

ABSENTEE VOTING



HERE

ANNUAL REPORT 2020

Greene County Clerk's Office

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INTRODUCTION

At the conclusion of the 2018 General Election, the office began to prepare for the anticipated larger 2020 election year. Whilst planning for a historic election, the office was faced with the additional challenges brought by 2020, which required creativity, public health expertise, strategic planning and dramatic changes to the elections in Greene County.

For 2020, the Missouri General Assembly provided an additional absentee reason in response to the COVID-19 pandemic and, for the first time, allowed all voters a mail-in voting option. The efforts to help slow the spread of COVID-19 required extensive preparations in a relatively short span of time. In the November 2016 Election, the amount of absentee ballots totaled to 10,005. With the additional methods of voting by absentee and mail-in, the Greene County Clerk's Office saw the number of absentee ballots increase to 32,409.

"It is important voters know that the Clerk's office is doing everything we can to protect every voter's health and their vote as they go to cast their ballot on election day."

I want to extend my gratitude to the Greene County Commission, the Springfield-Greene County Health Department, the local political party committees and chairpersons, Missouri State University, Cox Health, Mercy Hospital, City Utilities, Jordan Valley Community Health Center, all regular polling locations, many other organizations throughout the community, and most of all, the voters who chose to let their voice be heard in historic fashion. Without the support that the office has received from these organizations and each voter, the 2020 Elections would have been extremely difficult to administer.

The office's main focus is to ensure every eligible voter is able to cast their ballot with confidence in a safe and secure manner. It is important voters know that the Clerk's Office is doing everything we can to protect the voter's health and their vote as they go to cast their ballot on election day. Thank you to the vast amount of election judges here in Greene County for being on the front lines of ensuring the voter's voice was heard in safe and secure way.

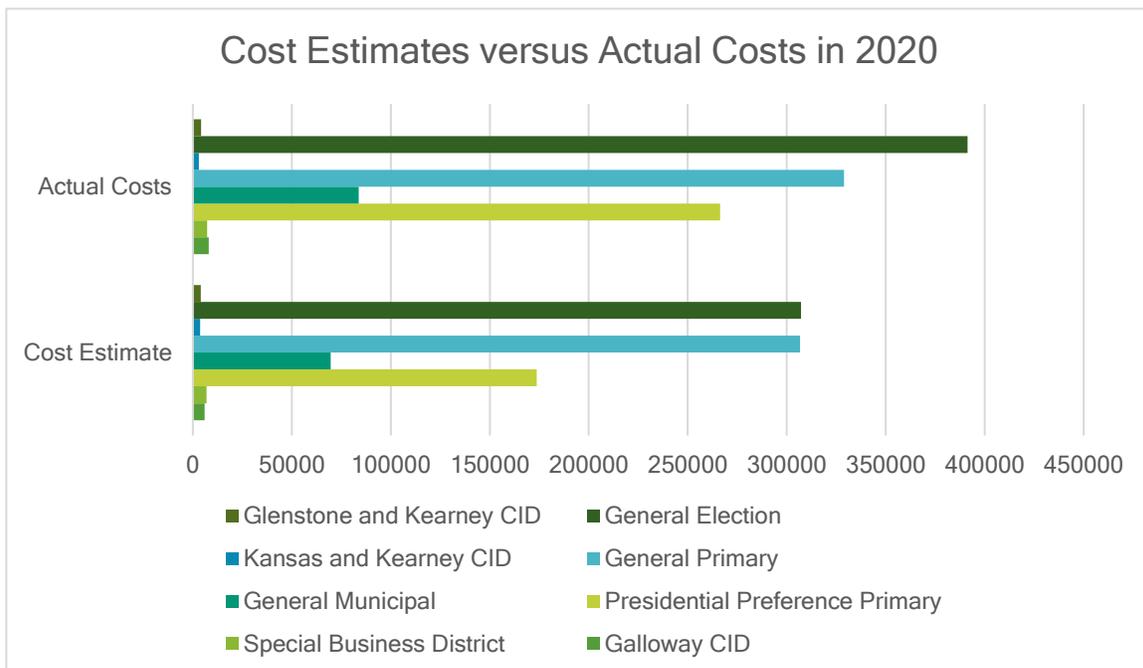


Shane Schoeller
Greene County Clerk

FINANCIAL SUMMARY

In 2020, the Greene County Clerk's Office conducted eight elections. Each election carried a fiscal responsibility that varied greatly.

- The costs for the 2020 elections varied from approximately \$3,500 to close to \$400,000.
- The Greene County Clerk's Office employed 1,114 election judges and other election personnel throughout the year.
- The Greene County Clerk's Office received grant funding awards through the Missouri Secretary of State's CARES Act, Greene County CARES Act grant programs and the Center for Tech and Civic Life to successfully conduct safe and fair elections that assisted in several aspects of election funding, such as:
 - Election Judge Hazard Pay for the August and November Elections
 - COVID-19 Response Items (personal protective equipment, additional election equipment, sanitization supplies)
 - Voter Education Communication



ELECTIONS AT A GLANCE

January 7, 2020 Galloway Community Improvement District Election

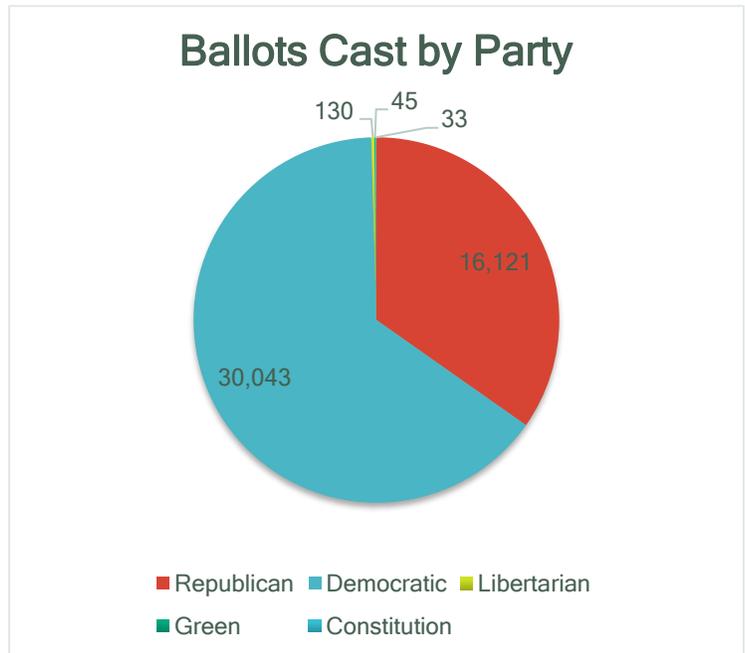
- Registered Voters: 159
- Votes Cast: 22

January 21, 2020 Special Business District Election

- Registered Voters: 268
- Votes Cast: 31

March 10, 2020 Presidential Preference Primary

- Active Registered Voters: 164,697
- Votes Cast: 46,372
- Absentee Mail-in Counted: 1,075
- Absentee In Person Counted: 817
- Polling Places: 80
- Election Judges: 394



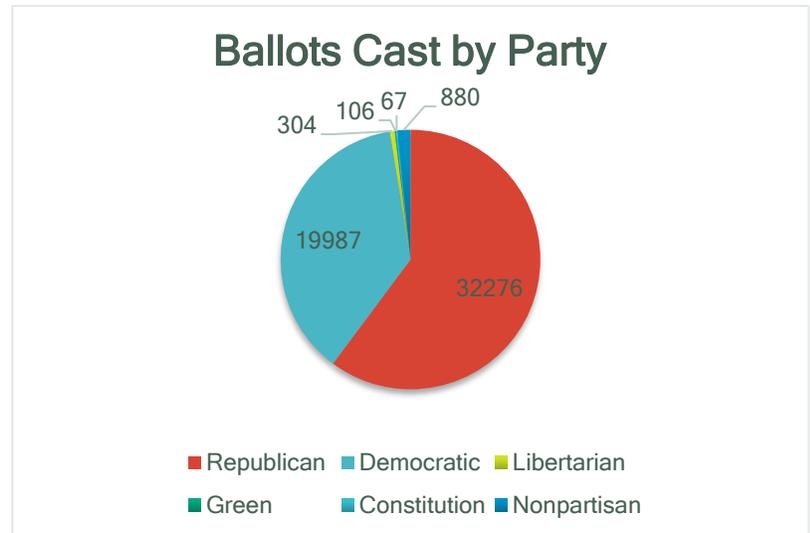
April 7, 2020 General Municipal Election

- Active Registered Voters: 36,646
- Votes Cast: 2,440
- Absentee Mail-in Counted: 106
- Absentee In Person Counted: 20
- Polling Places: 20
- Election Judges: 110

ELECTIONS AT A GLANCE

August 4, 2020 General Primary Election

- Active Registered Voters: 166,222
- Votes Cast: 53,620
- Absentee Mail-in Counted: 3,638
- Absentee In Person Counted: 1,384
- Polling Places: 80
- Election Judges: 550

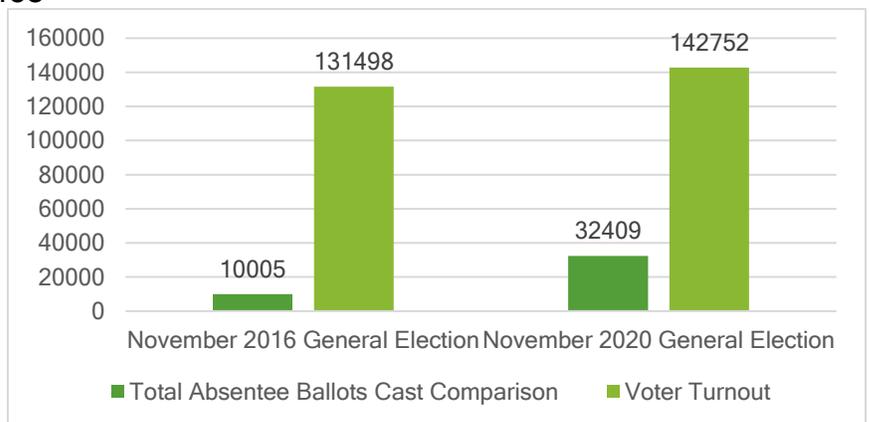


August 25, 2020 Kansas & Kearney Community Improvement District Election

- Registered Voters: 1
- Votes Cast: 1

November 3, 2020 General Election

- Active Registered Voters: 168,458
- Votes Cast: 142,752
- Absentee Mail-in Counted: 15,278
- Absentee In Person Counted: 17,131
- Polling Places: 81
- Election Judges: 624



December 22, 2020 Glenstone & Kearney Community Improvement District Election

- Registered Voters: 5
- Votes Cast: 3

POLLING LOCATIONS

The Greene County Clerk's Office has 76 assigned precinct-specific polling locations and four central polling locations all registered voters may utilize on Election Day.

Permanent Changes

- 1-ABC: Delaware Elementary School reopened after remodeling and construction. The assigned polling location relocated from Westminster Presbyterian Church back to Delaware Elementary School in August 2020.
- 5-A/6-A: With the demolition of Portland Elementary School, the assigned polling location moved to the Parkview High School cafeteria entrance.
- 29-ABC: Berean Baptist Church notified the Greene County Clerk's Office in late 2019 that the facility would no longer be available to be an assigned polling location. The polling location relocated to Crossway Baptist Church in March 2020.
- 36-A/3rd N Campbell B: The assigned polling location moved from Willard South Elementary School to James River Church North Campus for accessibility, parking, and space concerns.
- Battlefield B: The assigned polling location moved from McBride Elementary School to Graceway Baptist Church for adequate parking concerns.

Temporary Changes

- 1st Boone/2nd Boone: Due to the pandemic, the Ash Grove Sunshine Center was not to be a polling location. The assigned polling location moved to the Ash Grove School for the August 2020 Election. Ash Grove School was then not available for the November 2020 Election. The assigned polling location for the November 2020 Election was the Ash Grove United Methodist-Presbyterian Church.
- Central Polling Location: To promote the practice of social distancing, the central polling location on Missouri State University's campus was moved from the MSU Davis-Harrington Welcome Center to the JQH Arena.

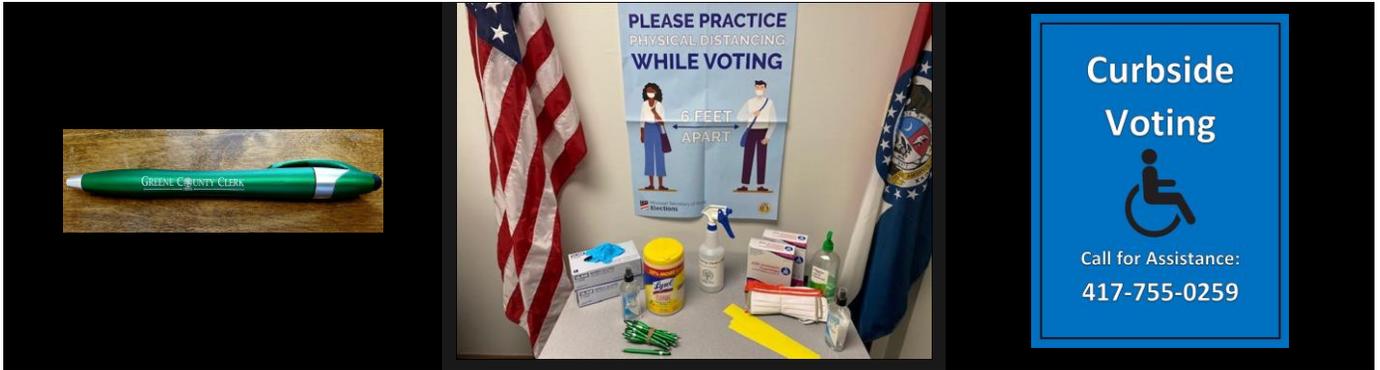
COVID-19 Response Central Polling Location Site

For the November 3, 2020 Election, the Greene County Clerk's Office organized an additional central polling location site specifically for voters that were diagnosed or quarantined due to COVID-19 to help better ensure the safety of every voter and election worker.



ELECTIONS IN THE MIDST OF A PANDEMIC

The global COVID-19 pandemic changed and presented challenges to every industry, including elections administration. Prior even to the March 10, 2020 Presidential Preference Primary, COVID-19 contagion began to affect the Ozarks. The Greene County Clerk's Office began a rapid response in the Presidential Preference Primary, which evolved into a larger response for the remaining elections in 2020.



Response

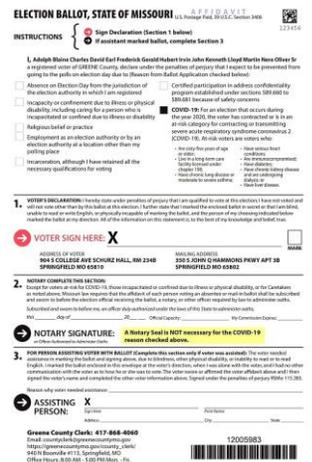
The Greene County Clerk's Office developed an internal sick policy for all election personnel, implemented social distancing practices, provided personal protective equipment for all election judges and for voters' use, plexiglass apparatuses at all check-in stations and increased curbside voting availability at every polling location, created a COVID-19 polling location and disseminated a large voter education campaign with mail and SMS pieces specifically for the November 3, 2020 Election to promote how to vote safely.

Sanitation Election Judges

The office implemented additional election judges at every polling location to ensure that social distancing was being practiced at every polling location, to provide masks to voters that did not have one, and to sanitize surfaces after use. This effort required increased recruitment and coordination to ensure the voter's safety while voting.

Absentee by Mail Response

The Greene County Clerk's Office saw an increase of absentee ballots issued swell to 34,341 for the November Election. The office worked with a contracted vendor to design absentee ballot envelopes, educational pieces and ballots to ensure clarity, accessibility and information for the absentee process.



NOVEMBER 3, 2020 PRESIDENTIAL ELECTION

SNAPSHOT

- 84.74% of active registered voters cast a ballot on Election Day.
- The office created a call center in coordination with the Office of Emergency Management to handle the heavy volume in the weeks prior to Election Day.
- Overtime costs for full-time office team members exceeded \$21,300.



COVID-19 Central Polling Location

With the increasing spread and quarantines due to COVID-19, the Greene County Clerk's Office had to devise a plan to vote voters that were under quarantine orders after the absentee voting by mail deadline had passed. The office contracted with the University Plaza Convention Center to supply a staging area for all back-up election judges in case of illness, and for a drive-through voting experience for voters under quarantine orders. The office worked to develop, create, and launch a Central Polling Location with the Springfield-Greene County Health Department and Jordan Valley Community Health Center to safely vote over 300 voters.



For absentee ballots received by mail, each ballot must be reviewed and received by a deputy clerk. In addition, five days prior to the election, the absentee ballots can begin being opened and prepared for tabulation on Election Day. The office had 25 bi-partisan teams auditing, opening and preparing the ballots for tabulation at the University Plaza Convention Center right before the election.

LOOKING AHEAD TO 2021-2022

Many of the practices to promote safe voting put into place in 2020 will continue to carry over into 2021. The Greene County Clerk's Office continues to explore ways to improve voter education and voter experience, especially as the global pandemic continues.

Greene County, in many ways, led the way in COVID-19 responses in the State of Missouri, especially with the COVID-19 Central Polling Location activation in November 2020 to ensure every voice had an opportunity to be heard. The Greene County Clerk's Office is working toward and continuing to implement efficient and effective tools to promote transparency in the election's process.



The office continues to conduct an increasing number of elections each year and believes the number will continue to increase in the future. The office has redesigned project management tools and organization to implement efficiencies to meet the need and intensifying focus in elections.

Looking toward the elections in 2021 and 2022, new challenges will be presented with potential redistricting changes and as Greene County continues to grow, polling locations that have adequate spacing for safe and secure voting.

VOTER REGISTRATION Annual Report 2020

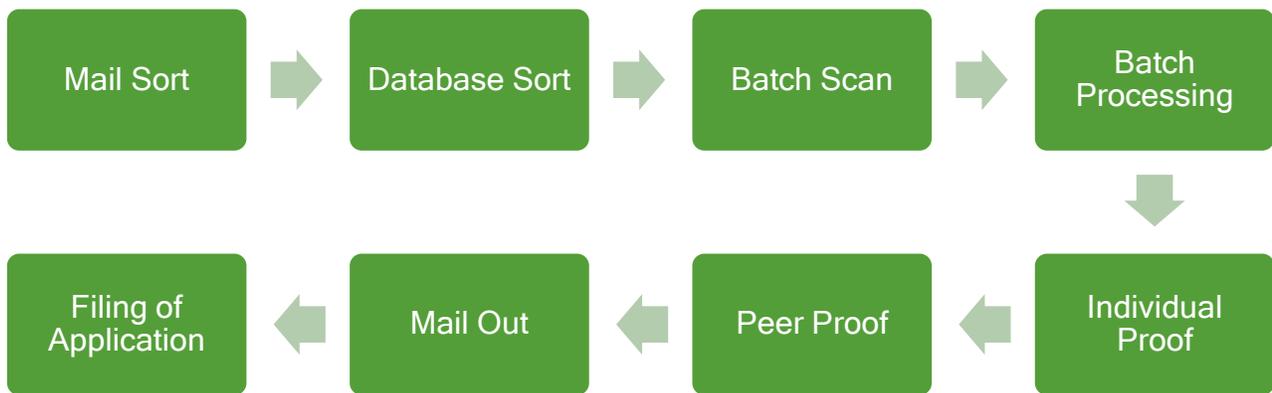


VOTER REGISTRATION AT A GLANCE

In 2020 the Greene County Clerk's Office worked closely with the public, 43 voter registration sites, State and County agencies designated with voter registration responsibilities, and voter registration advocacy groups. This report represents a summary of statistics and initiatives that support voter registration administration in Greene County. The most significant initiative in 2020 was preparing for the 2020 biennial canvass. All the data referenced in this report comes from the Missouri Centralized Voter Registration (MCVR) system.

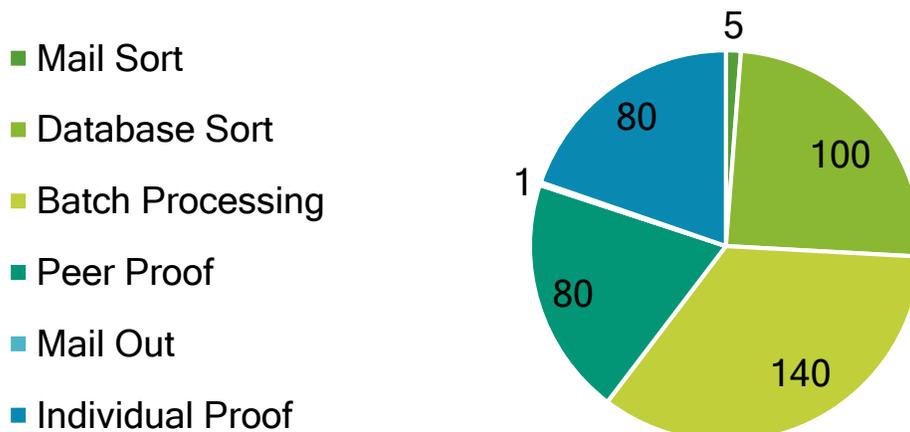
Voter Registration Processing

One voter registration application, once received, goes through the following processes:



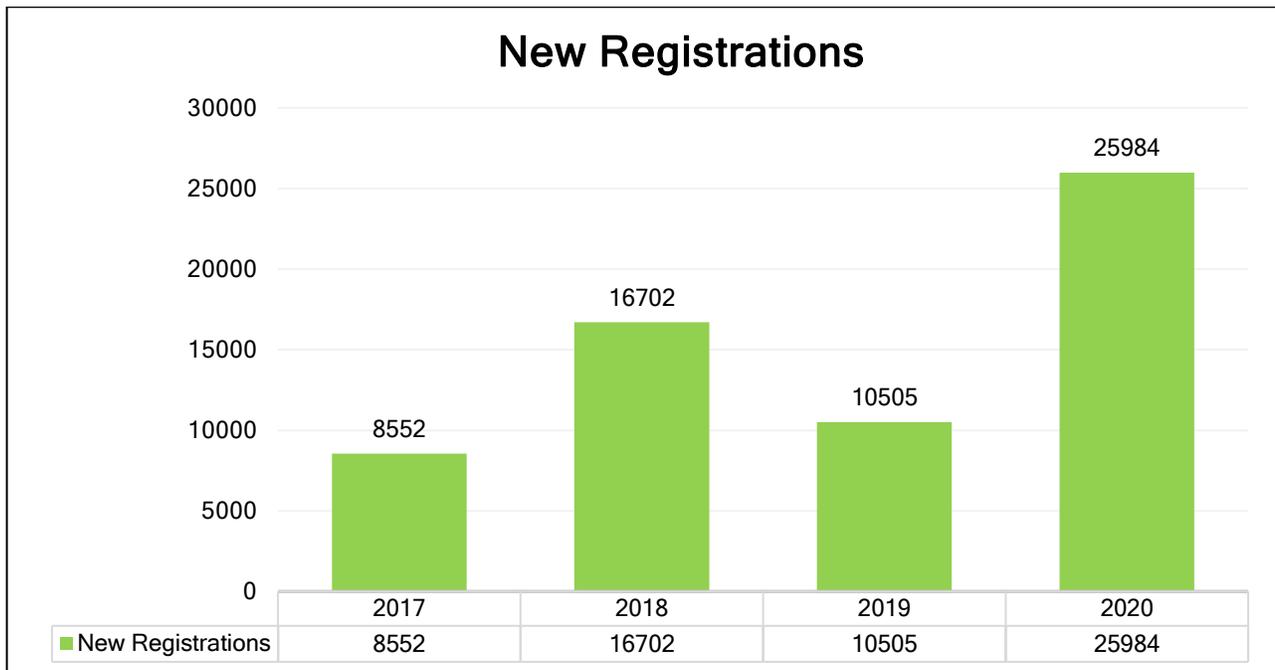
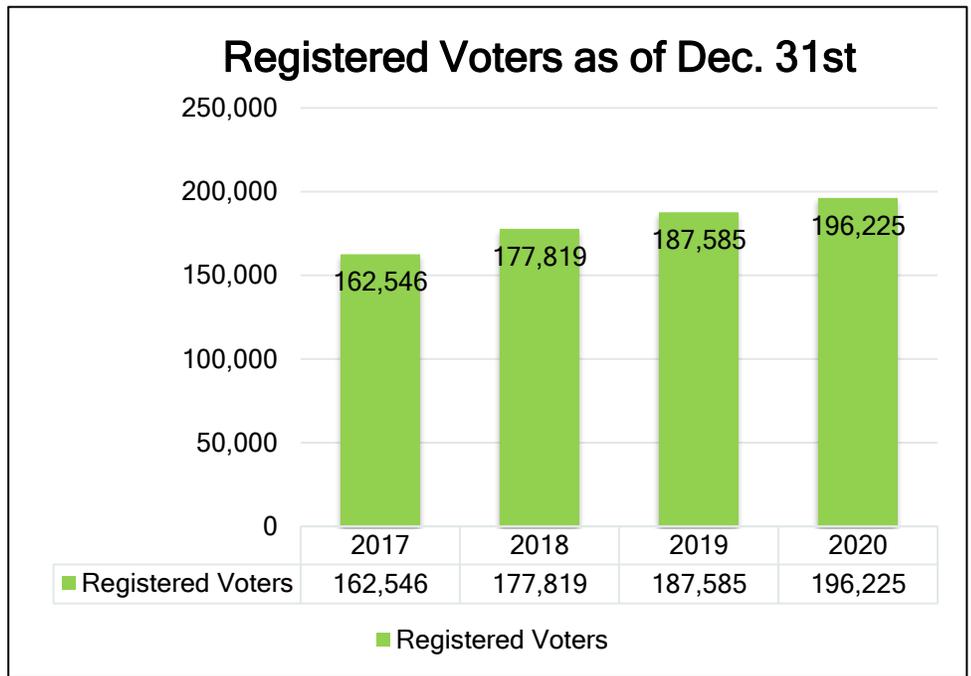
The office is required by law to respond to the applicant within **seven business days** of receiving the application (RSMo 115.155.4).

Time Spent on One Application (5.43 minutes per voter registration)



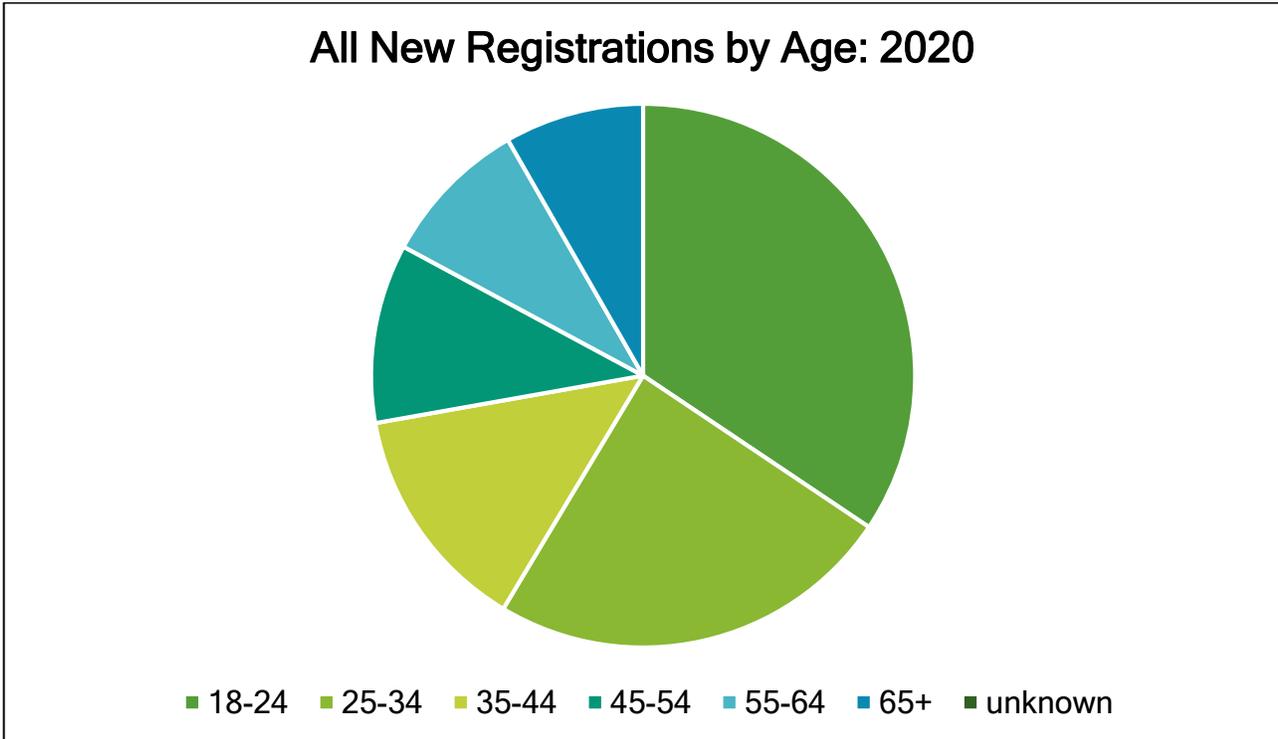
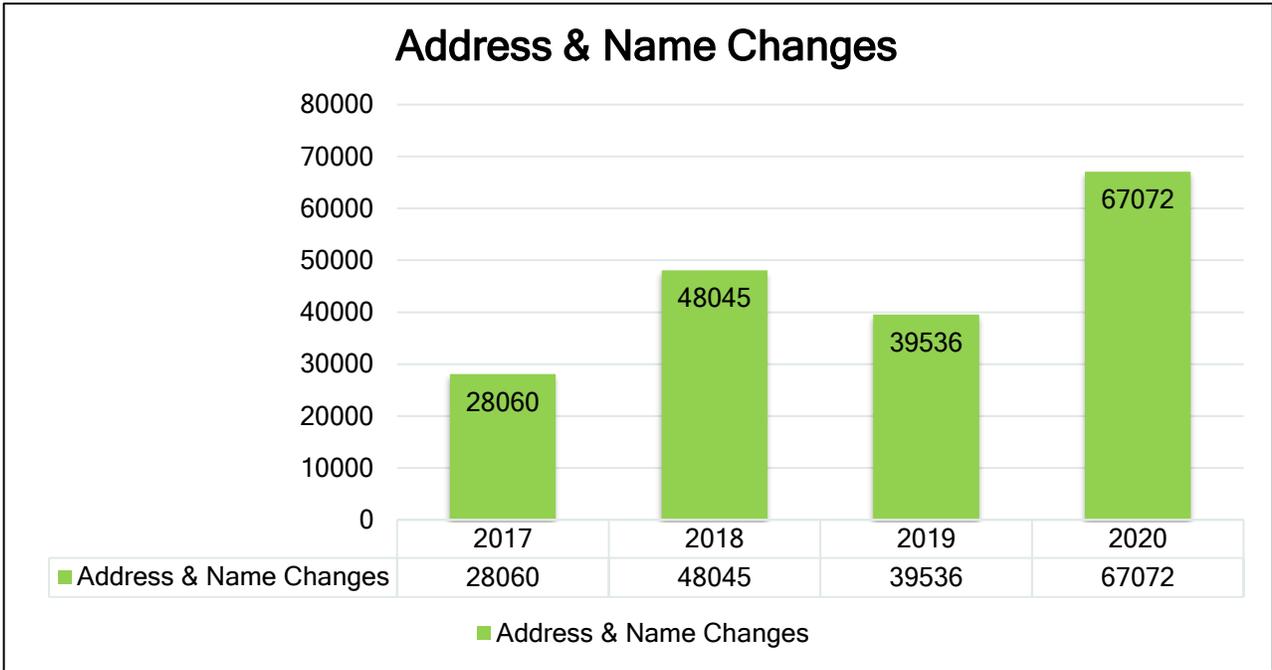
VOTER REGISTRATION STATISTICS

Through the Missouri Centralized Voter Registration (MCVR) system, the Greene County Clerk’s Office maintains a complete list of all registered voters in the county. As of December 2020, there were **196,225 registered voters¹** in Greene County. This was an overall increase of 8,640 since December 2019, and an overall increase of 33,679 voters since December 2017.



¹ The number of registered (active and inactive) voters in Greene County from 1.1.2020 - 12.31.20.

VOTER REGISTRATION STATISTICS



AGENCY REGISTRATIONS

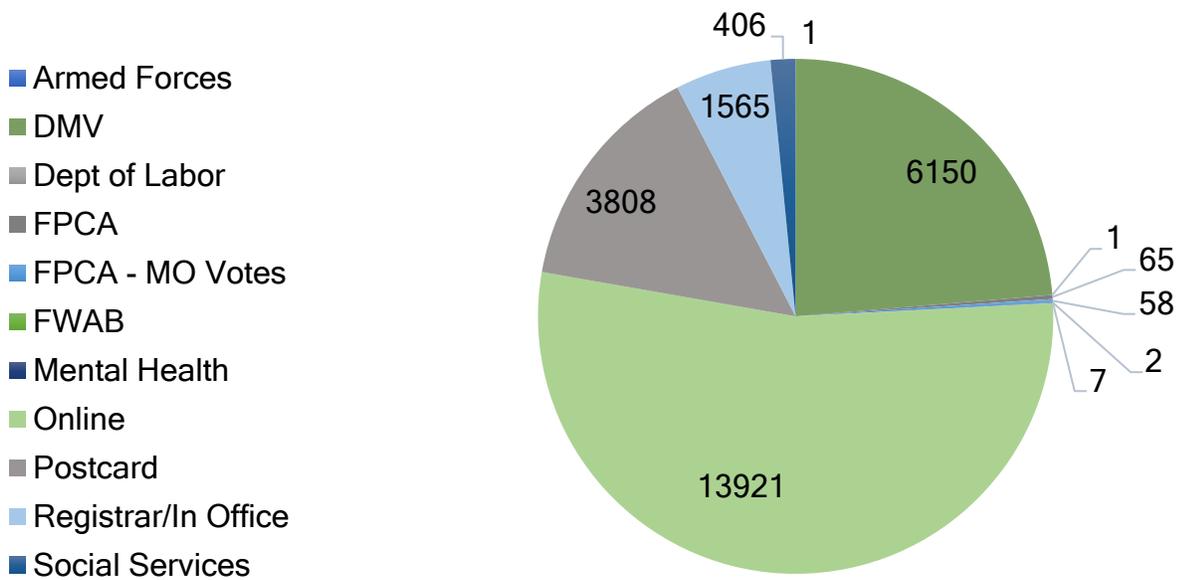


The National Voter Registration Act (NVRA) requires that “(1) Each state shall designate agencies for the registration of voters in election for Federal offices. (2) Each state shall designate as voter registration agencies - (A) all offices of the state that provide public assistance; and (B) all offices in the State that provide State-funded programs primarily engaged in providing service to persons with disabilities.”

Through Missouri voter registration law (RSMo 115.145.), Greene County incorporates these requirements in all elections. The Greene County

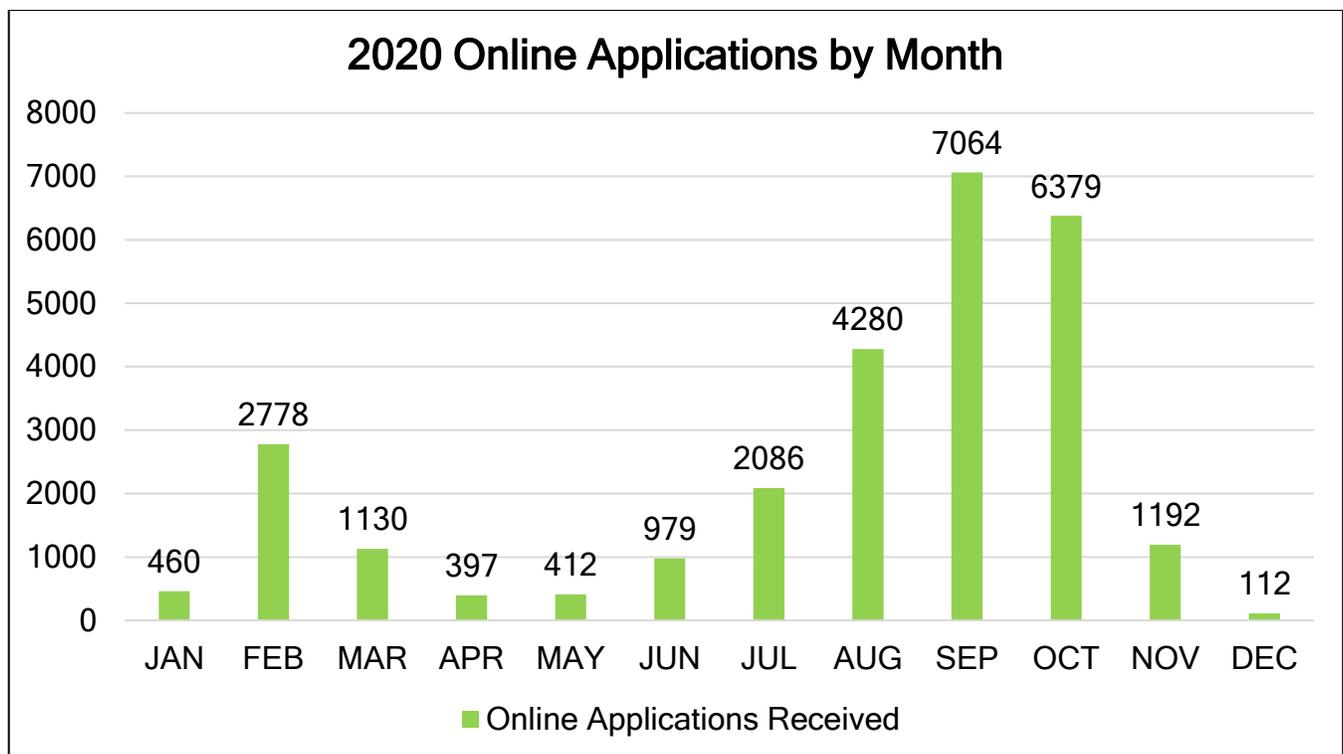
Clerk’s Office continues to work with agencies to ensure that the requirements of federal and state law are met. Currently, the voter registration database allows the office to track the source agency of registrations to more accurately track the county’s efforts, and subsequently ensure that agency efforts comply with the requirements of voter registration law.

2020 New Registrations (by Source)



ONLINE VOTER REGISTRATION

Through the Secretary of State's office an online application was deployed in 2014. The application provides residents of Missouri with the opportunity to register to vote or change an existing voter registration online and electronically submit voter registration data to their county voter registration office for processing. As of December 31, 2020, **27,269 voter registration applications were submitted through the online portal** to Greene County, **including 13,921 new** Greene County applications. During this same period of time, a total of 3,808 new paper applications were submitted by mail to Greene County. With the rise in voters using the online voter registration portal, the office is working with the Greene County Information Systems Department to develop and improve the website. The goal is to make our website user friendly, highly informational, and safe and secure for Greene County residents.



CANCELLATIONS BY VOTER STATUS

During 2020, the Greene County Clerk's Office recorded 11,849 voter registration cancellations. When a voter registration is cancelled, the record is tagged in the MCVR system to identify the reason for cancellation. The system allows the office to track the reason for cancellation based on seven different classifications as set forth in the chart below. Voters are marked as inactive if they do not respond to a county mailing asking them to confirm their residence. Voters may be sent the mailings based on the data the county receives under the NCOA (National Change of Address) program or when the voter fails to vote for two years.



Classification	Voter Status	Description	Totals
Adjudged Incapacitated	Active/Inactive	Registration cancelled when the circuit court provided the county with a list of voters who have been adjudged incapacitated and have not retained the right to vote.	9
Deceased	Active/Inactive	Registration cancelled when the county is notified of a voter's death via state or local officials or death notices.	2359
Duplicate	Active/Inactive	Registration cancelled due to a duplicate account created in error.	5
Inactive to Delete (NVRA)	Inactive	Registration cancelled after the voter failed to respond after two federal elections.	8555
Moved	Active/Inactive	Registration cancelled after the county confirmed that the voter has moved out of Greene County. The cancellation may be the result of registration in another county or state, or response to a correspondence from the voter that states they have moved out of county.	748
Request for Removal	Active/Inactive	Registration cancelled at voter request.	14
Returned First Voter ID/Verification Mailing	Active/Pending	Registration cancelled per state statute, RSMo 115.155.3.	159

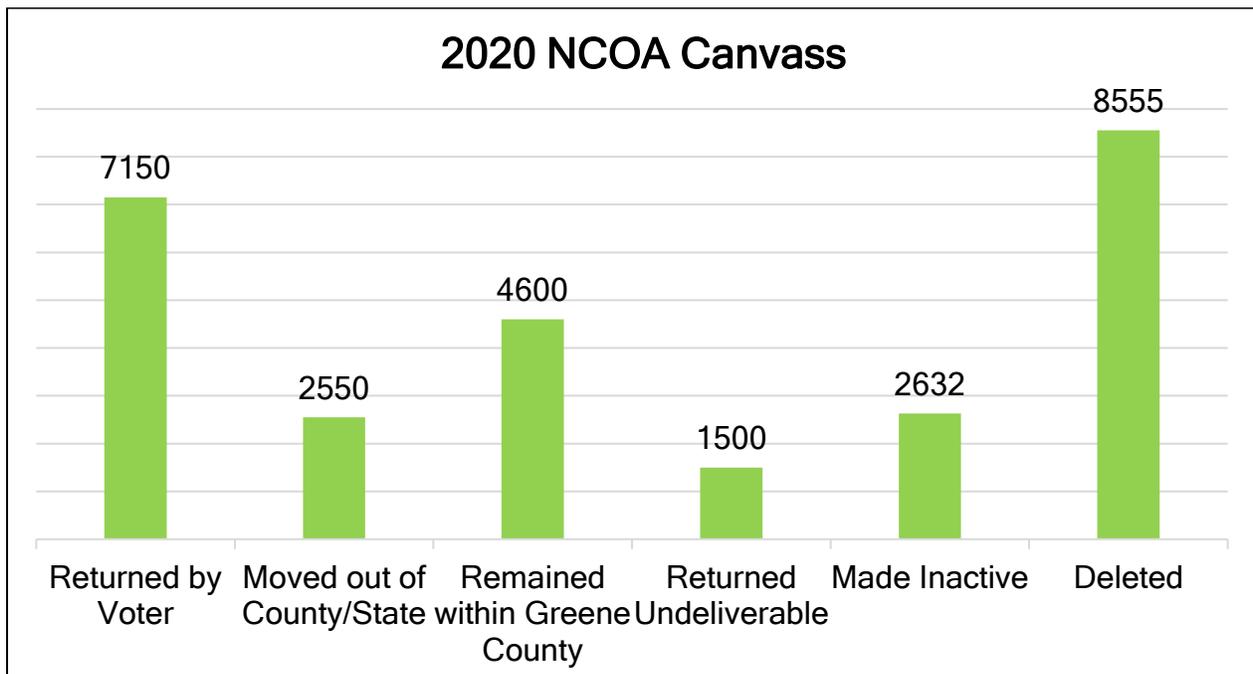
LIST MAINTENANCE ACTIVITIES

In 2020, Greene County Clerk’s Office performed regular list maintenance activities with the Electronic Registration Information Center (ERIC) system, which include removal of deceased voters and voters who have confirmed that they moved outside of the county or state.

The office also sent the two-year notices to voters who have not voted or otherwise updated their voter registration in the last two years, as well as sent notices to voters identified by the United States Postal Service through its NCOA program, as having submitted a change of address to the Postal Service. These notices provide voters with an opportunity to confirm their address or to send an update to the office.

When a voter was made inactive prior to the November 2018 election, the voter, by state and federal law, is deleted after the 2020 November General Election. A voter is not put into the status of “inactive” based on voting activity. The voter is put into the status of inactive based on returned mail most likely due to a change of address for this voter. The voter remains in this status through two general elections (it is in this period that the voter’s status is inactive if they do not vote or update their address) and can then be deleted.

During the 2020 Canvass, **the office sent 17,796 notices**. The office received 7,150 responses and 1,500 letters were returned undeliverable. After the November 2020 election, the office removed 8,555 voters who remained inactive through the two general elections.



Total Annual Cost to Maintain the Voter Database in 2020

New Registrations	25,984
Registrations Deleted	11,849
Other Transactions in MCVR	94,743
Total Transactions in MCVR	132,576
Total Registered Voters	196,225
# of Transactions per Voter in a Year	0.68
Hourly Wage for one (1) Voter Registration Clerk	\$12.07
Number of Voter Registration Clerks	4
Number of Hours Spent on Data Entry	6
Cost per Day Spent on Voter Registration Data Entry	\$289.68
Number of Working Days	262
Cost per Year for All Voter Registration Clerks to Spend on Voter Registration Data Entry	\$75,896
Cost per Transaction per Year (<i>Cost per Year/Total Transactions in MCVR</i>)	\$0.57
Cost per Voter Based on Average Number of Transactions per Voter (<i>Avg. # of transactions per voter x cost per transaction</i>)	\$0.39

PETITIONS MANAGEMENT

During the 2020 year, the Greene County Clerk's Office handled one small petition for 2020 Independent Candidate, Kanye West.

CUSTOMER SERVICE & COVID



In 2020, the Voter Registration team was presented with the challenge of providing customer service during the COVID pandemic. Due to the ability of some team members to work from home, the ability of voters to register or update without coming into the office, and our ability to safely socially distance in our office, the Voter Registration team continued to serve voters without delay. The team was

always available during business hours to answer phone calls and walk voters through online registration. The office provided press releases during the pandemic encouraging voters to update their information online or by mail; even adding another option to our address confirmation mailings with the website address for easy updates. The office was also able to provide voters with the option of coming into the office with the use of plexiglass and complimentary masks at the voter registration areas.



LOOKING AHEAD IN VOTER REGISTRATION

The Greene County Clerk's Office remains committed to fulfilling its duties as the office responsible for all voter registration activities in the county.

The Voter Registration team will strive to promote voter registration and civic engagement through its outreach efforts across Greene County. With the Deputy Registrar program, the Voter Registration Department trains staff and volunteers from city and government offices, non-partisan organizations, public libraries, schools and churches to extend the

opportunity to the public to register to vote. Deputy Registrars are entrusted with the responsibility of officially registering voters in Greene County. They are appointed by the office and charged with helping increase voter registration in the county. Through continued partnerships, the office was able to train 99 Deputy Registrars in 2020. The goal is to continue to improve the training and partner with more agencies to ensure that the office is reaching all Greene County residents.

The attention to detail will make the voter registration database more accurate and efficient. Therefore, the office will continue to participate in quarterly confirmation notice mailings to keep voter registration addresses up-to-date and decrease the wait times at the polls. Not only will this help the voter's experience at the polls, but this participation should save the Voter Registration Department's budget 18-26% in postage.

As online voter registrations continue to increase, it is the office's goal to create a safe and secure online voter registration process. The office will continue to work on the website, partnering with Greene County IS Department, to better serve every Greene County voter.

Looking forward, with less voter registrations anticipated in 2021, the office's goal is to do a large voter file rolodex clean-up to ensure that the Greene County voter registration secure records are properly filed.