

**Program #90010E - Elections Oregon Centralized Voter Registration Implementation 3/7/2022**

**Department:** Community Services                                      **Program Contact:** Tim Scott  
**Program Offer Type:** Innovative/New Program                                      **Program Offer Stage:** As Requested  
**Related Programs:** 90010A, 90010B, 90010C, 90010D  
**Program Characteristics:** One-Time-Only Request, Out of Target

**Executive Summary**

This program offer adds one new Limited Duration position. The Clerical Unit Supervisor will provide daily supervision and leadership to clerical staff and on-call Election Workers at times of increased voter customer service needs. This position also provides additional capacity and support to staff that will be spending time working with the State to test and implement the new Oregon Centralized Voter Registration (OCVR) software system. The position is proposed as limited duration in order to pilot this position and measure its impact toward reaching Election's vision of a robust and resilient team, as well as providing Elections with the capacity to meet its mandated responsibilities in a changing environment.

**Program Summary**

The Oregon Centralized Voter Registration database is the primary tool for foundational voter registration services as well as management of all election activities such as creating and issuing ballots. The state is replacing this 17 year old database with the new Oregon Votes registration database which is scheduled to go-live in 2023. The new system will also have enhancements for Elections' voter education and outreach activities by streamlining electronic registration and allowing for improved data collection on the effectiveness of voter outreach activities to underrepresented communities.

As the largest and most complex county in the state, Multnomah County Elections will play an outsized role in testing the functionality of Oregon Votes prior to it going live. This new position will provide daily supervision and leadership to the clerical staff responsible for testing the new system, maintaining voter registration records, and providing direct customer service. This will directly reduce the demands on the Election Systems Specialist (Program Specialist Senior) responsible for leading voter registration and customer service.

This position will directly support Elections customer service staff who are the first point of contact to voters that need help with voter registration and voting. Customer service staff are the access point for many voters that speak languages other than English to get help in their native language and for disabled voters to get assistance with voting. Aside from four full time Office Assistant Seniors, Elections has up to 40 on-call Election Workers directly interacting with voters during large elections like the upcoming November 2022 election and it is critical for these staff to receive consistent messaging, supportive supervision, and regular training. Having this pilot position during this critical time of transition to the new statewide voter registration system will ensure that there is adequate leadership capacity to support frontline workers by reinforcing training on language interpretation services, racial equity, Think Yes customer service standards, and trauma informed service delivery. This position will also support Elections' vision of a robust and resilient team by providing additional supervisory support to customer service staff who are addressing voters' concerns about disinformation and are more likely to experience racism and microaggressions.

**Performance Measures**

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of functionality tests conducted in Oregon Votes	N/A	N/A	N/A	500
Outcome	Percentage of customer service staff receiving training on lanquage interpretation services	N/A	N/A	N/A	100%

**Performance Measures Descriptions**

This new position creates capacity for testing functionality in the Oregon Votes system and increased supervisory capacity for frontline customer service workers. Number of functionality tests conducted in Oregon Votes is the number of tests that will be possible with the support of this new position. Percentage of customer service staff receiving training on language interpretation services measures the increase in supervisory capacity to support training of customer service staff.

## Legal / Contractual Obligation

Multnomah County Code of Ordinances, Chapter 5, describes the process for county initiative/referendum petitions and how to fill vacancies in county elective offices. Multnomah County Administrative Rules, Multnomah County Language and Effective Communication Policy, Oregon Administrative Rules, Chapter 165, addresses state-wide uniformity in the conduct of elections. Oregon Revised Statutes, Chapters 246 through 260, provide legal authority for conducting elections in Oregon. Federal mandates (Title VI of the Civil Rights Act, The Voting Rights Act, The National Voter Registration Act, The Help America Vote Act and the Military and Overseas Empowerment Act) establish election administration standards.

## Revenue/Expense Detail

	<b>Adopted General Fund</b>	<b>Adopted Other Funds</b>	<b>Requested General Fund</b>	<b>Requested Other Funds</b>
<b>Program Expenses</b>	<b>2022</b>	<b>2022</b>	<b>2023</b>	<b>2023</b>
Personnel	\$0	\$0	\$126,566	\$0
Materials & Supplies	\$0	\$0	\$17,000	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$143,566</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$143,566</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

<b>Program Revenues</b>				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

This program is supported by County general funds one-time-only.

## Significant Program Changes

### Last Year this program was:

This is a new one-time-only program offer that will create a limited duration position to provide direct support to front line customer service staff during the transition to the new statewide voter registration system, Oregon Votes.