

THE U.S. ELECTION ASSISTANCE COMMISSION

National Competition for Best Practices



2016

*Successful* **TRAINING** *Practices*



Submitted By

**New Hanover County Board of Elections**

230 Government Center Drive, Suite 38

Wilmington, NC 28403

[www.nhcvote.com](http://www.nhcvote.com)

Derek L. Bowens, Elections Director

(910) 798-7287

[dbowens@nhcgov.com](mailto:dbowens@nhcgov.com)



New Hanover County Board of Elections  
2016 EAC National Competition For Best Practices

**CONTENTS**

<b>I. INTRODUCTON</b>	<b>3</b>
<b>II. AGENCY BACKGROUND</b>	<b>3</b>
<b>III. SUCCESSFUL TRAINING PRACTICES</b>	<b>4</b>
A. Election Official Resource Portal	4
<b>IV. INNOVATION AND DUPLICATION</b>	<b>6</b>
<b>V. SUSTAINABILITY AND EFFECTIVENESS</b>	<b>7</b>
<b>ATTACHMENTS</b>	
NHC Elections Board and Director	8
Weblinks	9

## Category: *Best Training Practices*

### I. INTRODUCTION

The New Hanover County Board of Elections welcomes the opportunity to submit our entry titled “*Successful Training Practices*,” in the **2016 National Competition For Best Practices**, sponsored by The U.S. Election Assistance Commission. Our election worker training efforts have been highly successful and, in our humble opinion, have reached a level of excellence deserving of your judicious consideration. In addition, we believe all county and state boards of election, and related entities, form an elections franchise of which we are proud to be a part. Thus, we are eager to share and exchange best practices with our peers, for the good of the franchise and enhanced services to citizens throughout the U.S.

### II. AGENCY BACKGROUND

The New Hanover County Board of Elections is located at 230 Government Center Drive, Suite 38, Wilmington, North Carolina 28403. The agency is governed by a three-member Board of Directors, in accordance with N.C. General Statute §163. (See attached Board of Elections) Elections Director Derek L. Bowens serves as the chief executive and is responsible for elections administration and day-to-day operations. With the assistance of five full-time staff and projected 500+ temporary election workers and precinct officials, the Elections Director ensures that the citizens of New Hanover County receive quality comprehensive voter and election services, with the following overarching mission as a guide:

*The mission of the New Hanover County Board of Elections is to provide the highest level of professional standards to ensure accurate, honest, and fair elections through accountability and integrity, and to provide all citizens our services in the most efficient, effective and timely manner.*

### III. SUCCESSFUL TRAINING PRACTICES

#### A. Election Official Resource Portal

The most recent innovation of the New Hanover County Board of Elections is creation of the **Election Official Resource Portal** (EORP), which was developed by the Elections Director, exclusively for Precinct Officials in New Hanover County, to provide centralized access to elections-related documents, training, and much more. The portal is updated on a weekly basis to ensure that the most accurate and up-to-date information is available on-demand. The goal of the Election Official Resource Portal is to thoroughly equip election officials, with the requisite knowledge to perform their specifically-assigned duties, in accordance with federal and state election laws.



The gateway to the Election Official Resource Portal can be accessed by entering the correct password, whereupon precinct officials will be able to do the following:

- Obtain their precinct assignment and position
- Sign up for training
- Access training materials

# New Hanover County Board of Elections

## 2016 EAC National Competition For Best Practices

Precinct officials can access a description of their election duties and position-specific training materials by clicking on their assigned position title. A snapshot of the screen as it appears on the Election Official Resource Portal appears below:



Precinct officials also have access to an abundance of elections-specific information via links to information such as:



*Design By: Ginny Brinkman, Website Administrator*

***A link to the Election Official Resource Portal and instructions on Using the Election Official Resource Portal is provided in the Web Links Attachment at the end of this document.***

#### IV. INNOVATION AND DUPLICATION

The New Hanover County Board of Elections constantly evaluates customer service, staff and material resources, to assure that proper attention is given to the details that make for good governance and implementation of best practices. This requires a commitment to developing and fine-tuning administrative and operating procedures, as well as a willingness to try new approaches; create and share new ideas and methods, which result in exceptional Elections Administration. To this end, the New Hanover County Board of Elections is pleased to highlight two of our successful training practices, which have been tried and deemed a great success! We know this, because of the positive feedback from precinct officials, and because of improved operations and the significant number of them who have chosen to return to service for the 2016 General Election.



Duplication of all of the successful practices described, herein, can be accomplished by any county board of elections, with the proper commitment of time and minimal amount of resources. Additionally, we have provided links to the specific web pages that show forms, videos if applicable, and information related to this competitive presentation. We hope our successful practices will serve as examples of, and a catalyst for, new developments and retention efforts by county boards of election throughout the U.S.

## V. SUSTAINABILITY AND EFFECTIVENESS

The New Hanover County Board of Elections assessed each of the successful practices submitted for consideration to the U.S. Election Assistance Commission. How and whether each initiative could be maintained and readily adapted, if necessary, were primary considerations. We recognize that several key elements must be present throughout, in order to sustain the initiatives or reinstitute them when needed. In a white paper by Peter York, Senior Vice President and Director of Research for the TCC Group, titled ***“The Sustainability Formula: How Nonprofit Organizations Can Thrive in the Emerging Economy,”*** he asserts the formula for sustaining a viable program as: ***Sustainability = Leadership + Adaptability + Program Capacity***. As for adaptability, each of the initiatives can be modified, suspended, and re-launched, with little to no disruption or impact on service delivery, operations, or cost. In fact, the benefits of the Election Official Resource Portal far outweigh the cost of production and implementation (“bang for the buck”). The Elections Director has readily determined that Program Capacity is more than adequate to undertake each initiative. And, the budget and number of assigned staff are adequate to maintain all requisite responsibilities, for continuance of our best successful practices on an ongoing basis.

The effectiveness of each training effort has been proven. Overall, we are experiencing a new level of success with training, largely due to support from our Elections Board, the ingenuity of the Elections Director, and a significant time commitment from precinct officials and staff. As with all aspects of operations, precinct officials are encouraged to provide constructive feedback, as well as open and honest suggestions for continued success.

## NHC Elections Board and Director



**Jonathan W. Washburn**  
*Chairman*



**Jamie S. Getty**  
*Secretary*



**Thomas C. Pollard**  
*Member and Parliamentarian*



**Derek L. Bowens**  
*Elections Director*

New Hanover County Board of Elections

2016 EAC National Competition For Best Practices

## WEB LINKS

*Click on the following links to access the web or media presentation  
for each associated topic.*

[New Hanover County Board of Elections Web Site](#)

[Using the Election Official Resource Portal](#)

[Election Official Resource Portal](#)

(Password: EORP)

