

Watch Now: Free COVID-19 Webinars for Election Officials

The COVID-19 pandemic impacts nearly every aspect of election administration. For instance, a surge in mail ballot requests can overwhelm jurisdictions that don't already have comprehensive vote-by-mail processes in place, and election worker shortages and polling place changes can complicate in-person voting.

That's why we've created **12 free webinars** for election officials on topics ranging from ballot dropoff locations to virtually training election workers. If you've watched our webinars, you know what to expect: experienced guest speakers with detailed, actionable practices that you can implement in your office. Plus, plenty of time for Q&A.

These webinars supplement existing COVID-19 response [FAQs & consideration documents](#), created as part of the Cybersecurity and Infrastructure Security Agency (CISA) Elections Infrastructure Government Coordinating Council and Sector Coordinating Council's Joint COVID Working Group.

This 12-webinar series builds on the other [CTCL COVID-19 resources](#) provided at no cost to election officials.

Questions? Email us at courses@techandcivicliflife.org.

Webinars

Supporting election officials | [Watch full webinar](#)

- ❑ Reflect on crisis leadership techniques | [Watch](#)
- ❑ Adopt best practices for emotional support and care for colleagues | [Watch](#)
- ❑ Create or update a staff backup plan | [Watch](#)
Tool: [Election Staff Backup Planner](#)
- ❑ Reach out to the Elections Superheroes with a question | [Watch](#)
Email: superheroes@electionsgroup.com
- ❑ Reach out to the U.S. Digital Response with a tech need | [Watch](#)
Email: governments@usdigitalresponse.org
- ❑ Tackle issues of common interest with a state association | [Watch](#)

Planning 2020 workload & resource allocation | [Watch full webinar](#)

CISA Guide: [Considerations for Modifying the Scale of In Person Voting](#)

CISA Guide: [Finding Voting Locations and Poll Workers](#)

- ❑ Estimate vote-by-mail resource needs (staff, printing, etc.) | [Watch](#)
Tool: [2020 Election Resource Planning Calculator](#)
- ❑ Make adaptations to in-person voting (consolidating polling places, moving to vote centers, etc.) | [Watch](#)
- ❑ Assess how voting changes will bring additional risks (cybersecurity, physical security, voter understanding, etc.) | [Watch](#)
- ❑ Estimate possible voter wait times | [Watch](#)
Tool: [Polling Place Resource Planner](#)
- ❑ Estimate voting times | [Watch](#)
Tool: [Voting Time Estimator](#)
Tool: [Voting Timer App](#)

Ensuring access, equity, and inclusion | [Watch full webinar](#)

- ❑ Incorporate the 3 key questions around access, equity, and inclusion in decision-making processes | [Watch](#)
 - What are the impacts of a policy or process?
 - Who will benefit or be burdened by this change?
 - Are there strategies to mitigate unintended consequences?
- ❑ Explore flexible deadlines for displaced workers | [Watch](#)
- ❑ Incorporate usability testing in translation procedures | [Watch](#)
 - Center for Civic Design Guide to [Language Access and New Citizens](#)
 - Tool: [Usability Testing Kit](#)
- ❑ Consider opportunities to expand electronic ballot delivery or marking | [Watch](#)
 - CISA Guide: [Electronic Ballot Delivery and Marking](#)
- ❑ Reevaluate signature verification processes to consider elderly and disabled voters | [Watch](#)
- ❑ Reach out to community groups to strengthen outreach efforts | [Watch](#)
 - Contact your state's [National Disability Rights Network](#) chapter

Educating voters about their options | [Watch full webinar](#)

- ❑ Learn to implement plain language and plain design online | [Watch](#)
 - Tool: [Voter Outreach Graphics](#)
- ❑ Draft written responses to voters' top questions | [Watch](#)
 - CISA Guide: [Election Education and Outreach for Increased Absentee or Mail Voting](#)
 - Tool: [Pocket Voter Guide Template](#)
- ❑ Educate voters on mail ballots and ballot processing | [Watch](#)
 - CISA Guide: [Election Education and Outreach for Increased Absentee or Mail Voting](#)
- ❑ Get election office social media accounts verified | [Watch](#)
 - Facebook guide: [Facebook Ads Authorization Process](#)
- ❑ Develop language to respond to voter pushback and concerns around mail balloting | [Watch](#)
- ❑ List individuals, local organizations, and institutions you can partner with for outreach | [Watch](#)

Maintaining voter lists | [Watch full webinar](#)

CISA Guide: [Accurate Voter Data When Expanding Mail Voting](#)

- ❑ Make a plan to ensure voter list accuracy for hard-to-reach voters | [Watch](#)
- ❑ Shift from paper to online (voter registration updates, mail ballot requests) | [Watch](#)
Collection of resources: [modernrhttps://modernreg.org/eg.org](https://modernreg.org/eg.org)
- ❑ Send postcards/mail to verify voters' registration or update signatures | [Watch](#)
- ❑ Create a policy for undeliverable mail to trigger record updates | [Watch](#)
- ❑ Streamline voter registration forms and processes | [Watch](#)
Design guide: [Streamlining and Nudging in Voter Registration](#)
- ❑ "Flatten the curve" by promoting registration activity before the fall | [Watch](#)
- ❑ Re-evaluate how best to use ERIC, NCOA, SSA updates, etc. | [Watch](#)
- ❑ Review security protocols for voter registration system | [Watch](#)

Managing mail ballot request forms | [Watch full webinar](#)

- ❑ Write a plan for "flattening the curve" of requests this summer | [Watch](#)
- ❑ Add jurisdiction seal and "Official Election Mail" logo to envelopes | [Watch](#)
- ❑ Break blocks of instructional text into checklists | [Watch](#)
- ❑ Pre-fill mail ballot requests with each voter's info
- ❑ Update registration forms and online systems so voters can request ballots | [Watch](#)
- ❑ Download form and envelope templates from CCD
Center for Civic Design's [Toolkit for Scaling up Vote-by-Mail](#)
- ❑ Make a list of potential community partners and a plan for contacting them | [Watch](#)

Organizing ballot dropoff locations | [Watch full webinar](#)

CISA Guide: [Ballot Drop Box](#)

- ❑ Determine what dropoff locations are/will be allowed in your state
- ❑ Collect demographic and geographic data to plan dropoff locations | [Watch](#)
- ❑ Use the criteria planner to assess possible locations | [Watch](#)
Tool: [Ballot Dropoff Locations Criteria Planner](#)
- ❑ Contact possible partners to site dropoff locations | [Watch](#)
- ❑ Create or modify chain of custody documentation | [Watch](#)
Examples: [Chain of custody log](#), [ballot retrieval daily log](#), and [incident report](#)
- ❑ Develop best practices for training election staff on ballot retrieval | [Watch](#)
- ❑ Craft sample communications for social media, press, radio, or television | [Watch](#)

Streamlining the inbound ballot process | [Watch full webinar](#)

CISA Guide: [Inbound Ballot Process](#)

- ❑ Use the election resource planning calculator to estimate staffing needs | [Watch](#)
Tool: [2020 Election Resource Planning](#)
- ❑ Conduct a practice run to familiarize staff with processes and estimate timing | [Watch](#)
- ❑ Assess spacing needs to allow election workers to social distance | [Watch](#)
- ❑ Develop a plan to cross-train election workers | [Watch](#)
- ❑ Revisit ballot tracking processes to include color-coding and simplicity | [Watch](#)

Verifying and curing signatures | [Watch full webinar](#)

CISA Guide: [Signature Verification and Cure Process](#)

- ❑ Determine current state resources on signature verification and cure process
- ❑ Audit existing signature files to assess their usability | [Watch](#)
- ❑ Contact voters to encourage them to update their signatures
- ❑ Design a tiered review process for signatures | [Watch](#)
- ❑ Train election workers on signature verification | [Watch](#)
Guide: [Signature Comparison](#)
- ❑ Document a cure contact process and automate as much as possible | [Watch](#)

- ❑ Create a cure letter form to send to voters with signature discrepancies | [Watch](#)
Center for Civic Design's [Toolkit for Scaling up Vote-by-Mail](#)

Recruiting and training election workers | [Watch full webinar](#)

CISA Guide: [Finding Polling Locations and Poll Workers](#)

- ❑ Write a recruitment plan
- ❑ Set up a partnership with other government offices | [Watch](#)
- ❑ Reach out to furloughed or unemployed workers | [Watch](#)
- ❑ Contact educators at local high schools | [Watch](#)
- ❑ Start an "adopt-a-precinct" program | [Watch](#)
Article: [Orange County's Adopt-a-Precinct Program](#)
- ❑ Coordinate recruitment with state or state association
- ❑ Research online training tools | [Watch](#)
- ❑ Update election worker materials based on CCD guide | [Watch](#)
Center for Civic Design's Guide to [Effective Poll Worker Materials](#)
- ❑ Develop set of "Frequently Asked Questions" | [Watch](#)

Implementing public health guidelines for voting locations | [Watch full webinar](#)

CISA Guide: [Health and Safety at the Polling Place](#)

CISA Guide: [Safeguarding Staff and Work Environment from COVID-19](#)

- ❑ Secure PPE and other engineering controls for workers (e.g. plexiglass shields) | [Watch](#)
- ❑ Review current work processes and adjust for public health guidelines | [Watch](#)
[CDC Guidelines for Polling Locations](#)
- ❑ Assess current polling locations and review plans for social distancing | [Watch](#)
- ❑ Find new polling locations that can accommodate consolidated precincts and social distancing

- ❑ Work with state association to coordinate with public health experts | [Watch](#)
- ❑ Create an information campaign to educate and set expectations for voters | [Watch](#)
State-specific guides to [Healthy Voting](#)