

# Inspector General

United States  
Department of Defense



# Report Documentation Page

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# Inspector General

## United States Department of Defense

### Vision

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One professional team strengthening the integrity, efficiency, and effectiveness of the Department of Defense programs and operations.

### Mission

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Promote integrity, accountability, and improvement of Department of Defense personnel, programs and operations to support the Department's mission and serve the public interest.



The Department of Defense Inspector General is an independent, objective agency within the U.S. Department of Defense that was created by the Inspector General Act of 1978, as amended. DoD IG is dedicated to serving the warfighter and the taxpayer by conducting audits, investigations, inspections, and assessments that result in improvements to the Department. DoD IG provides guidance and recommendations to the Department of Defense and the Congress.



INSPECTOR GENERAL  
DEPARTMENT OF DEFENSE  
400 ARMY NAVY DRIVE  
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SEP 27 2010

MEMORANDUM FOR UNDER SECRETARY OF DEFENSE FOR PERSONNEL AND  
READINESS  
DIRECTOR, FEDERAL VOTING ASSISTANCE PROGRAM  
OFFICE

SUBJECT: 2009 Evaluation of the DoD Federal Voting Assistance Program  
(Report No. SPO-2010-004)

We are providing this report for information and use. We performed this evaluation in accordance with our responsibilities under section 1566, Title 10, United States Code. The statute requires the DoD Inspector General to submit to Congress a report on the effectiveness and compliance during the preceding calendar year of voting assistance programs as reported by each of the Service Inspectors General. The report does not contain recommendations; therefore a management response to this report is not required.

Please direct questions to Mr. Michael A. DiRenzo at (703) 604-9643 or Mr. William D. Means at (703) 604-9105. We will provide a formal briefing on the results, if management requests.

A handwritten signature in black ink, which appears to read "K.P. Moorefield".

Kenneth P. Moorefield  
Deputy Inspector General  
Special Plans and Operations

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# Results in Brief: 2009 Evaluation of the DoD Federal Voting Assistance Program

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## What We Did.

Section 1566, Title 10, United States Code, “Voting assistance: compliance assessments; assistance,” as amended, requires that the Inspectors General of the Army, the Navy, the Air Force, and the Marine Corps conduct an annual review of the effectiveness of their voting assistance programs; and an annual review of the compliance with voting assistance programs of that Service. Upon the completion of their annual reviews, each Service Inspector General is required to submit to the DoD Inspector General a report on the results of each review. The statute requires that the DoD Inspector General submit to Congress a report on the effectiveness during the preceding calendar year of voting assistance programs, and the level of compliance during the preceding calendar year with voting assistance programs as reported by each of the Service Inspectors General.

We met with each of the Service Inspectors General representatives to discuss their data collection procedures, and criteria used as a basis for the determinations of compliance and effectiveness of their respective voting assistance programs. We reviewed the Federal Voting Assistance Program website and the 2010-2011 Voting Assistance Guide. Also, we reviewed actions taken by the Federal Voting Assistance Program Office to implement certain provisions of the Military and Overseas Voter Empowerment (MOVE) Act of 2009 that apply to the November 2010 Federal election. This report consolidates the Service Inspectors General reports, summarizes some of their key facts, and presents the results of our review.

## What We Found.

The Service Inspectors General reported that their programs were effective and in compliance with DoD regulations and public law, with a few minor exceptions they were addressing. Data gathered by the Service Inspectors General for this report is consistent with the format used for the 2007 and 2008 calendar years. Service Inspectors General provided detailed Service-wide reporting in all five focus areas identified in DoD Directive 1000.04, “Federal Voting Assistance Program (FVAP),” April 14, 2004.

The oversight programs of the FVAP Office and Services continue to identify opportunities to improve effectiveness. The Services demonstrated in their oversight

reports that they have made special efforts to ensure deploying and deployed personnel were afforded every opportunity to vote.

Although the Service Inspectors General reported that their voting programs were generally effective and compliant, there were a few reported deficiencies related to the assignment and training of voting assistance officers.

For example, the Army Inspector General reported that 39 of 74 reserve component units did not have a voting assistance officer assigned. The Army Inspector General reported that the Reserve Component Direct Reporting Unit was correcting this deficiency and evaluating overall Reserve Component policy and compliance with DoDD 1000.04. The Army Inspector General plans to follow-up on this matter during its 2010 evaluation of the Army voting program.

Another issue reported, by the Naval Inspector General, was that only four percent of Navy voting assistance officers documented that they completed training in 2009. This was attributed to staff turnover but also the lack of FVAP Office on-site training, which is only provided during even-numbered years when elections are held for Federal offices.

The Naval Inspector General reported that it will ensure all voting assistance officers receive the required training and document training completion in the Navy Voting Information Management System in time for the November 2010 Federal election. On-site training by the FVAP Office planned for 2010 will assist Navy efforts to prepare its personnel for this year's Federal elections.

The Air Force Inspector General reported minor anomalies with training of voting assistance officers, distribution of materials, and command and installation level involvement.

The Marine Corps Inspector General reported compliance shortcomings in only 1 of 21 of its units inspected.

Details of the Service Inspectors General Reports are discussed and summarized in tables included in this report.

We found that the FVAP website was up-to-date, accessible, and usable by voters, voting assistance officers, and state and local election officials. The 2010-2011 Voting Assistance Guide has been streamlined to target the voting assistance officers at unit and installation levels. Also, we found that the FVAP Office has implemented provisions of the MOVE Act regarding online database and Global Network information access that apply to the November 2010 election.

## Table of Contents

<b>Results in Brief: 2009 Evaluation of the Federal Voting Assistance Program</b>	i
What We Did	i
What We Found	i
<b>Objective</b>	1
<b>Background</b>	1
<b>Service Inspector Generals Procedures</b>	5
<b>Effectiveness of Services' Voting Assistance Programs</b>	8
<b>Compliance of Services' Voting Assistance Programs</b>	10
<b>Other Matters to be Reported</b>	16
<b>Appendices</b>	
A. USD (P&R) 2007 Memorandum	20
B. Department of the Army Inspector General Report	22
C. Department of the Naval Inspector General Report	39
D. Department of the Air Force Inspector General Report	51
E. Marine Corps Inspector General Report	59
F. Scope and Methodology	75
G. Announcement Memorandum	76
H. Prior Coverage	79
I. Report Distribution	80

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## Objective

The objective of this DoD IG evaluation of the FVAP for calendar year 2009 was to: (1) consolidate the Services' FVAP assessment results into a single DoD-wide report for Congress; and (2) report the effectiveness and level of compliance of the Services' voting assistance programs as reported by the Service Inspectors General. This DoD IG report consolidates the Service Inspectors General reports and summarizes their results. The four Service reports are enclosed at Appendices B, C, D, and E.

## Background

### Legislation.

Executive Order 12642 designated the Secretary of Defense as the Presidential Designee responsible for administering the Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA<sup>1</sup>). The Executive Order authorizes the Secretary of Defense to delegate the responsibilities under the Act to other offices within the Department of Defense.

Section 1566, Title 10, United States Code, "Voting assistance; compliance assessments; assistance," as amended, specifies the voting assistance roles of the Department of Defense Inspector General and that of the Service Inspectors General. The statute specifies that the Service Inspectors General shall conduct an annual review of the effectiveness and compliance of their voting assistance programs, and upon completion, submit to the DoD Inspector General a report on the review results. The statute further specifies that the DoD Inspector General shall submit to Congress a report on the effectiveness and compliance of voting assistance programs during the preceding calendar year for the Army, Navy, Air Force, and Marine Corps, as reported by the Service Inspectors General.<sup>2</sup>

### Department of Defense Policy.

Policies and instructions for the DoD Voting Assistance Program are described in DoD Directive 1000.04 (DoDD 1000.04), "Federal Voting Assistance Program

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<sup>1</sup> Executive Order 12642, "Designation of the Secretary of Defense as the Presidential designee Under title 1 of the Uniformed and Overseas Citizens Absentee Voting Act, June 8, 1988

<sup>2</sup> Title 10 United States Code, Section 1566

(FVAP),” April 14, 2004 (Certified current as of April 23, 2007). DoDD 1000.04 stipulates that the USD (P&R) administers the FVAP for the Secretary of Defense. The USD (P&R) manages the program through the Office of the Director, Federal Voting Assistance Program.

DoDD 1000.04 requires that Service unit-level voting assistance officers (VAO) obtain and disseminate voting information, voting forms, registration forms, and absentee ballot requests. VAOs are also required to personally assist voters for all elections for Federal offices. Each Service is required to establish and maintain a voting assistance website.

The FVAP Program Office determined that procedures outlined in the USD (P&R) memorandum, “Guidance in Implementing Voting Assistance Programs,” September 19, 2007 (Appendix A), would remain in effect for use in preparation of the Service Inspectors General 2009 FVAP reports.

The USD (P&R) memorandum:

- States that guidance and direction should be used as a baseline and “may be adjusted to meet specific requirements and cultures within each Service.” It essentially grants Service leadership the authority to tailor certain requirements.
- Lowers grade requirements for assignment of VAOs. It provides flexibility to assign “quality individuals with enough authority as VAOs to get the job done.”
- Adjusts the ratio requirement for VAOs vs. unit population. It allows flexibility to the Services to adjust ratio to ensure coverage.
- Streamlines delivery of the Registration and Absentee Ballot Request Federal Post Card Application (FPCA), Form SF-76, by adding a provision to permit electronic distribution of FPCA and receipt verification in lieu of face-to-face contact.
- Clarifies the use of civilians as Installation VAOs (IVAOs), requesting their assignments be stabilized during the 18-month period from October of the year preceding a general election through March of the year following.

**Service Regulations.** Each Service supplements the DoD 1000.04 with Service-specific regulations and instructions:

- Army Regulation 608-20, “Army Voting Assistance Program,” October 28, 2004.
- Office of the Chief of Naval Operations Instruction 1742.1B, “Navy Voting Assistance Program,” May 15, 2007.
- Air Force Instruction 36-3107, “Voting Assistance Program,” September 10, 2003.
- Marine Corps Order 1742.1A (with Changes 1-2), “Voter Registration Program,” May 14, 2002.

**The Federal Voting Assistance Program.** The mandate of the FVAP is to:

ensure that eligible voters receive . . . information about registration and voting procedures and materials pertaining to scheduled elections, including dates, offices, constitutional amendments, and other ballot proposals.<sup>3</sup>

Eligible voters include Service members, their spouses, and eligible family members world-wide, and eligible U.S. citizens residing overseas.

**Federal Voting Assistance Program Office.** The Director, FVAP has the guiding role in voter outreach within the Federal Government. The FVAP program includes:

- The FVAP website ([www.fvap.gov](http://www.fvap.gov)) provides up-to-date information on absentee voting information to:
  - Unit and Installation voting assistance officers
  - Uniformed absentee voters, their spouses and eligible dependents
  - State and local election officials
  - U.S. voters residing overseas
- VAO training program—on-site (even years) and web-based (every year).
- A Voting Assistance Guide with State-by-State information.
- Support to State and local election officials, and VAOs.

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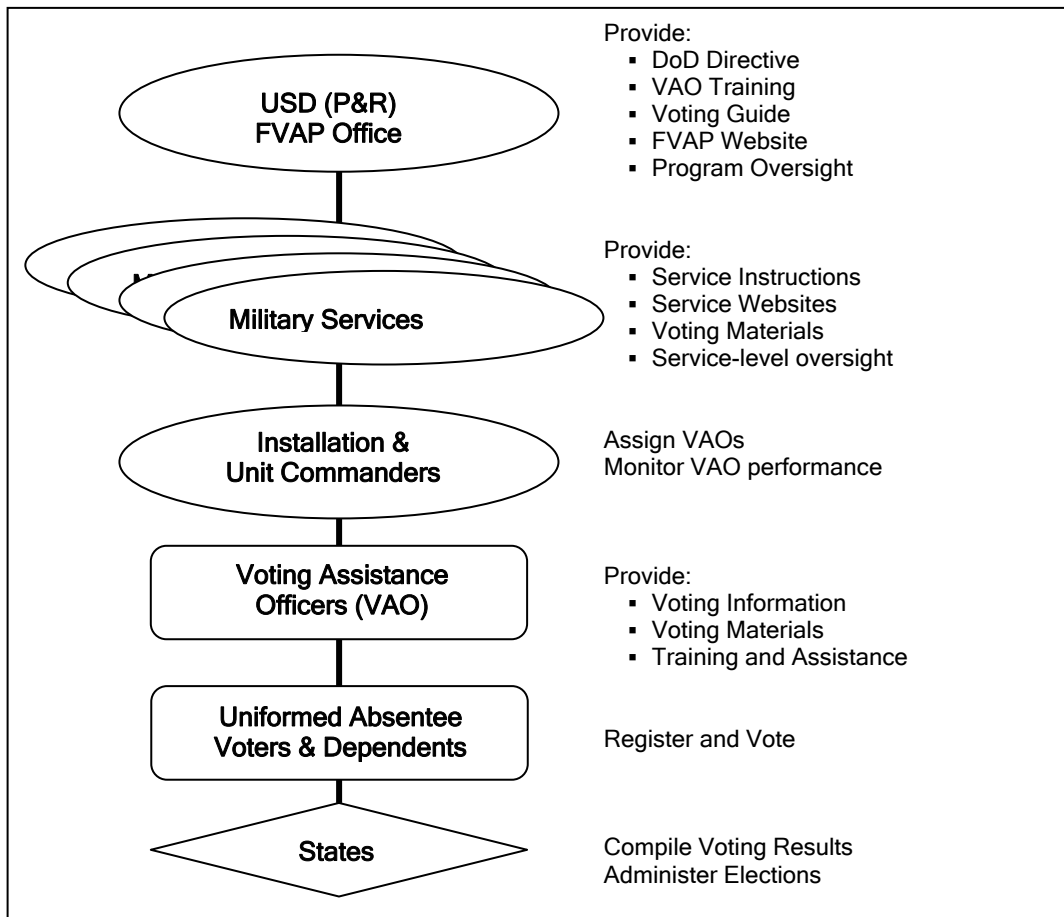
<sup>3</sup> Paragraph 4.2, DoD Directive 1000.04 , “Federal Voting Assistance Program (FVAP),” April 14, 2004

The FVAP Program Office provided the following additional information for this report.

- The office introduced its comprehensive website re-design in June 2008 offering enhanced content and usability for applicants to register to vote and request an absentee ballot. It was again modified with the deployment of an online voter registration and absentee ballot application wizard.
- The office introduced enhancements to its website that provide military voters and their voting dependents, overseas DoD sponsored civilians and their overseas dependents, and U.S. citizens residing outside the U.S. with a self-service site to complete a FPCA for absentee ballot by marking the ballot online with voter's choices for Federal candidates, and a self-service site to complete the Federal write-in absentee ballot.

**The Voting Assistance Program Process.** Figure 1 illustrates the major elements of the Services' Voting Assistance Programs and lists their primary functions.

**Figure 1. Voting Assistance Program Elements**



## **Review of Service IG Voting Assistance Program Review Procedures**

We met with each of the Service Inspectors General representatives to discuss data collection procedures and criteria used as a basis for the determinations of compliance and effectiveness of their respective voting assistance programs. All of the Service Inspectors General use the reporting template developed by the DoD IG for consistency in reporting. Based on information obtained from our interviews and a review of the Service Inspectors General reports to the DoD IG for 2009, their data collection and validation procedures, as presented, were adequate to evaluate the compliance and effectiveness of each of the Service voting assistance programs.

### **Department of the Army Inspector General (DAIG)**

The DAIG Inspections Division is responsible for collecting and summarizing data and preparing the Army report submitted to the DoD IG. The DAIG performs data validation through programmatic reviews of unit voting activity. Every year, the DAIG inspects a sample of installation voting registration offices. The Army Forces Command is inspected every year due to its recruiting and training mission. During Presidential election years, 100% of the Army units are inspected for voting compliance.

Normally, the DAIG does not actually inspect units at the various sub-command levels but reviews data reported by the Major Command IGs. In this manner, the DAIG serves as a repository and consolidation point for Army-wide FVAP compliance. In 2010, DAIG has been performing a two-phase systematic, programmatic inspection of the Army voter assistance program prior to the November Federal election. The first phase focused on compliance and data collection. The second phase is focusing on the conduct of the Major and subordinate command inspections to ensure that validity of the data.

Within the DAIG, they have recently created an Analysis and Follow-Up branch. DAIG completed reports are now transferred to that branch to be scanned for trends and issues, as well as to ensure follow-up on reported deficiencies.

The DAIG measures compliance based on the DoD IG reporting template, which is derived from the requirements set forth in DoD Directive 1000.04. The DAIG measures effectiveness in terms of compliance with DoD Directive 1000.04 requirements, evaluating whether the Army FVAP is enabling those responsible for the voting program to carry out their mission. In addition, it conducts sensing sessions with Army personnel to determine, for example, if they have had the opportunity to register to vote.

## **Naval Inspector General**

The Naval IG, Inspections Division, receives the summarized results from Echelon 2 Major Command inspections. Those 28 Major Commands perform inspections on their subordinate commands annually. On an annual basis, the Naval IG specifically targets at least two Major Commands and two geographical areas for inspection. During those Major Command and geographic area inspections, voting program compliance is assessed. The Naval IG also inspects geographical areas for “quality of life” of Service members and their families. There is an overlap of inspection items covered in the command and “quality of life” inspections, to include voting-related issues.

Online quality of life survey questions are sent out at least six weeks prior to the inspection. The results of these voluntary, anonymous surveys enable Naval IG teams to ensure that they are conducting accurate inspections. The Naval IG reported that 9,453 personnel anonymously responded to the 2009 survey.

Naval IG personnel indicated that these survey results provide useful and relevant data of FVAP program performance for their annual FVAP reports. The Naval IG has employed a dedicated research psychologist during the past year who analyzes and adjusts survey questions to detect trends, ensure quality of data, and synthesize data results.

The Naval IG uses a combination of anonymous surveys, focus groups conducted during IG visits, interviews conducted with unit leadership and selected unit members, and VAO documentation reviewed during the IG visits to assess for both compliance and effectiveness of the Navy voting program. The Naval IG reported that the Navy had a satisfactory voting assistance program in terms of compliance and effectiveness for 2009.

## **Air Force Inspector General (SAFIG)**

The SAFIG requires that Major Commands (MAJCOMS) inspect their subordinate components at a minimum of once every three to three and a half years. A MAJCOM or subordinate command may also perform no-notice inspections as required; these are typically unit operational readiness or nuclear surety inspections.

The SAFIG obtains its data for annual FVAP reports to the DoD IG through the Standard Air Force Inspection Process. Voting is covered as a major graded area during an Air Force compliance inspection in accordance with AFI 90-201, para 3.3.1.7. MAJCOMS and Air Force Agencies perform IG inspections on their subordinate components for compliance. The SAFIG requires that MAJCOMS compile voting data for SAFIG use completing annual FVAP reports. This data represents a wide sampling of units across commands and geographic areas to gauge compliance. The SAFIG then inspects those

MAJCOMS and Agencies. The SAFIG Inspections Division takes information from those inspections and revises policy as necessary.

Subsequent to our discussions with Air Force IG personnel, the SAFIG Inspections Policy and Assessment Branch Chief indicated that they would send out action officers to complement MAJCOM IG teams conducting their respective, regularly scheduled MAJCOM Compliance Inspections. During the months of September and October, these action officers will specifically concentrate on the FVAP portions of the Command Inspections.

The SAFIG inspects for compliance with DoD Directive 1000.04 and the Air Force Voting Assistance Program Instruction. The Air Force goal for the 2010 election year is to contact 100% of Air Force personnel (all active duty personnel, along with civilians/contractors assigned overseas) and their voting age dependents, and to offer assistance with voting registration and balloting.

### **Inspector General of the United States Marine Corps (MCIG)**

The MCIG inspects Major Commands and commands without Commanding Generals once every three years for FVAP compliance. The Major Command IGs normally inspect their subordinate commands every other year. Inspections schedules do shift to accommodate training and deployment cycles. The intent is to ensure that a deployed unit is inspected before or immediately following deployment.

The MCIG collects data from the Automated Inspection Reporting System 210 Checklist for the Marine Corps Voting Program. By using this system, each and every required data item is reviewed, addressed, and documented within reporting channels. In addition, the USMC Service Voting Action Officer or his designee accompany MCIG inspectors to observe how they conduct inspections. They also review reports from previous inspections to identify trends from reported issues, as well as to confirm corrections of past deficiencies.

MCIG validates data by observing during field inspections how the data is collected, and comparing the data collection method to past inspections. Program compliance is measured based on the DoD IG reporting template criteria using the template and compliance with Marine Corps policies. Program effectiveness is also measured by comparing past deficiencies to current inspections and through sensing sessions with individual Marines during inspections.

## Effectiveness of Services' Voting Programs

The Service Inspectors General reported that their respective voting assistance programs were effective and in compliance with DoD regulations.

- The Army Inspector General conducted inspections at all levels of Army operations, which included an Army-wide assessment process. The breadth and depth of those reviews, along with their findings and recommendations for improvement supports their conclusion that the Army has an effective program. The Army reported,

The US Army has an effective Voting Assistance Program. This assessment is based on the results of command and subordinate command IG inspections of the voting assistance programs of 10 major command headquarters and their senior voting assistance officers (SVAOs), 12 installation/garrison headquarters and their installation voting assistance officers (IVAOs), 80 brigade headquarters and select subordinate commands, 84 battalion headquarters, 47 companies, 62 research and development activities, 44 medical/dental/veterinarian headquarters and units, three academy staffs, and 11 installation tenants and activities, for a total of 353 units.<sup>4</sup>

- The Naval Inspector General concluded that the Navy has a strong program and the Service is taking advantage of their history of “away at sea” logistical challenges to prepare for deployments by ensuring sailors are afforded every opportunity to vote. Their annual assessment included a we-based survey. The Navy reported,

The Navy has a satisfactory Voting Assistance Program. This assessment is based on the results of three Echelon II Command Inspections, three geographic Area Visits, and 94 unit level inspections and surveys conducted by Echelon II commands and their subordinate units during calendar year 2009.<sup>5</sup>

- The Air Force Inspector General conducted inspections at 46 units and determined that FVAPs are in place and working effectively at all sites visited. The Air Force reported,

During 2009 the USAF major command (MAJCOM) inspection teams inspected 46 FVAPs at squadron, group, wing and command levels....[A]s a result of the inspections conducted throughout 2009, we are confident FVAPs are established throughout the Air Force.<sup>6</sup>

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<sup>4</sup> U.S. Army IG Report at Appendix B

<sup>5</sup> U.S. Navy IG Report at Appendix C

<sup>6</sup> U.S. Air Force IG Report at Appendix D

- The Marine Corps Inspector General conducted inspections of programs at 29 Marine Force Command, Marine Expeditionary Force, Installation, and Major Subordinate Command (MSC). Interviews, document reviews, and on-site inspections determined the effectiveness of the program. The Marine Corps had a straightforward, standard process (Mission Capable if compliant, or Non-Mission Capable if non-compliant, as determined during the inspection) for evaluating the FVAP. All units were found to be Mission Capable. Marines were reported to have been afforded every opportunity to exercise their right to vote. The Marine Corps reported,

The results of the [Inspector General of the Marine Corps] Inspections ... verify that the Marine Corps has an effective Voter Assistance Program. This assessment is based upon the results of 29 inspections; 2 MSC level, 6 at the installation level, and 21 at the unit level. The team reviewed documents and procedures to ensure compliance with all Marine Corps orders and directives.<sup>7</sup>

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<sup>7</sup> U.S. Marine Corps IG Report at Appendix E

## Compliance of Services' Voting Assistance Programs

**Summary.** All four Services reported compliance with DoD Directive 1000.04 requirements. Installation VAOs (IVAO) and Unit VAOs (UVAO) have specific duties and responsibilities under the Directive to ensure voters obtain voting information and materials in a timely fashion. There are five focus areas associated with the voting assistance program:

- **Personnel Assignments** - Assign quality individuals with enough authority as VAOs to manage the Voting Program.
- **Training** - Ensure VAOs are receiving required training to perform VAO duties.
- **Material Distribution** - Ensure adequate numbers of Standard Form 76 (SF 76) are available for military members and their voting-age dependents to register and request a ballot.
- **Communication and Information Network** - Publicize and maintain a visible program.
- **Commanders/Installation Level Involvement** - Ensure there is an increased emphasis on the Voting Assistance Program and associated requirements.

In each of these areas, DoDD 1000.04 has multiple indicators of compliance. Service Inspectors General provided Service-wide responses regarding compliance with these focus areas—see the following Tables 1 through 5. As noted in some of the prefaces to individual tables, there are a number of items enumerated in DoDD 1000.04 that are not required to be reported in non-Federal (odd-numbered year) election years.

**Personnel Assignments.** The Service Inspectors General reported their programs were compliant (see Table 1). For all Services, a number of VAOs did not meet DoDD 1000.04 requirement for rank/grade. They were, however, in compliance with guidance provided in the USD (P&R) Memorandum on “Guidance in Implementing Voting Assistance Programs,” September 19, 2007. This guidance allows flexibility in grade requirements to favor assignment of VAOs who are interested and dedicated. The FVAP plans to incorporate similar provisions in DoD Instruction 1000.04 when revised.

The Army Inspector General reported that 39 of 74 reserve component units did not have a voting assistance officer assigned. However, he also stated that the Reserve Component Direct Reporting Unit is addressing this deficiency and evaluating Reserve Component policy and compliance with DoDD 1000.04, and that it will follow-up on this matter during its 2010 evaluation of the Army voting assistance program.

**Table 1. Personnel Assignments**

Item	Requirement	Authority	Army	Navy	Air Force	Marine Corps
A.1	VAO assigned at the appropriate grade level.	DODD 1000.04, Para 5.2.1.3 & USD(P&R) Guidance Ltr	Yes, 88%; 100% w/USD (P&R) Ltr	Yes, 65%; 100% w/USD (P&R) Ltr	Yes, w/1 exception of 46 units inspected	Yes, all 29 commands inspected
A.2	Unit VAO assigned at level of command.	DODD 1000.04, Para 5.2.1.4.1	Yes, 88%	Yes, 100% w/USD (P&R) Ltr	Yes	Yes, all 21 units inspected
A.3	Maximum number of voters that can be represented by VAO adhered to.	DODD 1000.04, Para 5.2.1.4.2	Yes, 88%	Yes, for all units inspected	Yes	Yes, all 29 commands inspected
A.4	Unit VAO of the rank O2/E-7/Civilian equivalent, or above designated in writing for each unit of 25 or more permanently assigned members.	DODD 1000.04, Para 5.2.1.4.2	Yes, 87%	Yes, two corrected during inspection	Yes, with 1 exception of 46 units inspected	Yes, all 21 units inspected
A.5	Senior Service Representative at Flag Rank/Civilian equivalent appointed.	DODD 1000.04, Para 5.2.1.3	Yes, Brig Gen	Yes; VADM	Yes; SES	Yes; NAF-O6/MAJGEN (Ret)
A.6	Service Voting Action Officer. Military person, O4/E8/Civilian equivalent, or above, appointed.	DODD 1000.04, Para 5.2.1.3	Yes, YA-02	Yes, O-4	Yes	Yes, YA-02
A.7	Commissioned Officer authorized to administer oath.	UOCAVA DODD 1000.04, Para 5.2.1.4.2	Yes, 87%	Yes	Yes	Yes

**Training.** The Service Inspector Generals reported their programs were compliant (see Table 2). All Services reported that they provided information to recruits, basic trainees, and those deploying and deployed Service members. The Naval Inspector General reported documented training for only four percent of the VAOs. The Navy attributed this to normal attrition of VAOs and the start of an off-year election, and assured that all VAOs will receive and document training in 2010. Items B.2 and B.6 were not required in 2009, an odd numbered, non-Federal election year.

**Table 2. Training**

Item	Requirement	Authority	Army	Navy	Air Force	Marine Corps
B.1	VAOs received training.	Title 10, Subtitle A, Part II, Chapter 80, Section 1566, Para f(1)	Yes, 86% of inspected	No, 4%, attributed to off-year election	Yes, w/5 exceptions of 46 units inspected	Yes, 20 of 21 units inspected
B.2	MAJCOM, installations and Unit VAO attend FVAP workshop during even numbered years with Federal elections.	DODD 1000.04, Para 5.2.1.15	Not Applicable	Not Applicable	Not Applicable	Not Applicable
B.3	Basic training and command courses emphasize and advertise voting assistance programs.	DODD 1000.04, Para 5.2.1.14	Yes, 100% of inspected	Yes, during basic training & command courses	Yes, w/1 exception of 46 units inspected	Yes, training at all levels
B.4	Train units preparing for deployment.	DODD 1000.04, Para 5.2.1.14	Yes, 100% of inspected	Yes, Pre-Overseas Movement Checklist & deployment briefings	Yes	Yes, during all pre-deployment briefing
B.5	Recruitment personnel informed of policies and received training to carry out voter registration assistance.	DODD 1344.13, Para 5.4.2	Yes, 98% of inspected	Yes	Yes, w/3 exceptions of 46 units inspected	Yes
B.6	Train Service members on absentee registration and voting procedures in Federal Election years.	DODD 1000.04, Para 5.2.1.14	Not Applicable	Not Applicable	Not Applicable	Not Applicable

**Material Distribution.** The Service Inspector Generals reported their programs were compliant (see Table 3). All Services noted challenges in meeting deadlines to provide information and materials to forward-deployed personnel.

**Table 3. Material Distribution**

Item	Requirement	Authority	Army	Navy	Air Force	Marine Corps
C.1	UVAOs hand-deliver SF76s to eligible voters by 15 January 2009. Develop a system to ensure in-hand delivery.	DODD 1000.04, Para 5.2.1.6.1 & 5.2.1.5.3	Yes, 86% by deadline	Yes, 94%	Yes, w/5 exceptions of 46 units inspected	Yes, 20 of 21 units inspected
C.2	National Voter Registration form made available to enlistees.	Title 10, Subtitle A, Part II, Chapter 80, Section 1566, Para i(2)	Yes, 100% of inspected	Yes, 100%, during boot camp	Yes, w/3 exceptions of 46 units inspected	No, not in all cases; identified during inspection
C.3	Network established to distribute voter information.	DODD 1000.04, Para 5.2.1.5.2	Yes, 88% of inspected	Yes, both electronically and hard copy	Yes	Yes
C.4	Special day designated for dissemination of voter information and material.	DODD 1000.04, Para 5.2.1.11	Yes, 91%	Yes	Yes	Yes
C.5	Prospective enlistees provide a DD Form 2644 "Mail Voter Registration Application" and DD Form 2645 "Voter registration Information.	DODD 1344.13, Para 5.4.4.1	Yes, 100% of inspected	Yes	Yes	No, not in all cases; identified during inspection
C.6	Recruitment offices transmit registration applications in a timely manner.	DODD 1344.13, Para 5.4.4.3	Yes, 100% of inspected	Yes	Yes	Yes
C.7	Sufficient voting materials are on-hand.	DODD 1000.04, Para 5.2.1.7	Yes, 88% of inspected	Yes	Yes	Yes, 25 of 27 units inspected

**Communication and Information Network.** The Service Inspectors General reported their programs were compliant (see Table 4). The Services reported that they ensured the VAO Program was highly visible and publicized. For Item D.4, in locations where a unit was unable to have the telephone number listed with the base operator, the Services stated that their websites contained contact information. The Service Inspectors General reports indicate that efforts were made at all levels to ensure voting assistance was available and publicized.

**Table 4. Communication and Information Network**

Item	Requirement	Authority	Army	Navy	Air Force	Marine Corps
D.1	Voting Assistance internet homepage is maintained that includes names and links to VAOs, procedures to order voting materials and links to other Federal & State voting websites.	DODD 1000.04 Para 5.2.1.10	Yes, 70% of major commands inspected	Yes	Yes	Yes
D.2	Designated location on base, installation, or ship where voting material & assistance is available.	DODD 1000.04, Para 5.2.1.10	Yes, 96% of inspected	Yes, location varies by command	Yes	Yes, 100% of inspected
D.3	Established and published a special telephone service, the "Voting Action Line," to link Unit VAOs with Service VAOs.	DODD 1000.04, Para 5.2.1.12	Yes, 100% of major commands inspected	Yes	Yes	Yes
D.4	Provide telephone operators at every military installation with names, e-mail addresses and telephone number of Unit and Installation VAOs.	DODD 1000.5, Para 5.2.1.13	Yes, 61% of inspected had done this	Yes, posted on internet when command lacks base operator	Yes, w/3 exceptions of 46 units inspected	Yes, 24 of 27 units inspected

**Commanders/Installation Level Involvement.** The Service Inspectors General reported their programs were compliant (see Table 5). The Service Inspectors General reported that commanders at all levels understood and supported the voting program; ensuring personnel had every opportunity to exercise their right to vote.

**Table 5. Commanders/Installation Level Involvement**

Item	Requirement	Authority	Army	Navy	Air Force	Marine Corps
E.1	MAJCOMS, etc., continually evaluate voting programs.	DODD 1000.04 Para 5.2.1.9	Yes, 100% of major commands inspected	Yes	Yes, w/1 exception of 46 units inspected	Yes, 5 of 6 Commanding Generals inspected
E.2	Command-wide awareness & assistance program and activities are developed during Armed Forces Voters Week.	DODD 1000.04, Para 5.2.1.11	Yes, 100% of major commands inspected	Yes	Yes, w/2 exceptions of 46 units inspected	Yes
E.3	Written policies to support eligible military members and their dependents.	DODD 1000.04, Para 5.2.1.1	Yes, 100% of major commands inspected	Yes, included in Navy Voting Instruction	Yes, w/2 exceptions of 46 units inspected	Yes
E.4	Installation level reviews/inspections.	DODD 1000.04, Para 5.2.1.8	Yes, 100% of major commands and installation VAOs inspected	Yes, in Navy Voting Instruction and self-assessment checklists	Yes	Yes
E.5	VAO's performance is documented in the Evaluation.	DODD 1000.04, Para 5.2.1.16	Yes, 87% of inspected	Yes	Yes, w/1 exception of 46 units inspected	Yes, 100% of inspected

## Other Matters to be Reported

### Implementation of MOVE Act Provisions

Passage of the Military and Overseas Voter Empowerment (MOVE) Act of 2009, as incorporated into the National Defense Authorization Act of 2010, required that the DoD Federal Voting Assistance Program Office complete the following actions to support the November 2010 Federal elections.

- Requirement: The FVAP must maintain a public online database that includes State contact information for Federal elections.

FVAP Action: This online data base is incorporated into the FVAP website ([www.fvap.gov](http://www.fvap.gov)) and includes the 2010-2011 Voting Assistance Guide, available as a portable document format (PDF) with addendum for changes after printing. It supports the voter assistance process as part of the dialogue with uniformed Service members, their voting age dependents, and citizens residing outside the United States. The online database contains State and local election officials' contact information, and specific State and local instructions.

- Requirement: The FVAP must develop online portals to inform absent uniformed service voters and provide them with voter registration information and resources through the military Global Network.

FVAP Action: The redesigned FVAP website ([www.fvap.gov](http://www.fvap.gov)) provides that portal. It is available on the Internet and on the military Nonsecure Internet Protocol Router Network (NIPRNET). In addition to the internet portal, since July 15 and until election day, customer service is available 24/7 by phone, email, and online chat for voters, VAOs and election officials.

- Requirement: The FVAP must establish a program to provide absent uniformed voters with voter registration information and resources through the military Global Network.

FVAP Action: The website has been designed to coach a prospective voter through the process using an automated assistant to register to vote or to prepare the ballot request online. Alternatively, it will allow the prospective voter to obtain the registration or ballot request for manual completion.

## **The Federal Voting Assistance Portal ([www.fvap.gov](http://www.fvap.gov))**

The home page is organized so as to enable a potential voter to quickly understand how to use the site.

The “wizard” for registration and requesting a ballot is usable for anyone who needs to register to vote or request a ballot. The customer service center has been staffed around the clock (24/7) since July 15<sup>th</sup> and will be until Election Day (1-800-438-VOTE). The FVAP Program Office continues to seek feedback for improvements from users of the FVAP Portal.

The section for **Voting Assistance Officers** has been re-designed to be immediately useful to the newly assigned as well as experienced VAO.

Particularly noteworthy are the sections on Continuity Folders used to facilitate turn-over of duties when changes occur. They are provided for both the Unit VAO and the Installation VAO, enumerating the reference materials that the VAO should have at their disposal and that should be part of the transfer of duty responsibilities to an assigned replacement or assistant. Included are links for the VAO to follow to obtain the items from the FVAP, Services or other sources including:

- Current Voting Assistance Guide
- Absentee Voting Forms (FPCA, FWAB)
- VAO Designation Letter
- Election Dates Calendar
- Absentee Voting Brochure
- Good Ideas and Lessons Learned
- Voting News Releases
- Information on Voter Activities
- VAO Training Certificate
- Service Voting Action Officer Contact Information
- DoD and Service Directives and Guidance
- Measures of Performance

## **Voting Assistance Guide 2010-2011**

The 2010-2011 Voting Assistance Guide provides a significant enhancement to the previous version(s). It is written from the perspective of the constituency served (citizens seeking to vote and VAOs). There is also an errata sheet online containing changes made

after the guide was printed. Additionally, the changed information is provided online by State.

The printed version of the 2010-2011 Voting Assistance Guide is distributed within DoD FVAP election channels. It is also available online in downloadable portable document format (PDF). The size of the Voting Assistance Guide was reduced from 466 pages in the 2008-2009 edition to 296 pages in the 2010-2011 edition. The 2010-2011 edition is structured to work through the process of registering, requesting a ballot, and voting. The reference material online is continuously updated with changes as they occur and are reported to the FVAP Program Office.

## **Voting Assistance Marketing and Outreach**

In addition to the Service information dissemination, The FVAP Program Office has an active advertising campaign publicizing the website in media such as, *Stars and Stripes*, *Military Spouses Magazine*, and the *International Herald Tribune*. The FVAP Program Office is also undertaking an aggressive online advertising and social media outreach campaign, using Facebook and search engine advertisements to drive voters to the FVAP.gov website, and social media programs to provide real-time voting assistance updates to voters, election officials, and VAOs. Finally, in accordance with the MOVE Act, FVAP has sent out emails to all military personnel 90, 60, and 30 days before the election, focusing on registration, online tools, and timely return of ballots, respectively.

## **Government Accountability Report**

In response to a Congressional request, the Government Accountability Office (GAO) conducted a review from June 2009 through May 2010, (reported in GAO-10-476, June 17, 2010), to evaluate the extent to which the FVAP: (1) has addressed its mission and evaluated the effectiveness of its efforts to conduct that mission; (2) put processes in place to help ensure that its budget priorities are aligned with its strategic plans and goals; and (3) implemented recommendations made from 2001 through 2009 by the DOD Office of Inspector General and GAO. The GAO reviewed UOCAVA and DOD Directive 1000.04 to identify specific Federal responsibilities for absentee voting and compared those responsibilities with actions taken by FVAP.

To assess the effectiveness of FVAP's efforts to conduct its mission, the GAO reviewed FVAP data gathering procedures and measures obtained from FVAP and from published reports (e.g., FVAP, and DOD Office of Inspector General, and non-governmental organizations). The GAO assessed the reliability of the data analyzed by reviewing existing documentation related to the data sources and by interviewing knowledgeable agency officials about the data they used. The GAO reported that "We found the data sufficiently reliable for the purposes of this report."

The GAO concluded that FVAP has efforts underway to address requirements in DoD guidance, but evaluation of those efforts yielded data of varying quality. GAO reported that while FVAP improved some of its evaluative methodologies, GAO identified concerns with FVAP post-election surveys and also FVAP “measures of success.” In addition, GAO concluded that better information by FVAP, such as an assessment of Voting Assistance Officer training, would enable FVAP to enhance its efforts to be effective and efficient.

The GAO report contained three recommendations to DoD: (1) assess its methodologies currently in use to gather evaluative information; (2) implement, where needed, improved and supplemental program evaluation methodologies; and (3) evaluate current and alternative methods for training Voting Assistance Officers. The USD (P&R) concurred with recommendations (1) and (3), and partially concurred with recommendation (2), advising of corrective actions that are already underway and those that it plans to take in response to the GAO recommendations. The DoD IG will conduct follow-up oversight. The GAO report, which includes the DoD response, can be found in its entirety at [www.gao.gov](http://www.gao.gov).

## Appendix A – USD (P&R) 2007 Memorandum



PERSONNEL AND  
READINESS

UNDER SECRETARY OF DEFENSE  
4000 DEFENSE PENTAGON  
WASHINGTON, D.C. 20301-4000

SEP 18 2007



### MEMORANDUM FOR SECRETARIES OF THE MILITARY DEPARTMENTS

SUBJECT: Guidance in Implementing Voting Assistance Programs

DoD Directive 1000.4, Federal Voting Assistance Program, and DoD's Voting Action Plan provide guidance to the Military Departments in implementing voting assistance programs within their Services. The guidance and direction contained within these documents should be used as a baseline and may be adjusted to meet specific requirements and cultures within each Service. In several areas the Directive and the Action Plan use the word "should" to allow flexibility for the Services in implementing their voting assistance guidance.

The revised DoD Directive 1000.4 and 2008-2009 Voting Action Plan are currently in coordination prior to signature. The following are key areas in these revisions and clarifications to existing sections:

- The Directive provides guidance regarding desired rank of Voting Assistance Officers (VAO) within a unit. This guidance is not absolute and may be modified at the Service and/or unit level to meet local conditions within the Service or unit. It is preferable to assign an enthusiastic volunteer as a VAO who is outside the rank guidance of the Directive rather than assigning a less enthusiastic member who meets the criterion. The goal is to assign quality individuals with enough authority as VAOs to get the job done.
- The Directive provides guidance regarding the ratio of VAOs to assigned members within a unit. Again, this guidance is not absolute and may be modified at the Service and/or unit level to meet local conditions. A larger unit whose members are concentrated in one locale may require fewer VAOs than a smaller unit whose members are geographically dispersed. VAOs are encouraged to have assistants where necessary. The goal is to ensure coverage regardless of location.
- The directive recommends civilians at the Installation Voting Assistance Officer level for continuity; whenever possible, assign them to be in place during the 18 month period from October 2007 through March 2009.



- The Directive requires in hand delivery of the Federal Post Card Application (FPCA) voter registration and absentee ballot request form to each member by January 15<sup>th</sup> of each calendar year. The revision of the Directive permits electronic distribution of the FPCA as long as electronic distribution is done locally and receipt of the FPCA can be verified. The goal is that all unit members be contacted either through verifiable electronic means or in-person to ensure they have received the forms. Due to the early 2008 primary elections, distributions beginning in September 2007 are encouraged.

VAO workshops will commence in September 2007 and continue into 2008. They are the most effective method to train VAOs in their duties and responsibilities. Units should make special efforts to assure attendance by VAOs who are within a reasonable distance of a scheduled workshop. Furthermore, workshops are not service-specific and should be attended by VAOs from all Services within the region regardless of the host installation.

As leaders of the Armed Services, it is our responsibility to do everything we can to ensure that our Service members and families have every opportunity to exercise their right to vote in the 2008 primary and general elections.



David S. C. Chu

## Appendix B – Department of the Army Inspector General Report



SAIG-ID

DEPARTMENT OF THE ARMY  
OFFICE OF THE INSPECTOR GENERAL  
1700 ARMY PENTAGON  
WASHINGTON DC 20310-1700

15 January 2010

MEMORANDUM THRU THE INSPECTOR GENERAL, U.S. ARMY

FOR DEPARTMENT OF DEFENSE INSPECTOR GENERAL, ATTN: INSPECTIONS AND  
EVALUATION DIVISION

SUBJECT: 2009 Annual Report of the United States Army Compliance With DoD Voting  
Assistance Program in accordance with US Code, Title 10, Section 1566.

1. Purpose: To provide the Department of Defense Inspector General's Office an assessment of the effectiveness and compliance of the Army's Voting Assistance Program.
2. References:
  - a. Department of Defense Directive (DoDD)1000.04, SUBJECT: Federal Voting Assistance Program (FVAP), 23 April 2007
  - b. Department of Defense Directive (DoDD) 1344.13, SUBJECT: Implementation of the National Voter Registration Act (NVRA), 21 November 2003
  - c. Under Secretary of Defense Memorandum for Secretaries of the Military Departments, SUBJECT: Guidance in Implementing Voting Assistance Programs, 19 September 2007
  - d. Army Regulation 608-20, Army Voting Assistance Program, 28 October 2004
3. Background: Section 1566, Title 10, United States Code, "Voting assistance: compliance assessments; assistance," tasks Inspectors General of the Military Departments to conduct annual reviews and provide an assessment of their service's compliance with the Voter Assistance Program. The assessment in this report is based on the specific Voter Assistance Program requirements outlined in 10 USC 1566, UOCAVA, DoDD 1000.04, and DoDD 1344.13.
4. Methodology: Department of the Army Inspector General Agency, through major command IGs, distributed DOD inspection requirements to select Army Commands, Army Service Component Commands, and Direct Reporting Units, with instructions to further distribute the inspection requirements to their subordinate command IGs. The inspection process included interviews with Unit Voting Assistance Officers (UVAOs) and commanders or commanders' designated representatives from a wide variety of units. The inspection questionnaires covered all five DoDIG report areas and every specific question required by the DoDIG Annual Report. This information is covered in the five required paragraphs of the *Findings* section below.
5. Findings: The US Army has an effective Voting Assistance Program. This assessment is based on the results of command and subordinate command IG inspections of the voting assistance programs of 10 major command headquarters and their senior voting assistance officers (SVAOs), 12 installation/garrison headquarters and their installation voting assistance officers (IVAOs), 80 brigade headquarters and select subordinate commands, 84 battalion headquarters, 47 companies, 62 research and development activities, 44 medical/dental/

veterinarian headquarters and units, three academy staffs, and 11 installation tenants and activities, for a total of 353 units. However, **not all questions in the five reporting categories apply to all units inspected, so total units inspected will vary by inspection requirement and command.** For example, questions pertaining to enlistee voter training and providing voting materials to enlistees apply only to units inspected that deal directly with enlistees. As another example, questions about voting officer access to installation services apply only to units on installations. Per the guidelines provided by the Department of Defense Inspector General the requested information is provided below:

**A. Personnel Assignment:**

**A.1. VAO assigned at the appropriate grade level. (DoDD 1000.04)**

Finding: Out of the 353 units inspected, 309 (88%) were assigned at the appropriate grade level in accordance with DoDD 1004.04 and AR 608-20, and where the appropriate grade was not available, substitutions were made in accordance with the Under Secretary of Defense Memo, reference 2.c. DoD and Army guidance states that unit voting assistance officer (UVAO) rank will be O-2/E-7 level or above for each unit of 25 or more permanently assigned members, with an additional UVAO for each additional 50 members. Reference 2.c. states that this guidance is not absolute and may be modified at the Service and/or unit level to meet local conditions.

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.
Direct Reporting Unit (DRU)	39 of 74 reserve component units, including 16 companies and 13 battalion headquarters, had no VAO.	The incoming VAO at this DRU is addressing the deficiency and re-evaluating reserve component policy and requirements IAW DoDD 1000.04, para. 5.2.1.4.2, and AR 608-20, para.2-5.b.and 2-13.m. The DRU Command IG will track, and DAIG will follow-up on reserve component policy with the Command VAO as well as the Army Voting Action Officer as part of the DAIG FY10 Army Voting Assistance Program inspection.

**A.2. UVAO assigned at level of command. (DoDD 1000.04)**

Finding: 309 of 353 units inspected (88%) had UVAOs assigned to their commands.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.
Direct Reporting Unit (DRU)	39 of 74 reserve component units, including 16 companies and 13 battalion headquarters, had no VAO.	The incoming VAO at this DRU is addressing the deficiency and re-evaluating reserve component policy and requirements IAW DoDD 1000.04, para. 5.2.1.4.2, and AR 608-20, para.2-5.b.and 2-13.m. The DRU Command IG will track, and DAIG will follow-up on reserve component policy with the Command VAO as well as the Army Voting Action Officer as part of the DAIG FY10 Army Voting Assistance Program inspection.

**A.3. Maximum number of voters that can be represented by a VAO adhered to. (DoDD 1000-04).**

Finding: 309 out of the 353 units inspected (88%) adhered to the maximum number of voters that can be represented by a VAO. Some of these units reported modifying ratios in accordance with the guidance in Reference 2.c., which states that guidance regarding the ratio of VAOs to assigned members within a unit is not absolute, and may be modified at the Service and/or unit level to meet local conditions.

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Direct Reporting Unit (DRU)	39 of 74 reserve component units, including 16 companies and 13 battalion headquarters, had no VAO.	The incoming VAO at this DRU is addressing the deficiency and re-evaluating reserve component policy and requirements IAW DoDD 1000.04, para. 5.2.1.4.2, and AR 608-20, para.2-5.b.and 2-13.m. The DRU Command IG will track, and DAIG will follow-up on reserve component policy with the Command VAO as well as the Army Voting Action Officer as part of the DAIG FY10 Army Voting Assistance Program inspection.
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**A.4. UVAO of the rank O2/E-7 or above designated in writing for each unit of 25 or more permanently assigned members. (DoDD 1000.04)**

Finding: 306 out of the 353 units inspected (87%) ensured the VAOs were designated in writing. As stated in Finding A.1. above, all VAOs met DoD's rank requirements.

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Army Command (ACOM)	One ACOM reported three VAOs not on orders.	ACOM VAO corrected the deficiency. ACOM IG will validate and report in FY 10.
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.
Direct Reporting Unit (DRU)	39 of 74 reserve component units, including 16 companies and 13 battalion headquarters, had no VAO.	The incoming VAO at this DRU is addressing the deficiency and re-evaluating reserve component policy and requirements IAW DoDD 1000.04, para. 5.2.1.4.2, and AR 608-20, para.2-5.b.and 2-13.m. The DRU Command IG will track, and DAIG will follow-up on reserve component policy with the Command VAO as well as the Army Voting Action Officer as part of the DAIG FY10 Army Voting Assistance Program inspection.

**A.5. Senior Service Representative at Flag Rank Appointed. (DoDD 1000.04)**

Finding: Brigadier General Richard P. Mustion is assigned as the Army's Senior Service Representative.

Deficiencies: None.

**A.6. Senior Voting Action Officer, Military Person, 04/E8 or above, appointed. (DoDD 1000.04)**

Finding: Mr. Alton Perry (YA-02) is assigned as the US Army Service Voting Action Officer.

Deficiencies: None.

**A.7. Commissioned Officer authorized to administer oath. (UOCAVA)**

Finding: 306 out of the 353 units inspected (87%) that had VAOs therefore had either commissioned officer VAOs or non-commissioned officer VAOs authorized to administer oaths in accordance with the Uniformed and Overseas Citizens Absentee Voters Act and DoDD 1000.04, para. 5.2.1.4.2. DoDD 1000.04 states that when military personnel (including noncommissioned officers) are designated as VAOs, they are authorized to administer oaths in connection with voter registration and voting.

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Army Command (ACOM)	One ACOM reported three VAOs not on orders, therefore not properly designated as VAOs.	The ACOM VAO corrected the deficiency. The ACOM IG will validate the correction and report in FY 10.
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.
Direct Reporting Unit (DRU)	39 of 74 reserve component units, including 16 companies and 13 battalion headquarters, had no VAO.	The incoming VAO at this DRU is addressing the deficiency and re-evaluating reserve component policy and requirements IAW DoDD 1000.04, para. 5.2.1.4.2, and AR 608-20, para.2-5.b.and 2-13.m. The DRU Command IG will track, and DAIG will follow-up on reserve component policy with the Command VAO as well as the Army Voting Action Officer as part of the DAIG FY10 Army Voting Assistance Program inspection.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

**B. Training:**

**B.1. VAO received training. (10 U.S.C., 1566)**

Finding: 302 out of 353 unit VAOs inspected (86%) had received VAO training.

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Direct Reporting Unit (DRU)	One DRU reported seven VAOs who had not received training.	DRU VAO is addressing the deficiency and DRU Command IG will conduct follow-up inspection. DRU VAO will ensure command knows that VAO training is readily available through the FVAP website.
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.
Direct Reporting Unit (DRU)	39 of 74 reserve component units, including 16 companies and 13 battalion headquarters, had no VAO.	The incoming VAO at this DRU is addressing the deficiency and re-evaluating reserve component policy and requirements IAW DoDD 1000.04, para. 5.2.1.4.2, and AR 608-20, para.2-5.b.and 2-13.m. The DRU Command IG will track, and DAIG will follow-up on reserve component policy with the Command VAO as well as the Army Voting Action Officer as part of the DAIG FY10 Army Voting Assistance Program inspection.

**B.2. MACOM, installations, and UVAO attend FVAP workshop during even numbered years with Federal elections. For remote locations, did VAO assess FVAP website for training? Training documented at the installation or base level. (DoDD 1000.04)**

Finding: 227 out of 232 unit VAOs inspected (98%) who were VAOs in 2008 either attended an FVAP workshop in 2008 or took the training on line, and training was recorded.

Note: One command did not inspect this requirement because 2009 was an odd numbered year and there were no FVAP workshops offered. Additionally, many current VAOs were not VAOs in 2008, and these VAOs were not inspected on this requirement. DAIG will inspect this requirement during its FY10 Army Voting Assistance Program inspection. Recommend clarification of this requirement for odd-numbered year surveys.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.

**B.3. Train units preparing for deployment. (DoDD 1000.04)**

Finding: Two of the inspected commands train deploying units, and 11 units of the 11 units inspected within those commands (100%) reported either training deploying units on voting assistance or reported they were prepared to train deploying units in 2009.

Note: Most of the commands inspected in FY09 would be more likely to deploy individuals rather than units. Also, the United States Army Forces Command (FORSCOM), which trains, mobilizes, and deploys assigned conventional forces, was not inspected as part of this year's annual report. DAIG will inspect FORSCOM units during its FY10 Army Voting Assistance Program inspection.

Deficiencies: None. However, DAIG Inspections Division will inspect this requirement further during its FY10 Army Voting Assistance Inspection to ensure that deploying units, as well as deploying individuals, are being trained on the AVAP prior to deployment.

**B.4. Recruitment offices personnel informed of policies and received training to carry out voter registration assistance. (DoDD 1344.13)**

Finding: 231 out of 231 recruitment offices inspected (100%) had personnel informed of policies and received training to carry out voter registration assistance.

Note: USAREC added 200 recruiting companies to its 31 recruiting brigades and battalions for the recruitment-specific inspection requirement.

Deficiencies: None

**B. 5. Train service members on absentee registration and voting procedures during years of Federal elections. (DoDD 1000.04)**

Finding: 261 out of 267 units inspected (98%) trained service members on absentee registration and voting procedures during 2008, a Federal election year.

Note: Two major commands did not inspect this requirement because 2009 was an odd numbered year and there were no elections for Federal offices. Additionally, many current VAOs were not VAOs in 2008, and these VAOs were not inspected on this requirement. Recommend clarification of this requirement for odd-numbered year surveys.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Army Command (ACOM)	One ACOM reported six units (out of 109 inspected) that had no record of training service members in 2008.	ACOM VAO will emphasize election year training requirement for 2010. ACOM IG will validate and report in FY 10.

**C. Material Distribution**

**C.1. UVAOs hand-deliver SF76s to eligible voters by 15 January of each calendar year. Develop a system to ensure in-hand delivery. (DoDD 1000.04)**

Finding: 302 out of 353 units inspected (86%) delivered SF76s either by hand or electronically by 15 January 2009. DAIG will inspect this requirement during its FY10 Army Voting Assistance Program inspection.

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Army Service Component Command (ASCC)	One ASCC reported six units (of 109 inspected) that missed the 15 Jan 2009 deadline.	ACOM IG validated that subsequent distribution occurred.
Army Service Component Command (ASCC)	One ASCC reported one unit (of three inspected) that missed the 15 Jan 2009 deadline.	ACOM IG validated that subsequent distribution occurred.
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.
Direct Reporting Unit (DRU)	39 of 74 reserve component units, including 16 companies and 13 battalion headquarters, had no VAO.	The incoming VAO at this DRU is addressing the deficiency and re-evaluating reserve component policy and requirements IAW DoDD 1000.04, para. 5.2.1.4.2, and AR 608-20, para.2-5.b.and 2-13.m. The DRU Command IG will track, and DAIG will follow-up on reserve component policy with the Command VAO as well as the Army Voting Action Officer as part of the DAIG FY10 Army Voting Assistance Program inspection.

**C.2. National Voter Registration Form made available to enlistees. (10 U.S.C., 1566)**

Finding: 83 out of 83 units inspected (100%) with direct contact with enlistees made the National Voter Registration Form available to enlistees.

Note: This requirement only pertains to the 83 units inspected that had direct contact with enlistees.

Deficiencies: None.

**C.3. Network established to distribute voter information. Voter registration materials (SF 186, SF 76 FPCA, Voting Assistance Guide) distributed in time to allow participation in elections. (10 U.S.C., 1566, DoDD 1000.04)**

Finding: US Army received materials through DA network and distributed to SVAOs in time to allow participation in elections in accordance with DoDD 1000.04. 309 of 353 units (88%) had access to voter registration materials from distribution networks provided by their major command SVAOs in accordance with AR 608-20, para. 2-13.b.

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.
Direct Reporting Unit (DRU)	39 of 74 reserve component units, including 16 companies and 13 battalion headquarters, had no VAO.	The incoming VAO at this DRU is addressing the deficiency and re-evaluating reserve component policy and requirements IAW DoDD 1000.04, para. 5.2.1.4.2, and AR 608-20, para.2-5.b.and 2-13.m. The DRU Command IG will track, and DAIG will follow-up on reserve component policy with the Command VAO as well as the Army Voting Action Officer as part of the DAIG FY10 Army Voting Assistance Program inspection.

**C.4. Special day designated for dissemination of voter information and material. (10 U.S.C., 1566)**

Finding: Twelve of twelve IVAOs and eight of ten major command SVAOs (20 of 22 IVAOs/SVAOs, or 91%) designated a special day in CY 2009 for dissemination of voter information and material.

Note: This is a command-wide requirement as well as an installation function.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Major Subordinate Command (MSC) of an Army Command (ACOM)	One inspected MSC of an ACOM did not designate a command-wide day in 2009.	MSC VAO believed designated day was a Federal election year requirement. Command IG has corrected.
Direct Reporting Unit (DRU)	One DRU did not designate a command-wide day in 2009.	Command IG reported that some Reserve Component Commanders were using December battle drill instruction time in lieu of a command-wide day to disseminate voter information. Incoming VAO at DRU is addressing the deficiency and re-evaluating reserve component policy and requirements IAW DoDD 1000.04, para. 5.2.1.4.2, and AR 608-20, para.2-5.b.and 2-13.m. Command IG will track, and DAIG will follow-up as part of the DAIG FY10 Army Voting Assistance Program inspection.

**C.5. Prospective enlistees provided a DD Form 2644 "Mail Voter Registration Application" and DD Form 2645 "Voter Registration Information." (DoDD 1344.13)**

Finding: 231 out of 231 recruiting offices inspected (100%) provided prospective enlistees a DD Form 2645 "Voter Registration Information." DD Form 2644 has been replaced with the National Voter Registration Form (see C.2.). Procedures and responsibilities are detailed in USAREC Regulation 608-1.

Note: USAREC added 200 recruiting companies to its 31 recruiting brigades and battalions for the recruitment-specific inspection requirement.

Deficiencies: None.

**C.6. Recruitment offices transmit registration applications in a timely manner. (DoDD 1344.13)**

Finding: 231 out of 231 recruiting offices inspected (100%) transmitted registration applications in a timely manner. Procedures and responsibilities are detailed in USAREC Regulation 608-1.

Note: USAREC added 200 recruiting companies to its 31 recruiting brigades and battalions for the recruitment-specific inspection requirement.

Deficiencies: None.

**C.7. Sufficient voting materials are on hand. (DoDD 1000.04)**

Finding: 309 out of 353 units inspected (88%) had sufficient voting materials on hand for military members, voting age dependents, and overseas DoD civilians (where applicable).

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.
Direct Reporting Unit (DRU)	39 of 74 reserve component units, including 16 companies and 13 battalion headquarters, had no VAO.	The incoming VAO at this DRU is addressing the deficiency and re-evaluating reserve component policy and requirements IAW DoDD 1000.04, para. 5.2.1.4.2, and AR 608-20, para. 2-5.b and 2-13.m. The DRU Command IG will track, and DAIG will follow-up on reserve component policy with the Command VAO as well as the Army Voting Action Officer as part of the DAIG FY10 Army Voting Assistance Program inspection.

**D. Communication and Information Network**

**D.1. Voting Assistance internet homepage is maintained that includes names and links to VAOs, procedures to order voting materials, and links to other Federal and State voting websites. (DoDD 1000.04)**

Finding: Seven of the ten major commands inspected (70%) maintained an internet homepage in accordance with this requirement. These sites included names and links to command VAOs, procedures to order voting materials, and links to other Federal and State voting websites. One major command had a partial VAO list, but much of the information was outdated. Two of ten major commands had internet homepages with an FVAP link but no information on command VAOs.

Note: This is a major command-level inspection requirement.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Army Service Component Command (ASCC)	One ASCC had a Voting Assistance homepage with an FVAP link but no information on command VAOs.	ASCC SVAO will correct the issue for FY 2010. ASCC Command IG will follow-up, as will DAIG during its FY10 Army Voting Assistance Program inspection.
Direct Reporting Unit (DRU)	One DRU had a Voting Assistance homepage with an FVAP link but no information on command VAOs.	SVAO will correct the issue for FY 2010. DRU Command IG will follow-up, as will DAIG during its FY10 Army Voting Assistance Program inspection.
Direct Reporting Unit	One DRU had a partial VAO list on its Voting Assistance homepage, but much of the information was outdated.	DRU SVAO will correct the issue for FY 2010. DRU Command IG will follow-up, as will DAIG during its FY10 Army Voting Assistance Program inspection.

**D.2. Designated location on base, installation, or ship where voting material and assistance is available. (DoDD 1000.04)**

Finding: 105 of 109 units inspected (96%) were aware of the designated location on their installations where voting material and assistance was available.

Note: Three commands that were not directly responsible for installations did not inspect this requirement. DAIG will inspect this requirement during its FY10 Army Voting Assistance Program inspection.

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Army Command (ACOM)	One ACOM had two units out of 37 that were unaware of the designated voting assistance location on their installations.	ACOM SVAO will stress the requirement for FY 2010. ACOM Command IG will follow-up, as will DAIG, inspecting IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection.
Army Service Component Command (ASCC)	One ASCC had one of two HQs inspected that was unaware of the designated voting assistance location on its installation.	ASCC SVAO will stress the issue for FY 2010. ASCC Command IG will follow-up, as will DAIG, inspecting IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Direct Reporting Unit (DRU)	One DRU had one of six units that was unaware of the designated voting assistance location on its installation.	DRU SVAO will stress the issue for FY 2010. DRU Command IG will follow-up, as will DAIG, inspecting IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection.
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**D.3. Established and published a special telephone service, the "Voting Action Line" to link UVAOs to SVAOs. (DoDD 1000.04)**

Finding: 10 of 10 (100%) of all major command SVAOs inspected had telephonic voting action lines linking UVAOs to SVAOs at the command headquarters for rapid response.

Note: The DoDD 1000.04, para. 5.2.1.12 voting action line requirement cited in this annual report is the responsibility of Service VAOs at the major commands.

Deficiencies: None.

**D.4. Provide telephone operators at every military installation with names, e-mail addresses, and telephone numbers of UVAOs and IVAOs. (DoDD 1000.04)**

Finding: 90 out of 148 units inspected (61%) had UVAOs whose names or offices were listed with the post telephone operators as UVAOs.

Note: Three commands that were not directly responsible for installations did not inspect this requirement. DAIG will inspect this requirement during its FY10 Army Voting Assistance Program inspection.

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Army Command (ACOM)	None of the 43 units inspected had VAO contact info at their installation operators.	ACOM SVAO will stress the requirement for FY 2010. ACOM Command IG will follow-up, as will DAIG, inspecting IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection.
Army Command (ACOM)	Four of 93 units had no VAO contact info at their installation operators.	ACOM SVAO will stress the requirement for FY 2010. ACOM Command IG will follow-up, as will DAIG, inspecting IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Army Service Component Command (ASCC)	One of two headquarters inspected had no VAO contact info at its installation operator.	ASCC SVAO will stress the issue for FY 2010. ASCC Command IG will follow-up, as will DAIG, inspecting IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection.
Army Service Component Command (ASCC)	None of the four units inspected had VAO contact info at their installation operator. List was discontinued after 2008 election.	ASCC SVAO will stress the issue for FY 2010. ASCC Command IG will follow-up, as will DAIG, inspecting IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection.
Direct Reporting Unit (DRU)	None of the six units inspected had VAO contact info at their installation operator.	DRU SVAO will stress the issue for FY 2010. DRU Command IG will follow-up, as will DAIG, inspecting IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection.

**E. Commander / Installation Level Involvement**

**E.1. ACOMs, ASCCs, and DRUs continually evaluate voting programs. (DoDD 1000.04)**

Finding: 10 of 10 major commands inspected (100%) continually evaluate voting programs.

Deficiencies: None.

**E.2. Command-wide awareness and assistance programs and activities are developed during Armed Forces Voters Week. (DoDD 1000.04)**

Finding: 10 of 10 (100%) of major commands inspected developed command-wide awareness and assistance programs and activities during Armed Forces Voters Week.

Deficiencies: None.

**E.3. Written policies are developed to support eligible military members and their dependants including those deployed, dispersed, and tenant organizations. (DoDD 1000.04)**

Finding: 10 of 10 major commands inspected (100%) had copies of the Army Voting Action Plan and Implementing Instructions, and had internal written policies supporting eligible military members and their dependants including those deployed and dispersed, and supporting tenant organizations. (DoDD 1000.04)

Deficiencies: None.

**E.4. Installation level reviews / inspections include an assessment of compliance with UOCAVA and DoDD 1000.04. (10 U.S.C., 1566)**

Finding: All commands inspected (10 of 10, or 100%) and all installation VAOs inspected (12 of

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

12, or 100%) conduct installation-level reviews and inspections which include an assessment of compliance with UOCAVA and DoDD 1000.04.

Deficiencies: None

**E.5. VAO's performance is documented in the Evaluation/OERs/NCOERs. (DoDD 1000.04)**

Finding: 236 out of 272 units inspected (87%) documented VAOs' performance in evaluations/OERs/NCOERs.

Note: Two commands did not inspect this requirement.

Deficiencies:

MAJOR COMMAND	DEFICIENCY	CORRECTIVE ACTION
Army Command (ACOM)	13 of the 109 units inspected did not document VAO performance.	ACOM SVAO will stress the requirement for FY 2010. ACOM Command IG will follow-up, as will DAIG, inspecting IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection.
Army Service Component Command (ASCC)	18 of the 23 units inspected did not document VAO performance.	ASCC SVAO will stress the requirement for FY 2010. ASCC Command IG will follow-up, as will DAIG, inspecting IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection.
Direct Reporting Unit (DRU)	One Regional Command under this DRU had five subordinate organizations (out of a total of 50 inspected in the DRU) with no VAO.	The DRU VAO has addressed the deficiency and the DRU Command IG has conducted a follow-up inspection and will report in FY 10.

6. Summary: Out of a total of 5074 individual responses, 4544, or 90%, were in compliance with DOD and Army Voting Assistance Program (AVAP) requirements. The breakdown by specific area is provided below:

**Personnel Assignment:**

Out of 1765 individual responses to the *Personnel Assignment* requirements, 1539, or 87% were in compliance with DoD and Army Voting Assistance Program (AVAP) requirements. One major command had allowed five subordinate unit voting programs to lapse after the 2008 elections; the programs have since been reinstated by the SVAO and verified by the DRU's IG. A second major command, with reserve component units, had 39 of 74, or 53% of inspected companies and battalions with no VAOs. The incoming command VAO is addressing this deficiency, the command IG will verify compliance, and DAIG-Inspections Division will plan to review reserve component policy as part of its FY10 Army Voting Assistance Program inspection.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

The remaining six deficiencies noted in this section of the report have been reported as corrected, and command IGs will validate compliance.

Training:

Out of 1094 individual responses to the *Training* requirements, 1032 responses, or 94%, were in compliance with DoD and Army Voting Assistance Program (AVAP) requirements. Seven of the 13 deficiencies involved VAO orders or VAO training, were reported as corrected, and will be validated by the command IGs of the major commands involved. Six deficiencies involved lack of unit records of VAO training within one major command in 2008, the last Federal Election Year. That major command, as well as DAIG-Inspections Division, will emphasize VAO training and training records during FY 2010 inspections.

Additionally, as noted in the *Personnel Assignment* paragraph above, one major command had allowed five subordinate unit voting programs to lapse after the 2008 elections; the programs have since been reinstated by the SVAO and verified by the DRU's IG. A second major command, with reserve component units, had 39 of 74, or 53% of inspected companies and battalions with no VAOs. The incoming command VAO is addressing this deficiency, the command IG will verify compliance, and DAIG-Inspections Division will plan to review reserve component policy as part of its FY10 Army Voting Assistance Program inspection.

Material Distribution:

Out of 1626 individual responses to the *Material Distribution* requirements, 1485 responses, or 91%, were in compliance with DoD and Army Voting Assistance Program (AVAP) requirements. One of the deficiencies, designating a command-wide day to disseminate voter information, was a command-wide deficiency found in two major commands. The two command VAOs are addressing this deficiency, and the command IGs will verify compliance.

One of these major commands with information distribution deficiencies consists of reserve component units, whose personnel are usually available only on specific drill weekends. DAIG-Inspections Division will review reserve component voting policies pertaining to awareness programs and activities as part of its FY10 Army Voting Assistance Program inspection.

Additionally, as noted in the *Personnel Assignment* and *Training* paragraphs above, one major command had allowed five subordinate unit voting programs to lapse after the 2008 elections; the programs have since been reinstated by the SVAO and verified by the DRU's IG. A second major command, with reserve component units, had 39 of 74, or 53% of inspected companies and battalions with no VAOs. The incoming command VAO is addressing this deficiency, the command IG will verify compliance, and DAIG-Inspections Division will plan to review reserve component policy as part of its FY10 Army Voting Assistance Program inspection.

US Army Recruiting Command (USAREC) fully met its requirements to disseminate voting materials and registration applications in accordance with DoDD 1344.13 and USAREC Regulation 608-1, *National Voter Registration Act*.

Communication and Information Network:

Out of 277 individual responses to the *Communication and Information Network* requirements, 212 responses, or 77%, were in compliance with DOD and Army Voting Assistance Program (AVAP) requirements. Deficiencies included incomplete or outdated major command Voting Assistance internet homepages in three of 10 major commands, four of 109 units with no knowledge of a designated location on the installation for voting materials and assistance, and 90 of 148 unit VAOs whose names and contact information were not listed with installation telephone operators. SVAOs from the major commands, in conjunction with IVAOs on each installation, have corrected or are correcting the deficiencies, and the IGs from those commands are validating the corrections. DAIG-Inspections Division will inspect SVAOs, IVAOs and UVAOs during its FY10 Army Voting Assistance Program inspection to further validate compliance with DoDD 1000.04 Communication and Information Network requirements.

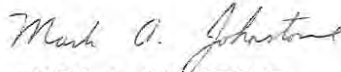
2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Commanders/Installation Level Involvement:

Out of 312 individual responses to the *Commanders / Installation Level Involvement* requirements, 276 responses, or 88%, were in compliance with DOD and Army Voting Assistance Program (AVAP) requirements. All 36 deficiencies (13% of the units inspected) were units with VAOs whose performances were not being documented in evaluation reports. Major command SVAOs are correcting, their IGs will verify, and DAIG-Inspections Division will continue to inspect this area during its FY10 Army Voting Assistance Program inspection.

7. Recommendations: DAIG has no further recommendations for correction and follow-up of the deficiencies noted in this report.

8. The point of contact for this report is Mr. Mike Shannon or LTC Phil Royce, DAIG Inspections Division, at 703-601-1100.



MARK A. JOHNSTONE  
COL, IG  
Chief, Inspections Division

## Appendix C - Department of the Naval Inspector General Report



DEPARTMENT OF THE NAVY  
NAVAL INSPECTOR GENERAL  
1254 9TH STREET SE  
WASHINGTON NAVY YARD DC 20374-5006

IN REPLY REFER TO:

1742  
Ser N39/0107  
29 Jan 10

From: Naval Inspector General  
To: Department of Defense Inspector General  
Subj: REPORT OF ASSESSMENT OF NAVY VOTING ASSISTANCE PROGRAM  
FOR CY 2009

Ref: (a) DoD Directive (DOD) 1000.04 of 14 Apr 04  
(b) Under Secretary of Defense (Personnel and Readiness) memo of 19 Sep 07

Encl: (1) Self-assessment Checklist for Voting Assistance Officers (OPNAVINST 1742.1B)

1. Background. Public Law 107-107, 28 December 2001, Title XVI, Section 1601(c), Uniform Service Voting, tasked Inspectors General of the Military Departments to conduct annual reviews and provide an assessment of their service compliance with the Voter Assistance Program. The assessment in this report is based on the 2008 Voter Assessment Program requirements outlined in Public Law 107-107, UOCAVA, DODD 1000.04 and DODD 1334.13.

2. Methodology. The Naval Inspector General (NAVINGEN) used several methods to assess the Navy Voting Assistance Program (NVAP) for effectiveness and compliance. We received responses from 9,453 personnel to its Web-based survey, including responses to three voting related questions. We conducted personal interviews with a number of Voting Assistance Officers (VAO) during Area Visits and Command Inspections conducted in 2009. We reviewed after-action reports from VAOs and the NVAP Web site. We also considered articles, naval messages, e-mails from the Navy Voting Action Officer (NVAO) to VAOs, and personal observations.

3. Findings. The Navy has a satisfactory Voting Assistance Program. This assessment is based on the results of three Echelon II Command Inspections, three geographic Area Visits, and 94 unit level inspections and surveys conducted by Echelon II commands and their subordinate units during calendar year 2009. The Self-assessment Checklist for Voting Assistance Officers, enclosure (1), guided the inspection process.

4. Per DODIG guidelines and in accordance with reference (a), the following information is provided in support of this assessment.

a. Personnel Assignment

(1) VAO assigned at the appropriate grade level. (DODD 1000.04)

Response: Of 1,445 VAOs registered in Voting Information Management System (VIMS), 937 (65%) meet pay grade parameters. Per reference (b), these pay grade levels are not absolute and may be modified at the Service and/or unit level to meet local conditions within the Service or unit. Navy is meeting the stated goal of this requirement, which is to assign quality individuals with enough authority as VAOs to get the job done.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: REPORT OF ASSESSMENT OF NAVY VOTING ASSISTANCE PROGRAM  
FOR CY 2009

(2) UVAO assigned at level of command. (DODD 1000.04)

Response: See sub-paragraph (1) above.

(3) Maximum number of voters that can be represented by VAO adhered to.  
(DODD 1000.04)

Response: All units inspected were in compliance, in accordance with the guidance in reference (b).

(4) UVAO of the rank O-2/E-7 above designated in writing for each unit of 25 or more permanently assigned members. (DODD 1000.04)

Response: All but two VAOs inspected at the Echelon II – IV level were designated in writing. The Navy Voting Action Officer has provided VAOs with a template to facilitate VAO designation.

(5) Senior Service Voting Representative at Flag Rank or civilian equivalent appointed.  
(DODD 1000.04)

Response: VADM Michael C. Vitale, Commander, Navy Installations Command, was assigned as the Navy Senior Voting Action Officer (SVAO) for 2009.

(6) Service Voting Action Officer, military person, O-4/E-8 or above or civilian equivalent, appointed. (DODD 1000.04)

Response: LCDR Susan Otto (O-4) has been assigned as the Navy Service Voting Action Officer (SVAO) since 1 December 2009. Mr. Dave Stevens, CNIC Training Division, is the Assistant SVAO and has also served as interim SVAO for several extended periods.

(7) Commissioned Officer authorized to administer oath. (UOCAVA)

Response: Per OPNAVINST 1742.1B, paragraph 4i(12), VAOs at all levels are authorized to administer oaths only in connection with voter registration and voting.

b. Training

(1) VAO received training. (Public Law 107-107)

Response: Of 1,445 VAOs, 53 (4%) have completed the required training. This low number is attributed to normal attrition, along with a non-election year cycle.

(2) MAJCOM, Installation and UVAO attended FVAP workshop during even numbered years with Federal elections. For remote locations did VAO access FVAP website for training? Training documented at the installation or base level.

Response: Not applicable - 2009 was not an even numbered year.

Subj: REPORT OF ASSESSMENT OF NAVY VOTING ASSISTANCE PROGRAM  
FOR CY 2009

(3) Basic training and command courses emphasize and advertise the voting assistance program. (DODD 1000.04)

Response: All Navy basic training and command courses receive a 30-minute absentee voting brief as part of their training.

(4) Training units preparing for deployment. (DODD 1000.04)

Response: Absentee voting procedures are covered in the Pre-Overseas Movement (POM) checklist for deploying units. The Expeditionary Combat Readiness Center provides briefings and forms to all personnel and units deploying under the Navy Expeditionary Combat Command (NECC). This includes Navy Individual Augmentees (IA), Global War on Terror Support Assignment (GSA), In Lieu Of (ILO) individuals and provisional units deploying for non-traditional expeditionary missions in support of the Overseas Contingency Operations.

(5) Recruitment offices' personnel informed of policies and received training to carry out voter registration assistance. (DODD 1344.13)

Response: Recruiting personnel at the five recruiting commands inspected had completed required training. Training is available on-line via the Navy Knowledge On-line (NKO) portal and on the NVAP web site.

(6) Train service members on absentee registration and voting procedures during years of Federal elections. (DODD 1000.04)

Response: Per OPNAVINST 1742.1B, VAOs are required to conduct training at the unit level. Commands cover absentee registration and voting procedures as part of their mandatory command indoctrination course.

c. Material Distribution

(1) UVAOs hand-deliver Standard Form (SF)-76, Federal Post Card Application, to eligible voters by 15 January 2010. Develop a system to ensure. (DODD 1000.04)

Response: All Navy VAOs are required to report completion in VIMS. As of 8 January 2010, 75 of 1,445 (5%) reported delivering SF-76s to eligible voters. This decrease may be attributable to a gap in assigned Navy Voting Action Officers and a low sense of urgency due to 2009 being a non-election year.

(2) National Voter Registration form made available to enlistees. (PL 107-107)

Response: Every recruit attending boot camp at Navy Training Center Great Lakes is given the opportunity to register to vote following a 30-minute absentee voting brief.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: REPORT OF ASSESSMENT OF NAVY VOTING ASSISTANCE PROGRAM  
FOR CY 2009

(3) Network established to distribute voter information. Voter registration materials (SF 186 Federal write-in Absentee ballots, SF-76, Voting Assistance Guide, etc.) were distributed in time to allow participation in elections. (PL 107-107 & DODD 1000.04)

Response: Materials are distributed both electronically and in hard copy. Registration materials are also available on line at HYPERLINK "<http://www.fvap.gov/>" [www.fvap.gov](http://www.fvap.gov/) or by linking there to the NVAP web site at HYPERLINK "[https://www.cnic.navy.mil/cnic\\_hq\\_site/BaseSupport/CommandStaff/NavyVotingProgram/index.htm](https://www.cnic.navy.mil/cnic_hq_site/BaseSupport/CommandStaff/NavyVotingProgram/index.htm)"  
[https://www.cnic.navy.mil/cnic\\_hq\\_site/BaseSupport/CommandStaff/NavyVotingProgram/index.htm](https://www.cnic.navy.mil/cnic_hq_site/BaseSupport/CommandStaff/NavyVotingProgram/index.htm)

(4) Special day designated for dissemination of voter information and material.  
(PL 107-107)

Response: Done in conjunction with Armed Forces Voting Week 2009.

(5) Prospective enlistees provided a DD Form 2644, Mail Voter Registration Application, and DD Form 2645, Voter Registration Information. (DODD 1344.13)

Response: DD Form 2644 has been replaced by Standard Form 76. This form and information are distributed by recruiters to prospective enlistees.

(6) Recruiting offices transmit registration application in a timely manner. (PL 107-107)

Response: Per Commander, Naval Recruiting Command, applications are submitted in a timely manner.

(7) Sufficient voting materials are on hand. (DODD 1000.04)

Response: All units inspected had adequate forms on hand and/or access to electronic forms.

d. Communication and Information Network

(1) Voting Assistance internet homepage is maintained that includes names and links to VAOs, procedures to order voting materials and links to other Federal and state voting websites. (DODD 1000.04)

Response: Yes. VAOs may access the non-secure web site at HYPERLINK "<http://www.fvap.gov/>" [www.fvap.gov](http://www.fvap.gov/), which provides a direct link to the secure Navy site at HYPERLINK "[https://www.cnic.navy.mil/cnic\\_hq\\_site/BaseSupport/CommandStaff/NavyVotingProgram/index.htm](https://www.cnic.navy.mil/cnic_hq_site/BaseSupport/CommandStaff/NavyVotingProgram/index.htm)"  
[https://www.cnic.navy.mil/cnic\\_hq\\_site/BaseSupport/CommandStaff/NavyVotingProgram/index.htm](https://www.cnic.navy.mil/cnic_hq_site/BaseSupport/CommandStaff/NavyVotingProgram/index.htm). E-mail may be sent to the Navy Voting Action Officer at HYPERLINK "<mailto:vote@navy.mil>" [vote@navy.mil](mailto:vote@navy.mil).

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: REPORT OF ASSESSMENT OF NAVY VOTING ASSISTANCE PROGRAM  
FOR CY 2009

(2) Designated location on base, installation, or ship where voting material & assistance is available. (DODD 1000.04)

Response: Yes. Location varies according to command. In addition to providing posters, brochures and forms in common areas, VAOs are using electronic bulletin boards and banners at installation gates, working with Liberty Centers, Fleet & Family Readiness Centers, and Spouse Clubs, and posting deadline posters for mailing absentee materials and obtaining supplies at base post offices.

(3) Established and published a special telephone service, the "Voting Action Line," to link UVAOs with SVAOs. (DODD 1000.04)

Response: Yes. All calls are routed through the toll-free "One-Stop" Customer Service Center at (866) 827-5672.

(4) Provide telephone operators at every military installation with names, email addresses and telephone number of UVAOs and IVAOs. (DODD 1000.04)

Response: Most commands do not have telephone operators. Units post links to VAOs on their unit Web pages or publish VAO information via the command's collateral duty list.

e. Commander/Installation Level Involvement

(1) MAJCOMs, etc., continually evaluate voting programs. (DODD 1000.04)

Response: Yes. This is done both regionally (Echelon III level) and at the Echelon II level. All Echelon II activities are aware of the requirements of DODD 1000.4 and OPNAVINST 1742.1B regarding voting program evaluation and reporting.

(2) Command-wide awareness & assistance program and activities are developed during Armed Forces Voters Week. (DODD 1000.04)

Response: Yes. Resources are available from FVAP and the Navy Voting Headquarters for local implementation.

(3) Written policies are developed to support eligible military members and their dependents, including those deployed, dispersed, and tenant organizations. (DODD 1000.04)

Response: Yes. Policy is contained in OPNAVINST 1742.1B, Navy Voting Assistance Program (NVAP).

(4) Installation level reviews/inspections include an assessment of compliance with UOCAVA and DODD 1000.04. (PL 107-107)

Response: Yes. These requirements have been incorporated into OPNAVINST 1742.1B and the

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: REPORT OF ASSESSMENT OF NAVY VOTING ASSISTANCE PROGRAM  
FOR CY 2009

self-assessment checklist enclosure.

(5) VAO's performance is documented in the evaluation/FITREPs. (DODD 1000.04)

Response: Yes. VAOs interviewed reported VAO collateral duty performance is documented in Evaluations (E-1 through E-6) and Fitness Reports (E-7 and above).

5. Additional Information.

a. As part of our inspection/assessment process, the Naval Inspector General administers a Web-based survey to personnel stationed in the areas to be visited. Area visits for 2009 included the Mid-Atlantic region, home to the Navy's largest fleet concentration area; Japan; Kuwait; and Djibouti. Three questions in the survey pertain to voting. In 2009 we received responses from 9,453 personnel as follows:

(1) To what extent do you understand the absentee voting process in the Federal Absentee Voting Program?

Large extent	3,008	32%
Moderate extent	3,241	34%
Some extent	1,986	21%
Not at all	1,188	13%
Not answered	30	-
<b>Total responses</b>	<b>9,423</b>	<b>100%</b>

(2) Do you know who your Command Voting Assistance Officer (VAO) is?

Yes	5,410	57%
No	4,043	43%
Not answered	0	-
<b>Total responses</b>	<b>9,453</b>	<b>100%</b>

(3) For the current calendar year, how satisfied are you with the performance (knowledgeable/ distribution of voting materials) of your Command VAO?

Satisfied	3,461	37%
Neutral	2,667	28%
Dissatisfied	469	5%
Did not use	2,825	30%
Not answered	31	-
<b>Total responses</b>	<b>9,422</b>	<b>100%</b>

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: REPORT OF ASSESSMENT OF NAVY VOTING ASSISTANCE PROGRAM  
FOR CY 2009

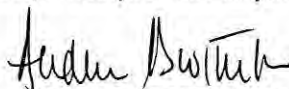
b. Compared to data from 2007 and 2008, the level of understanding of the Federal Absentee Voting Program is increasing (only 13% reported no understanding, vs. 22% in 2008). Awareness of who the Command VAO is has also increased, from 47% in 2008 to 57% in 2009. Overall satisfaction with the performance of the Command VAOs continued to improve, with 37% satisfaction in 2009, compared to 23% in 2008. Use of the VAO increased from 64% of those surveyed (2008) to 70% (2009). These improvements are encouraging, as personnel from three overseas locations, who are directly affected by the absentee voting process, took part in the survey.

c. The Navy SVAO has continued to promote voter awareness for CONUS and overseas personnel via:

- Voting video on the HYPERLINK "<http://www.mwr.navy.mil>" [www.mwr.navy.mil](http://www.mwr.navy.mil) Web site;
- Navy voting "wallpaper" on 600 computers at Liberty and Recreation Centers;
- Direct mail contact with all VAOs;
- Public Service Announcements (PSA) via movie theaters, AFRTS and Site TV;
- Navy News Update – "Armed Forces Voters Week"

d. Other planned initiatives will make better use of technology to communicate with commands and VAOs and to reach younger Sailors. These include the transition from individual e-mail addresses to functional e-mail addresses ( HYPERLINK "<mailto:vao@navy.mil>" [vao@navy.mil](mailto:vao@navy.mil) vice HYPERLINK "<mailto:john.doe@navy.mil>" [john.doe@navy.mil](mailto:john.doe@navy.mil)); fielding of a new VIMS Web site that will enable chain-of-command oversight of subordinate units; and use of an iPhone voting application.

6. While we do assess the Navy voting program as satisfactory, the program could benefit from greater continuity in the assignment of military SVAOs, coupled with the civilian assistant SVAO. The SVAO position did relocate from Millington, TN, to Washington, DC in late 2009, which should enhance the ability to communicate with key voting program personnel at the Navy, DoD and Federal levels. My point of contact for this report is CDR Wendy C. Fewster, USN, commercial (202) 433-6641, DSN 288-6641, or [Wendy.Fewster@navy.mil](mailto:Wendy.Fewster@navy.mil).

  
ANDREA E. BROTHERTON  
Deputy

Copy to:  
CNIC HQ, N9

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

SELF-ASSESSMENT CHECKLIST FOR VOTING ASSISTANCE OFFICERS

All VAOs

1. Is the Voting Assistance Officer (VAO) of the appropriate rank/grade? Y/N
2. Is the VAO designated in writing? Y/N
3. Does the VAO have electronic or hard copies of:
  - a) the current Federal Voting Assistance Guide? Y/N
  - b) SF-76, Federal Post Card Application? Y/N
  - c) SF-186, Federal Write-in Absentee Ballot? Y/N
4. Has the VAO registered current command information in the Voting Information Management System database? Y/N
5. Has the VAO completed VAO training? Y/N
6. Did the VAO develop comprehensive command-wide voting awareness, assistance, and activities? Y/N
7. Did the VAO ensure and track that all service members received at least one training period devoted to absentee registration and voting annually? Y/N
8. Is the VAO included on the Command Check-in sheet and Command Indoctrination? Y/N
9. Has the VAO ensured the command telephone directory includes the telephone numbers for VAOs? Y/N
10. Did the VAO ensure that there was adequate voting assistance access to the internet, fax, or toll-free phone for all service members, their families, and Department of Defense (DOD) employees? Y/N
11. If required, did the command establish a well advertised and fixed location where absentee voting materials and assistance are available? Y/N
12. Is there a system in place to track the VAO's in-hand delivery of the SF-76 to all service members, their family members, and DOD employees? Y/N
13. Did the VAO have adequate time to perform their duties? Y/N

Encl (1)

Additional for Installation VAOs:

1. Did the Installation VAO ensure VAOs were assigned to all local and tenant commands and geographically separated units? Y/N
2. Did the Installation VAO ensure all unit VAOs were adequately trained? Y/N

Additional for Regional VAOs:

1. Did the Regional VAO ensure VAOs were assigned to all installations? Y/N

Additional for Echelon II VAOs:

1. Did the Echelon 2 VAO ensure that VAOs at subordinate commands have adequate levels of voting materials? Y/N

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: ADDENDUM TO REPORT OF NAVY VOTING ASSISTANCE PROGRAM  
FOR CY 2009

Att: (A) List of Units Without VIMS Documentation of  
Training

1. The following amplifying information is provided for the  
subject report, citing the corresponding report paragraph:

a. 4(a)(1). Taking into account both DoD Directive  
1000.04 of 14 Apr 04 (report reference (a)) and Under  
Secretary of Defense (Personnel and Readiness) memo of 19  
Sep 07 (report reference (b)), 100% of VAOs assigned are at  
the appropriate grade level.

b. 4(a)(4). Two Navy Recruiting Districts under Navy  
Personnel Command (NPC) did not have VAOs assigned in  
writing. NPC will ensure VAOs are assigned in writing.  
Estimated completion date 01 Mar 10. (repeat)

c. 4(b)(1). Only 4% of UVAOs were documented in VIMS  
(Voting Information Management System) as having completed  
training, compared to 95% for CY 2008. Based on inspections  
conducted by NAVINSGEN and Echelon II commands, this number  
appears low. List of units not documented in VIMS is  
included as Attachment (A). Navy Voting Action Officer and  
Echelon II VAOs will ensure unit VAOs complete the required  
training and document completion in VIMS. Estimated  
completion date 30 Jun 10. (repeat)

d. 4(c)(1). Ninety-four percent of UVAOs were  
documented in VIMS as having hand-delivered Standard Form  
(SF) 76 to eligible voters by 15 Jan 09. Navy Voting Action  
Officer and Echelon II VAOs will ensure unit VAOs complete  
delivery of SF76 and report completion in VIMS.

Summary of compliance:

a. Personnel Assignment. Navy is in compliance with  
the requirements of report references (a) and (b).

b. Training. Completion of required training and  
documentation in VIMS is insufficient. However, based on

the 94 unit inspections conducted by Echelon II commands and inspections conducted by NAVINSGEN, it appears training is not being documented in VIMS. We queried the Federal Voting Assistance Program (FVAP) training coordinator in an effort to obtain additional data on Navy training completion; however, FVAP does not maintain records documenting Service-specific completion of training.

c. Material Distribution. Documentation of delivery of SF76 appears to be sufficient. While delivery is primarily done electronically, all UVAOs do not appear to be documenting completion in VIMS. Other elements of material distribution are satisfactory, based on NAVINSGEN and Echelon II unit inspections and information obtained from the Navy Recruiting Command.

d. Communication and Information Network. The information network is adequate; however, communication between the NVAO, Echelon II VAOs, and UVAOs needs improvement in order to ensure timely completion and documentation of required training and material distribution. Planned improvements to both the Navy Voting Assistance homepage and VIMS should facilitate increased compliance, along with the recent assignment of a full-time Navy Voting Action Officer.

e. Commanders/Installation Level Involvement. Involvement levels vary, particularly between shore-based units and operational units, which typically have a much more demanding set of competing priorities. There is also wide variance in the number of subordinate units overseen by each of the Echelon II commands. Overall, major commands are conducting program evaluations and assessing compliance with UOCAVA and DoDD 1000.04, as indicated by the 94 inspections conducted in 2009. Specific attention to the area of training is warranted.

Recommendations.

001-09. That the Navy Voting Action Officer (NVAO) (CNIC) develop and implement a communications plan to ensure UVAO awareness of voting program requirements and deadlines, and make available effective tools for UVAO status reporting.

002-09. That the Navy Voting Action Officer (CNIC) utilize voting program personnel at the Echelon II level to assist in disseminating voting program action items and status reporting.

## Appendix D - Department of the Air Force Inspector General Report



Office of the Secretary

DEPARTMENT OF THE AIR FORCE  
WASHINGTON, DC

FEB 3 2010

MEMORANDUM FOR ASSISTANT TO THE DOD INSPECTOR GENERAL  
(INSPECTIONS AND EVALUATIONS)

FROM: SAF/IG  
1140 Air Force Pentagon  
Washington DC 20330-1140


SUBJECT: USAF 2009 Federal Voting Assistance Program Inspection Report

In accordance with 10 USC 1566 and DoD Directive 1000.4, the attached USAF 2009 Voting Program Inspection Report is submitted, providing a comprehensive assessment of Federal Voting Assistance Programs (FVAP) throughout the Air Force.

During 2009 the USAF major command (MAJCOM) inspection teams inspected 46 FVAPs at squadron, group, wing and command levels. The attached report summarizes the results of these inspections and offers recommendations for your consideration to improve program implementation and effectiveness.

As a result of the inspections conducted throughout 2009, we are confident FVAPs are established throughout the Air Force.

My point of contact for this report, Maj Jean Twomey, may be reached at (703) 588-1546 or [jean.twomey@pentagon.af.mil](mailto:jean.twomey@pentagon.af.mil).

  
MARC E. ROGERS  
Lieutenant General, USAF  
The Inspector General

Attachment:  
1. USAF 2009 Federal Voting  
Assistance Program Report

cc:  
HQ AF/A1

**2009 Air Force Inspector General's Inspection Report  
Federal Voting Assistance Program**

**Background:** This report is provided in accordance with United States Code, Title 10, Section 1566, "Voting assistance: compliance assessments; assistance," which tasks the Inspectors General of the Military Departments to conduct annual reviews and provide an assessment of their service compliance with the Voter Assistance Program (VAP). The following report is based on assessments of the Voter Assistance Program requirements outlined in 10 USC 1566, Public Law 107-107, Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA), DoD Directive 1000.4, and DOD Directive 1344.13.

**Methodology:** The Air Force (AF) inspected the Federal Voting Assistance Program (FVAP) at squadron, group, wing, and command levels during major command (MAJCOM) Compliance Inspections (CI). In CY 2009, MAJCOM Inspectors General (IG) inspected FVAP at 33 installations, 6 units, and 7 field operating agencies (FOA). Evaluations were made by conducting personal interviews with installation voting assistance officers (IVAO) and unit voting assistance officers (UVAO), reviewing program implementation and management, and visiting units at the installation level.

The numbers of inspected installations and units are listed below by MAJCOM:

- a. HQ Air Combat Command (ACC): 2 installations
- b. HQ Air Education and Training Command (AETC): 7 installations
- c. HQ AF Materiel Command (AFMC): 1 installation
- d. HQ AF Reserve Command (AFRC): 11 installations, 1 squadron
- e. HQ AF Special Operations Command (AFSOC): 1 installation, 1 squadron
- f. HQ AF Space Command (AFSPC): 3 installations
- g. HQ Air Mobility Command (AMC): 3 installations
- h. HQ Pacific Air Forces (PACAF): 2 installations
- i. HQ United States Air Forces in Europe (USAFE): 3 installations, 4 groups/squadrons
- j. AF Inspection Agency (AFIA): 7 Field Operating Agencies (FOA)

**Findings**

**A. Personnel Assignment**

- 1. VAO assign at the appropriate grade level. (DODD 1000.4): **CI-01**

MAJCOM	Unit/ Installation	Deficiency
AFRC	459 Air Refueling Wing, Andrews AFB, MD	The Reserve wing did not establish a separate voting assistance program from the host wing.

- 2. UVAO assigned at level of command. (DODD 1000.4): **CI-00**
- 3. Maximum number of voters that can be represented by VAO adhered to: **CI-00**
- 4. UVAO of the rank 02/E-7 above designated in writing for each unit of 25 or more permanently assigned members. (DODD 1000.4): **CI-01**

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

MAJCOM	Unit/ Installation	Deficiency
AFSPC	61 <sup>st</sup> ABW, Space and Missile Systems Center, Los Angeles AFB, CA	IVAO did not contain a current unit appointment letter for one unit

5. Senior Service Representative at Flag Rank appointed. (DODD 1000.4): **CI-00**
6. Senior Voting Action Officer. Military person, 04/E8 or above, appointed. (DODD1000.4): **CI-00**
7. Commissioned Officer authorized to administer oath. (UOCAVA): **CI-00**

**B. Training**

1. VAO received training. (Public Law 107-107): **CI-05**

MAJCOM	Unit/ Installation	Deficiency
AFRC	512 Airlift Wing Dover AFB, DE	Wing voting assistance officer did not ensure unit VAOs were trained annually
AFSPC	6 <sup>th</sup> SWS, 21 <sup>st</sup> SW, Cape Cod AFS, MA	Unit Federal Voting Assistance Program Officer did not have a copy of the Voting Assistance Guide
AFSPC	61 <sup>st</sup> ABW, Space and Missile Systems Center Los Angeles AFB, CA	IVAO did not contain accurate training dates or documentation for unit voting assistance counselors
AFSPC	45 Space Wing Patrick AFB, FL	Wing Unit Voting Assistance Officers did not demonstrate proficiency when asked to perform new voter registration, nor when asked questions regarding requirements concerning a member's home state
AMC	436 AW, Dover AFB DE	The IVAO did not maintain and was unable to produce supporting documentation that all UVACs and replacements had been appropriately trained

2. MAJCOM, installations and UVAO attend FVAP workshop during even numbered years with Federal elections. For remote locations did VAO access FVAP website for training. Training documented at the installation or base level. (DODD 1000.4): **CI-00**
3. Train units preparing for deployment. (DODD 1000.4): **CI-01**

MAJCOM	Unit/ Installation	Deficiency
AETC	97 FTW Altus AFB	IVAO could not produce documentation to verify personnel deploying in excess of 30 days received briefings on the absentee voting process

4. Recruitment offices personnel informed of policies and received training to carry out voter registration assistance. (DODD 1344.13): **CI-00**
5. Train service members on absentee registration and voting procedures during years of Federal elections. (DODD 1000.4): **CI-03**

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

MAJCOM	Unit/ Installation	Deficiency
AETC	97 FTW, Altus AFB	IVAO did not ensure all required personnel received absentee registration and voting training during federal election years
FOA	61 <sup>st</sup> ABW, Air Force Logistics Management Agency (AFLMA), Maxwell AFB-Gunter Annex, AL	Briefing was given in November 2007 rather than in the federal election year 2008
AMC	436 AW, Dover AFB DE	The IVAO lacked documentation to verify that all assigned personnel received at least one briefing, training, or information period of instruction devoted to absentee registration and voting during federal election years

**C. Material Distribution**

1. UVAOs hand deliver SF76s to eligible voters by ///date///. Develop a system to ensure. (DODD 1000.4): **CI-05**

MAJCOM	Unit/ Installation	Deficiency
FOA	Air National Guard Readiness Center (ANGRC), Andrews AFB, MD	Notice of SF 76A availability and delivery of forms not made in January 2009
FOA	Air Force Center for Engineering and the Environment (AFCEE), Brooks-City Base San Antonio, TX	Notification & delivery of SFs 76 not done prior to August 2008. Notifications were provided after August 2008, but SFs 76 were not delivered
FOA	Air Force Logistics Management Agency (AFLMA), Maxwell AFB-Gunter Annex, AL	The system developed for 100% contact of eligible voters did not ensure the in-hand delivery of the Federal Post Card Application & The notification required by 15 September 2008 was accomplished; however, no evidence existed of the 15 January 2009 notification
FOA	Air Force Safety Center (AFSC), Kirtland AFB, NM	Although SFs 76A were provided, the process used did not ensure timely delivery & The 2009 notification due by 15 January was not made until 9 February

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

AMC	436 AW, Dover AFB DE	The IVAO did not develop a system to ensure in-hand delivery of SF 76, Registration and Absentee Ballot Request - Federal Post Card Application (FPCA), to all UOCAVA-eligible members
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2. National Voter Registration form made available to enlistees. (PL 107-107): **CI-03**

MAJCOM	Unit/ Installation	Deficiency
AETC	37 TRW Lackland AFB	IVAO did not provide registration materials or briefing on absentee voting process at newcomer's orientation
AFSPC	61 <sup>st</sup> ABW, Space and Missile Systems Center, Los Angeles AFB, CA	Installation Voting Assistance Officer failed to provide registration materials for the absentee voting process at all Individualized, Newcomer, Treatment, and Orientations; REPEAT finding from 2007
AMC	437 AW, Charleston AFB SC	IVAOs did not provide registration materials and a briefing on the absentee voting process to all Individualized Newcomer Treatment and Orientation programs

3. Network established to distribute voter information. Voter registration materials (SF 186 Federal write-in absentee ballots, Standard Form 76, Federal Post Card Application, Voting Assistance Guide, etc) were distributed timely to allow participation in elections. (Public law 107-107 & DODD 1000.4): **CI-00**
4. Special day designated for dissemination of voter information and material. (Public Law 107-107): **CI-00**
5. Prospective enlistees provide a DD Form 2644 "mail Voter Registration Application" and DD Form 2645 "Voter registration Information. (DODD 1344.13): **CI-00**
6. Recruitment offices transmit registration applications in a timely manner. (DODD1344.13): **CI-00**
7. Sufficient voting materials are on-hand. (DODD 1000.4): **CI-00**

**D. Communication and Information Network**

1. Voting Assistance internet homepage is maintained that includes names and links to VAOs, procedures to order voting materials and links to other Federal & State voting websites. (DODD 1000.4): **CI-00**
2. Designated location on base, installation, or ship where voting material & assistance is available. (DODD 1000.4): **CI-00**
3. Established and published a special telephone service, the "Voting Action Line," to link UVAOs with SVAOs. (DODD 1000.4): **CI-00**
4. Provide telephone operators at every military installation with names, e-mail addresses and telephone number of UVAOs and IVAOs. (DODD 1000.4): **CI-03**

MAJCOM	Unit/ Installation	Deficiency
AETC	71 FTW, Vance AFB	Base operator was unable to provide telephone number of IVAO
AETC	17 TRW, Goodfellow AFB	Base operator was unable to provide telephone number of IVAO
AFSPC	61 <sup>st</sup> ABW, Space and Missile Systems Center, Los Angeles AFB, CA	IVAO did not ensure the base telephone operator had the name, email address, and telephone number of the IVAO, UVAOs, and the 24-hour voting hotline

**E. Commanders/Installation Level Involvement**

1. MAJCOMS, etc., continually evaluate voting programs. (DODD 1000.4): **CI-01**

MAJCOM	Unit/ Installation	Deficiency
AFSPC	61 <sup>st</sup> ABW, Space and Missile Systems Center, Los Angeles AFB, CA	Installation Voting Assistance Officer did not conduct a Post Election Survey in the manner specified by the Director, Federal Voting Assistance Program

2. Command-wide awareness & assistance program and activities are developed during Armed Forces Voters Week. (DODD 1000.4): **CI-02**

MAJCOM	Unit/ Installation	Deficiency
FOA	Air Force Safety Center (AFSC), Kirtland AFB, NM	The UVAO did not assist the IVAO in 2008
AMC	437 AW, Charleston AFB SC	A plan for Armed Forces Voters Week was not sent to HQ AFPC/DPSIMF by 01 Aug 08. This was identified during a self-inspection and a plan was sent forward 01 Oct 08

3. Written policies are developed to support eligible military members and their dependents including those deployed, dispersed, and tenant organizations. (DODD1000.4): **CI-02**

MAJCOM	Unit/ Installation	Deficiency
AMC	436 AW, Dover AFB DE	There were no established goals and installation tracking processes
AMC	437 AW, Charleston AFB SC	Program lacked clearly defined goals and an inconsistent method of tracking

4. Installation level reviews/inspections include an assessment of compliance with UOCAVA and DODD 1000.4. (Public Law 107-107): **CI-00**

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

5. VAO's performance is documented in the EPRs/OERs as appropriate. (DODINST 1000.4): **CI-01**

MAJCOM	Unit/ Installation	Deficiency
AMC	437 AW, Charleston AFB SC	There is no clearly defined process to validate duties of the Voting Program are included in all performance reports. IVAOs periodically provide Wing Executives a UVAO roster with the expectation the executives will check EPRs/OPRs for a voting program statement; however, not all EPRs reach wing level

**Summary:**

a. **Personnel.** All inspected Air Force FVAPs were effectively implemented and well managed except for one wing. The 459<sup>th</sup> ARW representatives at Andrews AFB thought that the Voting Assistance Program responsibilities would be fulfilled by the host wing. Air Force Reserve Command is ensuring that every reserve wing maintains its own FVAP with the appropriate number of representatives at every level of command.

The presence of only one other deficiency finding indicates a robust program compliance in the personnel assignment category.

b. **Training.** Three MACOMs noted that VAOs either did not receive required training or failed to appropriately document the training received. Out of 46 inspected organizations, this equates to 6.5% of the observations. This rate alone does not indicate a trend; however, this problem was also noted last year in several findings, and the follow-on deficiencies which highlight a lack of documentation for federal election years indicates a common problem. Recommend that AF/A1 creates a standardized documentation process in the Air Force Instruction (AFI) 36-3107 to ensure program compliance in training.

For the Patrick AFB deficiency regarding a lack of demonstrated performance by the UVAOs, the wing has conducted follow-on training which started in Nov 09. UVAO's receive computer-based training followed by hands-on situational training to ensure they are comfortable using both the electronic and hard-copy guide. Follow-up training will also be conducted via a roadshow brief in Mar 10.

c. **Material Distribution.** Deficiencies in this category indicate that VAP representatives are providing the SF-76's, but sometimes not on the appropriate timeline or not ensuring 100% in-hand compliance. In each case, the inspector indicated that the voting officer developed a corrective action plan to ensure delivery of SFs 76 to members.

There were three installations that did not provide registration materials at newcomer/orientation briefs. However, two of these bases are providing an orientation brief for established members of the Air Force, not new enlistees. In the case of Lackland AFB, IVAO has been added to Right Start (newcomer's orientation) agenda. IVAO now provides registration materials at Right Start briefings.

The 61 ABW had a repeat write-up in this category and suffered numerous other write-ups. As a corrective measure, the base is drafting a supplement which will define how to distribute voting materials at newcomer's briefs, establish regular voting committee meetings, establish IVAO in-person training requirements, and define IVAO continuity processes. Estimated completion date is 30 Mar 10.

Charleston AFB also noted this problem during a self-inspection, and implemented a plan for a briefing and pamphlet distribution to present during Right Start Briefings.

Overall, the voting materials, to include absentee ballot registration cards, posters, and information sheets, were readily visible and widely available throughout the majority of the units inspected.

**d. Communication and Information Network.** Three findings were identified, all due to base operators unable to provide telephone numbers from the IVAO. In two instances, IVAO requested assistance from communications squadron and ensured consolidated switchboard operators were aware of requirement and location of contact information.

Overall, the Air Force compliance with the Communication and Information Network requirements was strong.

**e. Commanders/Installation Level Involvement.** Several MAJCOM IG teams identified an increased emphasis on the voting program and associated requirements at all levels of command.

The deficiencies in this category do not indicate any service-wide trends or major problems. The highly critical nature of the deficiencies in this category indicates that the MAJCOMS are holding the bar high, and vigorous involvement at the installation and command levels exist.

In summary, the overwhelming majority of wings and installations throughout the AF effectively implemented USC, DOD policy, directives, and procedures and have established viable Federal Voting Assistance Programs. The Air Force was consistent in emphasizing the importance of each Airman exercising his/her right to vote.

**Recommendations:**

1. Recommend that AF/A1 create a process for standard work to document training of UVAO's in Air Force Instruction (AFI) 36-3107. This will ensure all UVAO's are trained annually, and simplify wing implementation of this requirement.

If you have questions or require additional information, please contact Maj Jean Twomey at (703) 588-1546 or [jean.twomey@pentagon.af.mil](mailto:jean.twomey@pentagon.af.mil).

Appendix E - Marine Corps Inspector General Report



DEPARTMENT OF THE NAVY  
HEADQUARTERS UNITED STATES MARINE CORPS  
2 NAVY ANNEX  
WASHINGTON, DC 20380-1775

IN REPLY REFER TO:

1742  
MRP-4  
1 Feb 10

From: Inspector General of the Marine Corps  
To: Department of Defense Inspector General

Subj: ANNUAL MARINE CORPS INSPECTOR GENERAL ASSESSMENT OF USMC  
VOTING ASSISTANCE PROGRAM FOR CY 2009

Ref: (a) Memorandum from DODIG of Nov 17 2009  
(b) DODD 1000.04  
(c) MCO 1742.1A

Encl: (1) Automated Inspection Reporting System (AIRS) 210  
Checklist for the Marine Corps Voting Program

1. Background. In accordance with reference (a) and (b) the 2009, annual assessment was conducted of the Marine Corps' Voting Assistance Program. The controlling instruction for the Marine Voting Registration Program is reference (b) and (c).

2. Methodology. The Inspector General for the Marine Corps (IGMC) inspects every Marine Force Command, Marine Expeditionary Force, Installation, and Major Subordinate Command (MSC) for compliance and effectiveness at a minimum, on a triennial basis using enclosure (1). Each Commanding General has its own Commanding General Inspection Program (CGIP) and conducts biennially inspections of each unit also using the enclosure.

The Inspection process included interviews with Major Command Voting Officers (MCVO), Installation Voting Assistance Officers (IVAO), Unit Voting Assistance Officers (UVAO), Commanding Officers and Marines randomly selected within Marine units. The inspection team reviewed documents and procedures to ensure compliance with all Marine Corps orders and directives. The team also inspected facilities to ensure voting assistance materials are displayed in accordance with directions given in MCO 1742.1A. All inspectors use the Automated Inspection Reporting System (AIRS) 210 Checklist (enclosure (2)), to maintain standardization for the Marine Corps Voting Program. Each inspection is graded as: Mission Capable or Non-Mission Capable with findings, discrepancies and recommendations to improve the inspected unit's programs.

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: ANNUAL MARINE CORPS INSPECTOR GENERAL ASSESSMENT OF USMC  
VOTING ASSISTANCE PROGRAM FOR CY 2009

3. Findings. The results of the IGMC inspections and the results of our CGIP verify that the Marine Corps has an effective Voter Assistance Program. This assessment is based upon the results of 29 inspections; two Major Subordinate Commands (MSC) level, six at the installation level, and 21 at the unit level.

4. Per the guidelines provided by the DODIG, the requested information is provided below:

a. Personnel Assignment.

(1) VAO assigned at the appropriate grade level? (DODD 1000.4)

**Response:** Our inspection results show that all 29 commands inspected had VAOs assigned at the appropriate grade level.

(2) UVAO assigned at level of command? (DODD 1000.4)

**Response:** All 21 UVAO units inspected had UVAOs assigned at the appropriate level of command.

(3) Maximum number of voters that can be represented by a VAO.

**Response:** In accordance with MCO 1742.1A (enclosure (1)), paragraph (24) Marine VAO's are authorized to represent up to 200 Marines. All Marine units regardless of size are required to have a VAO assigned. All Marine units inspected have adhered to this requirement.

(4) UVAO of the rank O2/E-7 above designated in writing for each unit of 25 or more permanently assigned members. (DODD 1000.4)

**Response:** All 21 UVAO units inspected had their assigned UVAO designated in writing.

(5) Senior Service Voting Representative at Flag Rank or civilian equivalent appointed. (DODD 1000.4)

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: ANNUAL MARINE CORPS INSPECTOR GENERAL ASSESSMENT OF USMC  
VOTING ASSISTANCE PROGRAM FOR CY 2009

**Response:** Mr. Timothy R. Larsen (NAF-06/MajGen USMC Ret) is assigned as the Marine Corps Senior Service Voting Representative (SSVR).

(6) Service Voting Action Officer, Military person, O-4/E-8 or above or civilian equivalent, appointed. (DODD 1000.4)

**Response:** Mr. Kenneth Warford (YA-02) is assigned as the Marine Corps Service Voting Action Officer (SVAO).

(7) Commissioned Officer authorized to administer Oath. (UOCAVA)

**Response:** Per Title 10, Art. 136, all Marine Corps VAO that are commissioned officers are authorized to administer oaths as necessary in the performance of their duties as a VAO. Not all enlisted VAO's were authorized in writing to administer oaths, however commissioned officers were available to support the enlisted VAO's with these duties.

b. Training.

(1) VAO received training. (Public Law 107-107)

**Response:** 20 out of 21 Marine Corps VAOs received training from the FVAP website or from an SVAO/IVAO workshop. One UVAO within 1<sup>st</sup> Marine Division could not locate a copy of their completion certificate. Therefore, this was noted as a discrepancy and the VAO was listed as not being trained. This was not a repeat from the last assessment.

**Recommendation:** The VAO was directed to maintain a copy of training completion certificates be maintained in the command's correspondence files and turn-over binder.

(2) MAJCOM, Installation and Unit VAO attend FVAP workshop during even numbered years with Federal elections. For remote locations, did VAO access FVAP website for training. Training documented at the installation or base level. (DODD 1000.04)

**Response:** Reference (c) requires all Marine VAOs to complete VAO training within 90 days following appointment as a VAO,

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: ANNUAL MARINE CORPS INSPECTOR GENERAL ASSESSMENT OF USMC  
VOTING ASSISTANCE PROGRAM FOR CY 2009

including during even numbered years. Marine Corps VAO's that could not take advantage of an FVAP workshop completed their training utilizing the self-administered course at [www.fvap.gov](http://www.fvap.gov). Our inspection results show that voter training is being conducted and has been documented in accordance with Marine Corps Orders.

- (3) Basic training and command courses emphasize and advertise voting assistance program. (DODD 1000.4)

**Response:** All Marine Corps training commands including basic training, and command courses are providing Voter awareness informational training to all their participants.

- (4) Training units preparing for deployment. (DODD 1000.4)

**Response:** All deploying units, both Reserve and active are required to conduct pre-deployment briefs prior to deployment outside of the Continental United States. During these briefs, each deploying Marine or Service Member attached to a Marine Command is provided voting information and the opportunity and assistance with completing an FPCA.

- (5) Recruitment offices personnel informed of policies and received training to carry out voter registration assistance. (DODD 1344.13)

**Response:** The Marine Corps Recruiting Command is aware of the policies outlined in DODD 1344.13.

- (6) Train Servicemembers on absentee registration and voting procedures during years of Federal elections. (DODD 1000.4)

**Response:** Reference (c) (encl (1)), paragraph (2) and (5) provides guidance to VAOs to ensure that each eligible Service member and their eligible family members are afforded the opportunity to receive absentee voting assistance. Our inspections revealed that Marine units and assigned VAO are aware of the requirements and are conducting training at 20 out of 21 UVAO units. When inspected, there was a discrepancy in the training records at Marine Forces Pacific Headquarters. It

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: ANNUAL MARINE CORPS INSPECTOR GENERAL ASSESSMENT OF USMC  
VOTING ASSISTANCE PROGRAM FOR CY 2009

could not be determined if all personnel were trained in absentee voting and voting procedures. This is not a repeat of the 2008 assessment.

**Recommendation.** The UVAO was directed to maintain copies of annual training rosters, to include make-up classes within the turnover files.

c. Material Distribution.

- (1) UVAOs hand delivers SF-76s to eligible voters.  
Develop a system to ensure. (DODD 1000.4)

**Response:** Reference (c), enclosure 1, paragraph 3 provides specific procedures on the delivery of SF-76 (FPCA) to all eligible voters. FPCA are being provided to Marines in accordance with both references (b) and (c). Our inspection results confirmed that VAOs understood and are adhering to published requirements at 20 out of 21 UVAO units. The VAO at the Marine Corps Air Ground Task Force Training Center was not ensuring that Federal Post Cares Applications (FPCA) were being provide to eligible voters in accordance with DOD and Marine Corps requirements. directed by references (b) and (c). This is not a repeat of the last assessment.

**Recommendation.** The unit was instructed to ensure that FPCAs are provide to all Marines and their eligible family members no later than 15 January of each year and upon completion of PCS orders.

- (2) National Voter Registration forms made available to enlistees. (PL 107-107)

**Response:** It was identified that not all Marine Corps Recruiting Commands were in compliance with the requirement to distribute National Voter Registration forms to prospective applicants as required by DODD 1344.13. The Marine Corps continues to work hard to ensure complete compliance.

- (3) Network established to distribute voter information. Voter registration materials (SF 186 Federal write-in absentee ballots, Standard Form 76, Federal Post Card Application, Voting Assistance Guide, etc) were distributed timely to allow participation in elections. (Public law 107-107 & DODD 1000.4)

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: ANNUAL MARINE CORPS INSPECTOR GENERAL ASSESSMENT OF USMC  
VOTING ASSISTANCE PROGRAM FOR CY 2009

**Response:** Reference (c) gives specific guidance regarding the distribution of SF-76s and SF-186s to all eligible voters in a timely manner. Inspection results confirmed that SF 186's and SF 76's were delivered in timely manner ensuring all Servicemembers and their eligible family members are provided the opportunity to participate in the elections process.

(4) Special day designated for dissemination of voter information and material. (Public Law 107-107)

**Response:** Reference (c) requires VAO's to have developed voting awareness programs and voting activities designed to encourage voter registration and participation in accordance with Public Law. Inspection results confirmed that units are operating in accordance with established policies.

(5) Prospective enlistees provided a DD Form 2644 "Voter Registration Application" and DD Form 2645 "Voter Registration Information. (DODD 1344.13)

**Response:** We continue to work hard to ensure all prospective enlistees are provided with DD Forms 2644 and DD Form 2645.

(6) Recruiting offices transmit registration application in a timely manner. (Public Law 107-107)

**Response:** Yes, all completed applications were processed and transmitted in a timely manner.

(7) Sufficient voting materials are on-hand. (DODD 1000.4)

**Response:** At the time of their inspections, 25 out of 27 IVAO and UVAO maintained an adequate supply of Federal Post Card Applications (FPCA) and Federal Write-In Absentee Ballots (FWAB). I Marine Expeditionary Force (One MEF) and 1<sup>st</sup> Marine Division Headquarters did not have sufficient voting material on hand. The other VAO's had sufficient supplies of voting posters, calendars, and other voting related materials. The Marine Corps encouraged units to use the online FPCA'S and

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: ANNUAL MARINE CORPS INSPECTOR GENERAL ASSESSMENT OF USMC  
VOTING ASSISTANCE PROGRAM FOR CY 2009

FWAB's to cut down on cost. This is not a repeat discrepancy from the last assessment.

**Recommendation:** The units were directed to follow appropriate orders and directives and obtain sufficient voting material for the entire command.

d. Communication and Information Network.

- (1) Voting Assistance internet homepage is maintained that includes names and links to VAOs, procedures to order voting materials and links to other Federal and State voting websites. (DODD 1000.4)

**Response:** The Marine Corps voting web page is located at [www.manpower.usmc.mil/voting](http://www.manpower.usmc.mil/voting). The Marine Corps webpage includes contact information for all Major Command Voting Officers (MCVO) and all Installation Voting Assistance Officers (IVAO). DOD security measures do not allow names and/or personal e-mail addresses to be published on the webpage. The Marine Corps webpage also provides procedures on how to order voting materials and links to all Federal and State voting websites. The Marine Corps Voting webpage is in complete compliance with DoDD 1000.4.

- (2) Designated location on base, installation, or ship where voting material & assistance is available. (DODD 1000.4)

**Response:** All units are required to identify a designated place where service members can go to receive voting information. All units inspected have a location within their Command where voting materials and voting assistance could be found.

- (3) Established and published a special telephone service, the "Voting Action Line," to link UVAOs with SVAOs. (DODD 1000.4)

**Response:** Yes, The Marine Corps has a special e-mail link [mra.voting.officer@usmc.mil](mailto:mra.voting.officer@usmc.mil) and phone number (703-784-9511) that enable VAOs to maintain easy contact with the SVAO. The contact information is located on the Marine Corps Voting webpage. Inspection results confirm that MCVO's, IVAOs, and UVAOs are

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: ANNUAL MARINE CORPS INSPECTOR GENERAL ASSESSMENT OF USMC  
VOTING ASSISTANCE PROGRAM FOR CY 2009

aware of the telephone number and e-mail address to contact the  
SVAO.

- (4) Provide telephone operators at every military installation with names, e-mail addresses and telephone number of UVAOs and IVAOs. (DODD 1000.4)

**Response:** 24 out of 27 IVAO and UVAO inspected have provided VAO contact information to the Base/Station telephone operator. Marine Corps Bases Japan did not list three Voting Assistance Officers in their phone directory. The phone numbers for the Voting Officers had been listed on posters at one of the three units, rather than on the installation or unit phone directories. This is not a repeat discrepancy from the previous assessment.

**Recommendation.** Marine Corps Bases Japan was directed to ensure compliance with both directed by references (b) and (c) to list all unit IVAOs and UAVOs in their phone directory.

e. Commander/Installation Level Involvement.

- (1) MAJCOMS, etc., continually evaluate voting programs. (DODD 1000.4)

**Response:** As part of the IGMC inspection program, all Commanding Generals are required to have a Commanding General's Inspection Program (CGIP). The CGIP is evaluated by the IGMC to ensure compliance with the Marine Corps Voter Registration Program Order (MCO 1742.1A). During 2009, inspections revealed that 5 out of 6 CGIPs were found to be in complete compliance. Logistics Command was graded non-mission capable due their non inspections of two of the subordinate units within a two year period. However, the IGMC of these units were deemed to be mission capable. This is not a repeat discrepancy from the last assessment.

**Recommendation.** Logistics Command schedule the inspection of all units as directed by references (b) and (c).

- (2) Command-wide awareness and assistance program and activities are developed during Armed Forces Voter Week. (DODD 1000.4)

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: ANNUAL MARINE CORPS INSPECTOR GENERAL ASSESSMENT OF USMC  
VOTING ASSISTANCE PROGRAM FOR CY 2009

**Response:** Inspection results indicated that Marine commands had a wide variety of activities scheduled throughout the year, including Armed Forces Voters Week that promoted voter awareness/assistance.

- (3) Written policies are developed to support eligible military members and their dependents including those deployed, dispersed, and tenant organizations.  
(DODD 1000.4)

**Response:** Enclosure 1 of reference (c) provide guidance for all VAOs that is used to assist all Service members and their eligible family members throughout the Marine Corps in voter assistance. VAOs deploy with their unit and these instructions go with them.

- (4) Installation level reviews/inspections include an assessment of compliance with UOCAVA and DODD 1004.4. (Public Law 107-107)

**Response:** Enclosure 1 of reference (c) and the Automated AIRS checklist are used when evaluating the Marine Corps Voting Program. Reference (c) was reviewed by the FVAP and was determined to be in compliance with the Uniformed and Overseas Citizen Absentee Act (UOCAVA) and reference (b).

- (5) VAO's performance is documented in the Evaluation/FITREPs. (DODD 1000.4)

**Response:** Reference (c), enclosure 1, paragraph 26 requires reporting seniors to annotate the fitness report of all assigned VAO with comments on their performance as a VAO. Inspection results indicated that all units inspected were in compliance.

5. Summary. The IGMC inspection results have confirmed that the Marine Corps Voting Program operated in accordance with established policies and procedures. The Marine Corps Leadership is confident that everyone serving in the Marine Corps who were eligible to vote in the 2009 New Jersey and Virginia elections and any other special elections were aware of these elections. They were also provided assistance with their

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

Subj: ANNUAL MARINE CORPS INSPECTOR GENERAL ASSESSMENT OF USMC  
VOTING ASSISTANCE PROGRAM FOR CY 2009

absentee voting questions and requirements. The IGMC will continue to inspect, review, and provide assistance to update

appropriate Marine Corps orders, policies, and procedures to ensure all eligible voters have the opportunity to exercise their voting rights

6. The points of contact are Mr. Kenneth Warford, Service Voting Action Officer (SVAO), MRP-4, at Commercial 703-784-9511, DSN 278-9511, or e-mail at [mra.votingofficer@usmc.mil](mailto:mra.votingofficer@usmc.mil) and Col A. E. Hodges, Director Readiness Assessments, IGMC at commercial 703-695-3090, DSN 225-3090 or [adele.hodges@usmc.mil](mailto:adele.hodges@usmc.mil).

  
A. E. HODGES  
By Direction

**AIRS DETAILED INSPECTION CHECKLIST**

- 210 VOTER REGISTRATION PROGRAM  
Functional Area Manager: MRP-4  
Point of Contact: Mr. K. B. Warford  
DSN 278-9511, COMM (703) 784-9511  
Date Last Revised: 15 March 2007
- 210 01 **MAJOR COMMAND VOTING OFFICER (MCVO)**
- 210 01 001 Has a civilian employee at the GS-12 level or above or a field grade officer been assigned to serve as the MCVO?  
Reference  
MCO 1742.1A, PAR 4B (2)
- 210 01 002 Did the MCVO submit a copy of his/her appointment letter to HQMC (MRP-4)?  
Reference  
MCO 1742.1A, PAR 5D (1)
- 210 01 003 Does the MCVO maintain the appointment letters for their Installation Voting Assistance Officers (IVAO)?  
Reference  
MCO 1742.1A, PAR 5D (1), AND ENCLOSURE 2, PAR 3
- 210 01 004 Has the MCVO received the required training?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (12)
- 210 01 005 Does the MCVO maintain the current version of MCO 1742.1A (Voter Registration Program)?  
Reference  
MCO 1742.1A
- 210 01 006 Does the MCVO maintain a voting continuity folder (turnover folder)?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (21)
- 210 01 007 Does the MCVO compile the IVAO voting assistance reports and submit one report to HQMC (MRP-4) no later than 15 January of each year?  
Reference  
MCO 1742.1A, ENCLOSURE 6  
MCO 1742.1A, ENCLOSURE 1, PAR (27)

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

ENCLOSURE (1)

- 210 01 008 Has the MCVO registered as a Voting Assistance Officer (VAO) via the VAO Registration Database?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (29)
- 210 01 009 Did the MCVO forward results of all inspections conducted by the Commanding General's Inspection Program (CGIP) of the Voting Assistance Program (FA 210) to HQMC MRP-4.  
Reference  
MCO 1742.1A PAR 5E (3)
- 210 01 010 Has the MCVO ensured the command telephone directory includes the name and telephone number for the MCVO?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (9)
- 210 01 011 Does the MCVO receive, maintain, and display copies of the Voting Information Newsletter (VIN)?  
Reference  
MCO 1742.1A, ENCLOSURE 3, PAR (4)
- 210 01 012 Does the MCVO re-address voting messages as necessary to subordinate units?  
Reference  
MCO 1742.1A, PAR 5D (2)
- 210 02 **INSTALLATION VOTING ASSISTANCE OFFICER (IVAO)**
- 210 02 001 Has a civilian employee at the GS-12 level or above or a field grade officer been assigned to serve as the IVAO?  
Reference  
MCO 1742.1A, PAR 4B (3)
- 210 02 002 Did the IVAO submit a copy of his/her appointment letter to their MCVO?  
Reference  
MCO 1742.1A, PAR 5E (1)
- 210 02 003 Does the IVAO maintain the Appointment Letters for their Unit Voting Assistance Officers (UVAO)?  
Reference  
MCO 1742.1A, ENCLOSURE 2, PAR 3
- 210 02 004 Has the IVAO received the required training?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (12)

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

- 210 02 005 Does the IVAO maintain the current version of MCO 1742.1A (Voter Registration Program)?  
Reference  
MCO 1742.1A
- 210 02 006 Does the IVAO maintain a voting continuity folder (turnover folder)?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (21)
- 210 02 007 Does the IVAO maintain the current version of the Voting Assistance Guide (VAG)?  
Reference  
MCO 1742.1A, ENCLOSURE 3, PAR (1)  
MCO 1742.1A, ENCLOSURE 1, PAR (5)
- 210 02 008 Has the IVAO register as a VAO via the VAO Registration Database?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (29)
- 210 02 009 Does the IVAO forward results of all inspections conducted by the Commanding General's Inspection Program (CGIP) of the Voting Assistance Program (FA 210) to HQMC MRP-4 via the MCVO?  
Reference  
MCO 1742.1A PAR 5E (3)
- 210 02 010 Has the IVAO designated at least one well-fixed location where voting materials and voting assistance is available?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (25)
- 210 02 011 Does the IVAO compile the UVAO voting assistance reports and submit one report to the MCVO in a timely manner to allow adequate time for the MCVO to compile the information and forward to HQMC (MRP-4) no later than 15 January of each year?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (27)  
MCO 1742.1A, ENCLOSURE 6
- 210 02 012 Has the IVAO ensured the command telephone directory includes the name and office telephone number for the IVAO and UVAOs?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (9)
- 210 02 013 Does the IVAO receive, maintain, and display copies of the Voting Information Newsletter (VIN)?  
Reference  
MCO 1742.1A, ENCLOSURE 3, PAR (4)

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

- 210 02 014 Does the IVAO receive, maintain and disseminate voting information to all subordinate and tenant commands aboard the installation?  
Reference  
MCO 1742.1A, PAR 5D (2), AND 5E (2)
- 210 03 **UNIT VOTING ASSISTANCE OFFICER (UVAO)**
- 210 03 001 Has the command assigned a company grade officer or staff non-commissioned officer (O2/E-6 or above) as the UVAO?  
Reference  
MCO 1742.1A, PAR 4B (4)
- 210 03 002 Did the UVAO submit a copy of his/her appointment letter to the IVAO?  
Reference  
MCO 1742.1A, PAR 5F (1)
- 210 03 003 Has the UVAO received the required training?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (12)
- 210 03 004 Does the UVAO maintain the current version of MCO 1742.1A (Voter Registration Program)?  
Reference  
MCO 1742.1A
- 210 03 005 Does the UVAO maintain a voting continuity folder (turnover folder)?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (21)
- 210 03 006 Has specific written authorization by the unit's commanding officer been given (for SNCO's) to witness and administer oaths required by voting materials, if a commissioned officer is not available?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (1)
- 210 03 007 Does the UVAO maintain the current version of the Voting Assistance Guide (VAG)?  
Reference  
MCO 1742.1A, ENCLOSURE 3, PAR (1)  
MCO 1742.1A, ENCLOSURE 1, PAR (5)

ENCLOSURE (1)

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

- 210 03 008 Does the UVAO ensure each eligible individual is afforded the opportunity to receive absentee voting assistance in regards to election dates, state requirements, and voting registration and procedures?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (2) AND PAR (5)
- 210 03 009 Is the UVAO aware of the requirement for availability of the Federal Post Card Application (FPCA) to each eligible service member?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (3)
- 210 03 010 Does the UVAO maintain an adequate supply of FPCA's on hand?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (4)  
MCO 1742.1A, ENCLOSURE 3, PAR (2)
- 210 03 011 Is the UVAO aware of the procedures to be used when prisoners desire to vote?  
Reference  
MCO 1742.1A, ENCLOSURE 4, PAR (2)
- 210 03 012 Does the UVAO have procedures in place to increase voting awareness and encourage voter registration?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (13 - 16) AND PAR (20)
- 210 03 013 Did the UVAO provide training on absentee registration and voting procedures to unit members?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (2)
- 210 03 014 Has the UVAO ensured the command telephone directory includes the name and telephone number for the UVAO?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (9)
- 210 03 015 Does the UVAO have a sufficient stock of Federal Write-in Absentee Ballots (FWAB) on hand?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (19)  
MCO 1742.1A, ENCLOSURE 3, PAR (2)

ENCLOSURE (1)

2009 Evaluation of the DoD Federal Voting Assistance Program  
September 27, 2010 Report No. SPO-2010-004

- 210 03 016 Is the UVAO familiar with the Websites available HQMC: [www.manpower.usmc.mil/voting](http://www.manpower.usmc.mil/voting) and FVAP: [www.fvap.gov](http://www.fvap.gov) for eligible individuals to communicate with their elected officials?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (23), ENCLOSURE 3, PAR (4&5)
- 210 03 017 Does the UVAO receive, maintain, and display copies of the Voting Information Newsletter (VIN)?  
Reference  
MCO 1742.1A, ENCLOSURE 3, PAR (4)
- 210 03 018 Does the UVAO maintain and display voting posters and calendars?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (15)  
MCO 1742.1A, ENCLOSURE 3, PAR (3)
- 210 03 019 Does the UVAO receive and maintain voting messages?  
Reference  
MCO 1742.1A, PAR 5D(2), 5E(2) AND 5F(2)
- 210 03 020 Does the UVAO ensure that the opportunity to complete the FPCA is completed upon a service member's completion of Permanent Change of Station (PCS), or as soon there after as practicable?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (3)
- 210 03 021 Is the UVAO aware of the maximum number of eligible voters a UVAO can represent (200) before assigning additional voting assistance officers?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (24)
- 210 03 022 Does the UVAO complete a voting assistance report and submit the report to the IVAO, annually?  
Reference  
MCO 1742.1A, ENCLOSURE 6  
MCO 1742.1A, ENCLOSURE 1, PAR (27)
- 210 03 023 Has the UVAO register as a VAO via the VAO Registration Database?  
Reference  
MCO 1742.1A, ENCLOSURE 1, PAR (29)

ENCLOSURE (1)

## **Appendix F - Scope and Methodology**

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**Service Reporting:** The John Warner National Defense Authorization Act for Fiscal Year 2007 amended Section 1566, 10 U.S.C., eliminating the requirement for unannounced DoD IG assessments at ten DoD installations. The statute now requires the Inspectors General of the Army, the Navy, the Air Force, and the Marine Corps to conduct an annual review of the effectiveness of voting assistance programs, and an annual review of the compliance with voting assistance programs of their Service. Upon the completion of their annual reviews, each Service Inspector General is required to submit a report on the results of such reviews to the DoD IG. The statute requires that the DoD IG submit to Congress a report on the effectiveness and the level of compliance during the preceding calendar year of the voting assistance programs of each of the Services. The DoD IG did not independently verify or validate the Service Inspectors General reports. This report consolidates the results of the Service Inspectors General evaluations.

We reviewed the Service Inspectors General reports on the effectiveness and compliance of their voting assistance programs. The Service Inspectors General provided detailed Service-wide compliance reporting in all five compliance focus areas identified in DoD Directive 1000.04, "Federal Voting Assistance Program (FVAP)," April 14, 2004. The DoD IG developed a template based on DoDD 1000.04 in 2006 for reporting in five survey areas: (1) Personnel Assignments; (2) Training, (3) Voting Material Distribution; (4) Communication and Information Network; and (5) Commanders/ Installation Level Involvement. The template was used in 2007, 2008, and 2009 to standardize reporting the Services reporting.

We also examined the new features of the FVAP website that now provides military voters and their voting dependents, overseas DoD sponsored civilians and their overseas dependents, and other United States citizens overseas with a self-service site to register and request an absentee ballot. At the time of our review the features were under development, and now have been incorporated in into the FVAP website.

## Appendix G – Announcement Memorandum

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INSPECTOR GENERAL  
DEPARTMENT OF DEFENSE  
400 ARMY NAVY DRIVE  
ARLINGTON, VIRGINIA 22202-4704

NOV 17 2009

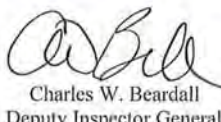
MEMORANDUM FOR UNDER SECRETARY OF DEFENSE FOR PERSONNEL,  
AND READINESS  
INSPECTOR GENERAL, DEPARTMENT OF THE ARMY  
NAVAL INSPECTOR GENERAL  
INSPECTOR GENERAL OF THE AIR FORCE  
INSPECTOR GENERAL OF THE MARINE CORPS

SUBJECT: Evaluation of the DoD Federal Voting Assistance Program (FVAP)  
(Project No. D2009-DIP0E3-0140.000)

Section 1566, title 10, United States Code, "Voting Assistance: compliance assessments; assistance," requires the Service Inspectors General to: (1) conduct an annual review of the effectiveness of, and compliance with their respective voting assistance programs; and (2) upon completion of their reviews, submit reports on the results of their reviews to the Department of Defense Inspector General (DoD IG). DoD Directive 1000.04, "Federal Voting Assistance Program (FVAP)," paragraph 5.2.1.8., requires that the Service Inspectors General submit their reports to the DoD IG by January 31. Also, 10 U.S.C. 1566 requires that by March 31 of each year, the DoD IG submit to Congress an annual report on the effectiveness of DoD's voting assistance program (VAP) and the Services' compliance with their VAP requirements.

We will begin the subject evaluation on November 30, 2009. The format for Service reporting is consistent with that used for the 2007 and 2008 Service Inspectors General reports. A copy of the report template is attached for your convenience and reference. Please provide the name, telephone number, and email address of your point of contact for this review by November 27, 2009.

Our points of contact are Mr. William Means ([william.means@dodig.mil](mailto:william.means@dodig.mil)) at (703) 604-9105, and Mr. Michael DiRenzo ([michael.direnzo@dodig.mil](mailto:michael.direnzo@dodig.mil)) at (703) 604-9643.

  
Charles W. Beardall  
Deputy Inspector General  
for Policy and Oversight

Attachment  
As stated

cc:  
Director, Joint Staff  
Office of the Deputy Under Secretary of Defense for Program Integration  
(Federal Voting Assistance Program Office)

**2009 Military Inspector General's Report Template  
Federal Voting Assistance Program**

**Background:** Section 1566, title 10, United States Code, "Voting assistance: compliance assessments; assistance," tasks Inspectors General of the Military Departments to conduct annual reviews and provide an assessment of their service compliance with the Voter Assistance Program. The assessment in this report is based on the specific Voter Assistance Program requirements outlined in 10 USC 1566, UOCAVA, DoDD 1000.04, and DoDD 1344.13

**Methodology:** The 2009 Service Reports to the DoD Inspector General should identify the primary methods used to collect data including survey questionnaires (written/WEB based), internet (FVAP, services, and installation homepages), phone calls, command inspections, and field visits.

**Service Report Format:** The Service IG reports of the Federal Voting Assistance Program results should conform to the following format requirements used for the 2007 and 2008 reports.

**A. Personnel Assignment**

1. VAO assign at the appropriate grade level. (DoDD 1000.04)
2. UVAO assigned at level of command. (DoDD 1000.04)
3. Maximum number of voters that can be represented by VAO adhered to.
4. UVAO of the rank O2/E-7 above designated in writing for each unit of 25 or more permanently assigned members. (DoDD 1000.04)
5. Senior Service Representative at Flag Rank appointed. (DoDD 1000.04)
6. Senior Voting Action Officer. Military person, O4/E8 or above, appointed. (DoDD 1000.04)
7. Commissioned Officer authorized to administer oath. (UOCAVA)

**B. Training**

1. VAO received training. (10 U.S.C., 1566)
2. MAJCOM, installations and UVAO attend FVAP workshop during even numbered years with Federal elections. For remote locations, did VAO access FVAP website for training. Training documented at the installation or base level. (DoDD 1000.04). Basic training and command courses emphasize and advertise voting assistance programs. (DoDD 1000.04)
3. Train units preparing for deployment. (DoDD 1000.04)
4. Recruitment offices personnel informed of policies and received training to carry out voter registration assistance. (DoDD 1344.13)
5. Train service members on absentee registration and voting procedures during years of Federal elections. (DoDD 1000.04)

**C. Material Distribution**

1. UVAs hand delivers SF76s to eligible voters by //date//. Develop a system to ensure delivery of the SF76. (DoDD 1000.04)
2. National Voter Registration form made available to enlistees. (10 U.S.C., 1566)
3. Network established to distribute voter information. Voter registration materials (SF 186 Federal write-in absentee ballots, Standard Form 76, Federal Post Card Application, Voting Assistance Guide, etc) were distributed timely to allow participation in elections. (10 USC 1566 & DoDD 1000.04)

Attachment

**2009 Military Inspector General's Report Template  
Federal Voting Assistance Program**

4. Special day designated for dissemination of voter information and material. (10 U.S.C., 1566)
5. Prospective enlistees provide a DD Form 2644 "mail Voter Registration Application" and DD Form 2645 "Voter registration Information. (DoDD 1344.13)
6. Recruitment offices transmit registration applications in a timely manner. (DoDD 1344.13)
7. Sufficient voting materials are on-hand. (DoDD 1000.04)

**D. Communication and Information Network**

1. Voting Assistance internet homepage is maintained that includes names and links to VAOs, procedures to order voting materials and links to other Federal & State voting websites. (DoDD 1000.04)
2. Designated location on base, installation, or ship where voting material & assistance is available. (DoDD 1000.04)
3. Established and published a special telephone service, the "Voting Action Line," to link UVAOs with SVAOs. (DoDD 1000.04)
4. Provide telephone operators at every military installation with names, e-mail addresses and telephone number of UVAOs and IVAOs. (DoDD 1000.04)

**E. Commanders/Installation Level Involvement**

1. MAJCOMS, etc., continually evaluate voting programs. (DoDD 1000.04)
2. Command-wide awareness & assistance program and activities are developed during Armed Forces Voters Week. (DoDD 1000.04)
3. Written policies are developed to support eligible military members and their dependents including those deployed, dispersed, and tenant organizations. (DoDD 1000.04)
4. Installation level reviews/inspections include an assessment of compliance with UOCAVA and DoDD 1000.04. (10 U.S.C., 1566)
5. VAO's performance is documented in Evaluation/FITREPs. (DoDI 1000.04)

**Findings:** Any statement reflecting findings, deficiencies, or shortcomings regarding the program that is included in the report, must be supported by summary information identifying the unit, major command, installation, ship, etc.,. If the finding, deficiency, or shortcoming is a repeat from previous years, what corrective action has been taken or will be taken, who has the corrective action and the timeframe for completion.

**Summary** of Military Service level of compliance with voting assistance programs based on statistical data from findings. Include a breakdown by specific areas (A. Personnel assignment, B. Training, etc) as above.

**Recommendations (If required):** Include responsible activity for implementing recommendation and follow-up.

## Appendix H – Prior Coverage

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During the last 5 years, the Government Accountability Office (GAO), DoD, and the Department of State have issued reports on FVAP and overseas absentee voting. Unrestricted GAO reports can be accessed over the Internet at [www.gao.gov](http://www.gao.gov). Unrestricted DoD IG reports can be accessed at [www.dodig.mil/audit/reports and www.dodig.mil/Inspections/IE/Reports.htm](http://www.dodig.mil/audit/reports_and_inspections/IE/Reports.htm)

### GAO

GAO Report No. GAO-07-774, Elections: Action Plans Needed to Fully Address Challenges in Electronic Absentee Voting Initiatives for Military and Overseas Citizens, June 14, 2007

GAO Report No. GAO-06-1134T, Testimony Before the Committee on Armed Services, United States Senate, “Elections: DOD Expands Voting Assistance to Military Absentee Voters, but Challenges Remain,” September 28, 2006

GAO Report No. GAO-06-521, “Elections: Absentee Voting Assistance to Military and Overseas Citizens Increased for the 2004 General Election, but Challenges Remain,” April 7, 2006

### DoD

Dod IG Report No. IE-2009-005, “2008 Evaluation of the DoD Voting Assistance Program,” April 30, 2009;

DoD IG Report No. IE-2008-002, “2007 Evaluation of the Federal Voting Assistance Program in the Department of Defense,” March 31, 2008

DoD IG Report No. IE-2007-004, “2006 Evaluation of the Voting Assistance Program,” March 31, 2007

DoD IG Report No. IE-2006-001, “Evaluation of the Voting Assistance Program,” March 31, 2006

DoD IG Report No. IE-2005-001, “Evaluation of the Voting Assistance Program,” March 31, 2005

## **Appendix I – Report Distribution**

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### **Office of the Secretary of Defense**

Under Secretary of Defense for Personnel and Readiness  
Director, Federal Voting Assistance Program

### **Department of the Army**

Inspector General, Department of the Army

### **Department of the Navy**

Naval Inspector General  
Inspector General of the Marine Corps

### **Department of the Air Force**

Inspector General, Department of the Air Force

### **Congressional Committees**

Senate Committee on Armed Services  
Senate Subcommittee on Defense, Committee on Appropriations  
Senate Committee on Homeland Security and Governmental Affairs  
House Committee on Armed Services  
House Subcommittee on Defense, Committee on Appropriations  
House Committee on Oversight and Government Reform

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## General Information

Forward questions or comments concerning this assessment and report and other activities conducted by the Office of Special Plans & Operations to [spo@dodig.mil](mailto:spo@dodig.mil)

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