



Quality and Productivity Commission  
**29<sup>th</sup> Annual Productivity and Quality Awards Program**  
*Champions of Change: Together We Make a Difference*

**2015 APPLICATION**

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

**NAME OF PROJECT:** Convalescent/Rehabilitation Voter Outreach Program

**1<sup>st</sup> FACT SHEET – LIMITED TO 3 PAGES ONLY:** Describe the **Challenge, Solution, and Benefits** of the project. State clearly and concisely what difference the project has made. Use Arial 12 point font

**CHALLENGE**

With more than 4.8 million voters, Los Angeles County is the most diverse and largest election jurisdiction in the United States. In 2014 several agencies that serve the senior population inquired about available election services for their constituents. Residents of convalescent, rehabilitation and assisted living locations often lack information and assistance to successfully cast a ballot on Election Day. Many such residents are unaware of the ability to remain active participants in the election process through laws established to protect their rights as voters, as well as information and assistance available to cast a ballot.

**SOLUTION**

Recognizing the need to address the problem of an exponential number of voters living in assisted living facilities that have not had the ability to cast a ballot in elections, the Registrar-Recorder/County Clerk (RR/CC) initiated an extensive outreach program in 2014 to establish relationships with the convalescent and assisted living facilities in Los Angeles County to ensure residents are able to cast their ballots. To expedite contact with the identified 390 facilities in Los Angeles County, the RR/CC established the Convalescent, Rehabilitation and Assisted Living (CRAL) Outreach Program to solely focus on these institutions. The CRAL Program actively engaged facility representatives to assist the RR/CC in providing voting assistance to residents. This goal was achieved by delivering facilities' staff and resident voter registration opportunities, conducting educational presentations on the election process, and providing supporting resources to aid in the successful casting of ballots.

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**BENEFITS**

The program enabled the Department to take an in-depth review of the current voter database and recognize the need for coordination between the RR/CC and facility administrators to maintain accurate voter registration information. Facilities are now able to directly provide the Department with updated information on deceased or discharged individuals. This information has assisted the Department to maintain an updated voter registration base with an annual cost savings of approximately \$19,545 due to reduced material printing and postage expenditures.

Through the CRAL Outreach Program, the RR/CC has successfully involved facility representatives in promoting and providing voter services to allow residents the opportunity to cast a ballot on Election Day. Facility staff is now able to ensure all eligible residents are registered to vote as well as able to use alternative voting options. Additionally, through the establishment of direct relationships with administrative staff of convalescent and assisted living facilities, the RR/CC has actively encouraged administrators to offer their sites as active polling places for residents and surrounding community.

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**LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS):** Use Arial 12 point font GOAL 1: OPERATIONAL EFFECTIVENESS

The RR/CC's Convalescent/Rehabilitation Voter Outreach Program leveraged heavily on the RR/CC's ability to effectively reach millions of residents of convalescent, rehabilitation and assisted living locations in Los Angeles County and allows them to successfully cast a ballot on Election Day. in Los Angeles County. The strategies developed were proven to maximize operational effectiveness, and support timely delivery of customer oriented and efficient public service by providing a strong community voter outreach program and information tools for facility staff.

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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFIT):** If you are claiming cost benefits, include a calculation on this page. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

**Cost Avoidance:** Costs that are eliminated or not incurred as a result of program outcomes.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes.

**Revenue:** Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$19,545	\$	\$19,545	<input checked="" type="checkbox"/>

**ANNUAL= 12 MONTHS ONLY**