with the system vendor.

#### **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 FY2009, VSD staff created 186 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 create their own definitions for some elections. These ballots are 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 FY2009, it would have cost the State and counties a minimum of \$1,200,000.

#### **Master Database Project**

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. The Master Database Project is an audit of this data set within each county. The goal of the project is 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.

The project began in FY2007. By FY2008 a database had been created for every county. In FY2009, VSD staff visited all 46 counties to audit their ballot combinations to ensure the master database was accurate. In each meeting

- County and SEC staff reviewed current data sets
- Needed corrections were identified, reviewed, and implemented
- County staff was instructed on how to maintain their master database
- SEC staff performed a cursory security audit of county voting system equipment

#### **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. The project was planned to be completed in fall 2009.

### **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 in preparation of voting machines for elections, election day troubleshooting, and in retrieval and tabulation of election results. During the 2008 General Election cycle, the SEC visited 23 counties to provide various levels of support. The SEC provided 10 Election Day support technicians deployed regionally throughout the state. The technicians were available to assist local election commissions when needed. VSD staff provided daily telephone support to county election commissions.

### **Voting System Certification**

No voting systems were certified or decertified by the SEC in FY2009.

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 to not require SEC certification.

## **IV. Administration of Help America Vote Act (HAVA)**

South Carolina is currently HAVA Compliant.

FY2009 HAVA Activities:

- Approximately \$83,593 in HHS grants issued to county election commissions for accessibility upgrades to polling locations
- 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 guidelines
- Continuation of voter education and outreach program

## **V. Agency Administration**

### **Accounts Payable**

In FY2009, a total of 1,136 vouchers were processed. Of the vouchers processed, 147 were for Primary/Runoff Elections, 15 were for special elections, 331 were for the general election, 47 were HAVA transactions, and the remainder was for various expenses paid from general and other funds.

### **Supplement to County Election Commissions and Registration Boards**

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 supplement. The \$12,500 cap affects counties with more than eight board members, and reduces each member's pay to meet the cap. 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. Stipend checks were originally withheld for 84 of the 369 members during the fiscal year. However, 10 members became compliant before the end of the fiscal year. Letters were received from two local delegations requesting the stipend be released for six non-compliant members due to extenuating circumstances.

## Poll Manager Reimbursement

Figure 7.13 shows the number of poll managers and student poll managers paid in FY2009. Poll managers for the 2008 General Election and other local elections held throughout the fiscal year are reflected in the table.

<b>Poll Manager Reimbursement--FY 2009</b>						
<b>County</b>	<b>Poll Managers (PM)</b>	<b>Reimbursed for (PM)</b>	<b>Student (PM)</b>	<b>Reimbursed for Student (PM)</b>	<b>Reimbursed for Additional Training</b>	<b>Total Reimbursed</b>
Abbeville	201	\$28,500	27	\$2,760	\$5,200	\$36,460
Aiken	909	\$116,100	179	\$21,120	\$3,700	\$140,920
Allendale	82	\$14,400	1	\$2,760	\$800	\$17,960
Anderson	912	\$121,200	112	\$12,600	\$17,500	\$151,300
Bamberg	167	\$24,060	11	\$1,320	\$5,200	\$30,580
Barnwell	157	\$24,300	30	\$4,440	\$4,515	\$33,255
Beaufort	869	\$121,800	112	\$13,680	\$21,400	\$156,880
Berkeley	697	\$92,100	19	\$2,280	\$200	\$94,580
Calhoun	135	\$22,140	6	\$720	\$4,800	\$27,660
Charleston	1,549	\$197,460	135	\$16,260	\$5,700	\$219,420
Cherokee	555	\$66,720	22	\$2,640	\$13,100	\$82,460
Chester	162	\$24,900	91	\$8,100	\$8,500	\$41,500
Chesterfield	285	\$40,380	0	\$0	\$10,700	\$51,080
Clarendon	269	\$37,380	33	\$3,120	\$1,500	\$42,000
Colleton	367	\$48,300	18	\$1,680	\$3,406	\$53,386
Darlington	656	\$79,860	12	\$1,440	\$0	\$81,300
Dillon	245	\$35,100	0	\$60	\$7,900	\$43,060
Dorchester	841	\$111,000	120	\$14,400	\$17,101	\$142,501
Edgefield	155	\$23,400	6	\$720	\$2,600	\$26,720
Fairfield	234	\$31,020	28	\$720	\$8,300	\$40,040
Florence	761	\$102,180	49	\$5,880	\$12,200	\$120,260
Georgetown	608	\$57,636	13	\$7,140	\$0	\$64,776
Greenville	2,072	\$268,380	250	\$29,160	\$22,200	\$319,740
Greenwood	705	\$83,580	23	\$2,520	\$16,600	\$102,700
Hampton	184	\$22,800	13	\$1,680	\$7,200	\$31,680
Horry	1,266	\$166,740	72	\$8,640	\$23,100	\$198,480
Jasper	221	\$26,460	22	\$3,240	\$4,300	\$34,000
Kershaw	429	\$54,960	9	\$1,020	\$13,200	\$69,180
Lancaster	501	\$64,680	0	\$0	\$0	\$64,680
Laurens	388	\$48,606	60	\$6,480	\$8,190	\$63,276
Lee	167	\$22,800	9	\$2,640	\$8,104	\$33,544
Lexington	1,359	\$166,920	66	\$7,680	\$20,900	\$195,500
McCormick	75	\$11,700	0	\$0	\$3,100	\$14,800
Marion	234	\$29,160	36	\$4,920	\$5,117	\$39,197
Marlboro	216	\$28,740	1	\$120	\$4,400	\$33,260
Newberry	286	\$34,920	4	\$420	\$0	\$35,340
Oconee	293	\$40,320	44	\$5,280	\$8,930	\$54,530
Orangeburg	529	\$70,680	47	\$5,760	\$15,803	\$92,243
Pickens	800	\$97,200	54	\$5,400	\$5,300	\$107,900
Richland	2,086	\$247,800	22	\$2,820	\$27,200	\$277,820
Saluda	145	\$20,220	17	\$2,040	\$7,200	\$29,460
Spartanburg	1,263	\$149,340	84	\$9,240	\$9,800	\$168,380
Sumter	769	\$99,060	87	\$10,440	\$17,155	\$126,655
Union	334	\$39,960	14	\$1,440	\$8,900	\$50,300
Williamsburg	387	\$47,940	2	\$240	\$11,100	\$59,280
York	1,114	\$138,780	325	\$38,520	\$26,600	\$203,900
<b>Total</b>	<b>26,639</b>	<b>\$3,401,682</b>	<b>2,285</b>	<b>\$273,540</b>	<b>\$428,721</b>	<b>\$4,103,943</b>

Figure 7.13

## South Carolina Enterprise Information System (SCEIS)

SAP is a new statewide accounting system being implemented for all South Carolina agencies. The SEC implemented the finance, fixed assets and procurement modules of the system on November 3, 2008. The system replaced the antiquated Basic Agency Reporting System (BARS). The HR/Payroll module is scheduled to be implemented at the end of the 2009 calendar year.

## 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 two protests and two appeals in FY2009, all associated with the 2008 General Election. Figure 7.14 shows details and outcomes of these protests and appeals.

Action – Office	Protestant/Appellant	Decision
Protest – S.C. Senate District 46	Kent Fletcher	Protest dismissed. Election results stand.
Protest – S.C. House of Representatives District 115	Wallace Scarborough	Protest denied. Election results stand.
Appeal – Bluffton Town Council	Fred Hamilton, Jr. Aylenne Mitchell	Appeal granted. County board decision overturned. Election results stand.
Appeal – Horry County School Board District 9	Ronald Bessant	Appeal denied. County board decision affirmed. Election results stand.

Figure 7.14

## Candidate Filing & Certification

While most filing for the 2008 General Election occurred in the prior fiscal year (March 2008), the SEC accepted filing from multi-county petition candidates in FY2009. Seven candidate nominating petitions were filed with the SEC prior to the noon, July 15, 2008, deadline. Agency staff coordinated with county voter registration offices to ensure petition signatures check according to state law. Four of those petitions were successful. The Agency also helped coordinate filing for the S.C. House District 30 Special Election and various other local elections held throughout FY2009. Figure 7.15 shows details of multi-county petitions filed with the SEC prior to the 2008 General Election.

Office	Candidate	Signatures Required	Petition Certified
President of the United States	Ralph Nader	10,000	Yes
S.C. House of Representatives District 38	N. Douglas Brannon	915	No
S.C. House of Representatives District 55	Kenneth McLaughlin	880	No
S.C. House of Representatives District 82	Brian Doyle	-	No
S.C. Senate District 38	Bill Collins	3,197	Yes
Aiken County School Board District 1 (Aiken & Saluda)	John Bass	50	Yes
Aiken County School Board District 1 (Aiken & Saluda)	Frances Alberta Williams	50	Yes

Figure 7.15

## **Certification of Political Parties**

No political parties were certified or decertified in FY2009. South Carolina has nine certified political parties: Constitution, Democratic, Green, Independence, Labor, Libertarian, Republican, United Citizens, and Working Families.