OVERVIEW

- NVRA Agencies and Rules
- Covered Transactions Conducted at County DSS Offices
- In-Person Transactions
- Remote Transactions
- Assistance & Review
- NVRA Submission to County Boards of Elections
- Data Analysis & Compliance
- NVRA Supplies
NVRA AGENCIES & RULES
The NVRA is a federal statute that mandated dramatic changes to states' voter registration procedures by January 1, 1995.

The NVRA has often been called the "motor voter" bill because it required driver license offices to take applications for voter registration. It also included other agencies and a mail registration program.

Purpose of NVRA

- Increase the number of eligible citizens who register to vote
- Enhance the participation of eligible citizens who register to vote
- Protect the integrity of the electoral process
- Ensure that accurate and current voter registration rolls are maintained
The State Board of Elections is committed to ensuring the success of North Carolina’s NVRA Program.
The Executive Director of the NC State Board of Elections is the Chief Election Official for purposes of administering the National Voter Registration Act (NVRA). If you need help or assistance with your NVRA duties, you should contact the State Board of Elections.
Voter Registration Agencies. - Every office in this State which accepts:

(1) Applications for a program of public assistance . . .

(2) Applications for State-funded State or local government programs primarily engaged in providing services to persons with disabilities . . .

(3) Claims for benefits under . . ., the Employment Security Law,
CERTAIN AGENCIES MUST OFFER VOTER REGISTRATION SERVICES

Public Assistance Agencies

Disability Services Agencies

Division of Employment Security
Duties of Voter Registration Agencies. – A voter registration agency shall, unless the applicant declines, in writing, to register to vote, distribute with each application for service or assistance, and with each recertification, renewal, or change of address relating to such service or assistance:

1. A voter registration application;
2. Provide a form that contains the statements required by the National Voter Registration Act;
3. Provide to each applicant who does not decline to register to vote the same degree of assistance with regard to the completion of the registration application as is provided by the office with regard to the completion of its own forms.
REQUIRED NVRA STATEMENTS

- "Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency."

- "If you would like help in filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private."

- "If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with the NC State Board of Elections."
Prohibitions. – Agency staff shall not:

(1) Seek to influence an applicant's political preference or party registration;

(2) Display any such political preference or party allegiance;

(3) Make any statement to an applicant or take any action the purpose or effect of which is to discourage the applicant from registering to vote; or

(4) Make any statement to an applicant or take any action the purpose or effect of which is to lead the applicant to believe that a decision to register or not to register has any bearing on the availability of services or benefits.
Confidentiality of Declination to Register. – No information relating to a declination to register to vote in connection with an application made at a voter registration agency may be used for any purpose other than voter registration.
Transmittal From Agency to Board of Elections. – Any voter registration application completed at a voter registration agency shall be accepted by that agency in lieu of the applicant's mailing the application. Any such application so received shall be transmitted to the appropriate board of elections not later than five business days after acceptance, according to rules which shall be promulgated by the State Board of Elections.
THE NORTH CAROLINA NVRA PROCESS

Agency
- Offer voter registration
- Send registrations to CBEs

County Board
- Process registrations
- Compliance

State Board
- NVRA supplies
- Training
- Reporting
COVERED TRANSACTIONS CONDUCTED AT COUNTY DSS OFFICES
WHEN DO I OFFER VOTER REGISTRATION SERVICES?

Distribute with each:

- Application for service or assistance
- Recertification or renewal
- Change of address

Covered Transactions

- NVRA Statements
- Voter Registration Application
- Assistance
WHO’S COVERED UNDER NVRA?

GS § 163-82.20(i)
Ineligible Applications Prohibited. – No person shall make application to register to vote under this section if that person is ineligible on account of age, citizenship, lack of residence for the period of time provided by law, or because of conviction of a felony.

Covered person must be a U.S. citizen.

Covered person must be at least 16 years of age.
Who is responsible for determining the eligibility of a person to register to vote?

It is the responsibility of the boards of elections, and not agency personnel to determine the eligibility of clients to register and vote in North Carolina. If a client is unsure about their eligibility, the best procedure is to instruct the participant to contact the State Board of Elections for direct inquiry. Our contact information is found on the back of the Voter Registration Application. Although the client should not register at the agency, they may be given the application to review later.
HOW DO I OFFER VOTER REGISTRATION SERVICES?

At every covered transaction, ask the participant the NVRA Question:

• “If you are not registered to vote where you live now, would you like to apply to register to vote here today?”

Must use exact wording!
Do not paraphrase the NVRA Question!!!

“If you’re not registered where you live now, would you like to register to vote here today?”

“Do you want to register to vote today?”

“Are you registered to vote at your new house? Would you like to update your voter registration information?”

“Are you registered to vote? Would you like to register today?”
In-person transactions are *Covered Transactions* that take place in person in the county DSS office.
Distribute with each:

- Application for service or assistance
- Recertification or renewal
- Change of address

Covered Transactions
Every participant with a covered transaction must be offered a Voter Registration Application.
NVRA STATEMENTS

1
Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

2
If you would like help in filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private.

3
If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with:

- NC State Board of Elections
- PO Box 27255
- Raleigh, NC 27611-7255
NVRA STATEMENTS

National Voter Registration Act Statement: If you are submitting this application to an NVRA agency or the North Carolina Division of Motor Vehicles, the location or office where you submitted the application will remain confidential and will be used only for voter registration purposes. Public assistance agencies, disability services agencies, the North Carolina Division of Motor Vehicles, and unemployment services agencies must offer you the opportunity to register to vote at the initial application for services of assistance and during any recertification, renewal or change of address. If you decline to register to vote, the fact that you so declined will also remain confidential. If you would like helping complete the voter registration application, the agency will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private and return it to the agency that provided you the form or you may mail or deliver the form to your county board of election office. Applying to register or declining to register to vote will not affect the amount of assistance provided. If you believe that someone has interfered with your right to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with the NC State Board of Elections, P.O. Box 27255, Raleigh NC 27611-7255 or you may call the agency at 1-888-522-4723.

Submit this form to:
NC State Board of Elections
P.O. Box 27255
Raleigh, NC 27611-7255
“If you are not registered to vote where you live now, would you like to apply to register to vote here today?”

Participant may say ‘Yes’

Participant may say ‘No’
You may keep the form in case you change your mind or need to update your address at a later time.

There's information on the back of the form that informs you of your rights.

If you are uncertain about your voter registration status, there's contact information for the board of elections on the back of the form.

We must offer you an opportunity to register to vote each time you apply for services or renew services. It's the law.

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

If you would like help in filling out the voter registration application form, we will help you.

The decision whether to seek or accept help is yours. You may fill out the application form in private.

You may check your voter registration online at www.NCSBE.gov.
LAMINATED FORM

For use in county DSS offices during In-Person Transactions
IN-PERSON COVERED TRANSACTIONS
IN NC FAST

Direct each client to review the Laminated Form

Ask each client the Voter Preference Question and record the answer in NC FAST or leave as default to “Please Select” if the client doesn’t answer

Give every client a Voter Registration Application automatically, without regard to his or her response to the Voter Preference Question

Offer to assist the client in completing the application if he or she answered “yes” to the Voter Preference Question

If the client completes a Voter Registration Application, review it for completeness of all mandatory fields necessary to register to vote
RECORDING IN NC FAST: INITIAL APPLICATIONS FOR SERVICE OR BENEFITS

- NC FAST displays the same procedure to assist caseworkers through this administrative process.
- Caseworkers should record the client's answer to the voter preference question by selecting the “yes”, “no” or leave as default to “Please Select” if the client doesn't answer.
NC FAST: SUMMARY OF BENEFITS APPLICATION

- Voter Preference Question is prominently displayed
- The client’s response to the Voter Preference Question is displayed
- The display box is immediately above the space for the client’s signature.
RECORDING IN NC FAST: RECERTIFICATIONS

- NC FAST has a section that captures voter registration data regarding Recertifications.
- Use the Voter Registration section to record the client’s response to voter registration services.
Under Voter Registration Details in the Evidence Queue select “yes” or “no” to record if the client requested registration services.

A drop-down box has been added in NC FAST to confirm voter registration services have been provided to a client.

Caseworkers should use the drop-down box to confirm that they have provided a Voter Registration Application during an In-Person Transaction or mailed the required Voter Registration Application to clients following a transaction in which a mailing is required.

Caseworkers have the following dropdown options:

- “Voter registration provided to/handed to Client”
- “Voter registration mailed to Client.”
When a change of address is reported, caseworkers are required to:

- Provide the client with a coded Voter Registration Application
- Show the client the Laminated Form
- Offer the client assistance in completing the Voter Registration Application
- Note voter registration services was requested by selecting “yes” or “no”
- Note the distribution method by selecting “Voter registration handed to Client” or “Voter registration mailed to Client”
NEED A BREAK?
REMOTE TRANSACTIONS

- Remote transactions are *Covered Transactions* that take place through ePASS, telephone transactions, fax, email or internet.

- County DSS staff must offer the same degree of assistance to clients in completing voter registration materials as they would for In-Person Covered Transactions.
Voter Registration

Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

If you would like help in filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private.

If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or to apply to register to vote or your right to choose your own political party or other political preference, you may file a complaint with the North Carolina Bipartisan State Board of Elections and Ethics Enforcement.

If you require assistance with voter registration, you can call the North Carolina Bipartisan State Board of Elections and Ethics Enforcement at 1-866-522-4723.

If you are not registered to vote where you live now, would you like to apply to register to vote here today? IF YOU DO NOT ANSWER THE QUESTION, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME.

On its home page, ePASS has a link to the downloadable voter registration form

Clients also have the option to select voter registration services through ePASS

Caseworkers must mail a Voter Registration Application and DSS Cover Letter to all clients using ePASS for a covered transaction if the client has:

- Indicated that they want to register to vote in ePASS
- Failed to answer the Voter Preference Question in ePASS
ePASS reports if a client had reported a change of address and responded that they would like to register to vote during that process. After the application is submitted, these screens are presented to clients who selected “Yes,” “No” or declined to register to vote.

Caseworkers must mail a Voter Registration Application and DSS Cover Letter to all clients that report a change of address using ePASS, if the client has:

- Indicated that they want to register to vote in ePASS
- Failed to answer the Voter Preference Question in ePASS
Caseworkers must mail a Voter Registration Application and DSS Cover Letter to all Clients using ePASS for a Covered Transaction if the client has:

- Indicated that he/she wants to register to vote in ePASS
- Failed to answer the Voter Preference Question in ePASS
ePASS
- Caseworkers must mail a Voter Registration Application and DSS Cover Letter to all clients using ePASS if the client has:
  - Indicated (s)he wants to register to vote
  - Failed to answer the Voter Preference Question

Telephone Communication
- Ask the client the Voter Preference Question and provide client with a Voter Registration Application and DSS Cover Letter by mail or electronically, regardless of the client's response to the NVRA question.

Communication by Mail
- If a client indicates on an application returned by mail that (s)he desires to register to vote or update their registration, mail the client a Voter Registration Application and DSS Cover Letter

Change of Address
- Caseworkers are required to mail a Voter Registration Application and DSS Cover Letter to each client that reports a change of address through a remote transaction, regardless of the method by which the address change is conducted (i.e. by telephone, fax, email or Internet)
REMOTE TRANSACTIONS & MAILINGS

Evidence Queue – Distribution of Voter Registration Application

- Use the drop-down box to select the following option to document the completion of your voter registration responsibilities:
  - “Voter registration mailed to client”
Public Assistance Agencies should discontinue the use of the NVRA Remote Transaction Sheet.
ASSISTANCE & REVIEW

COMPLETING & REVIEWING THE VOTER REGISTRATION APPLICATION
ASSISTANCE REQUIRED FOR BOTH IN-PERSON & REMOTE TRANSACTIONS

- Required Elements on the Application are in **RED FONT**:
  - Legal Name
  - Date of Birth
  - Residential Address & Mailing Address (if different)
  - Signature Attestation
  - Eligibility Confirmation (Indication of U.S. Citizenship/Age requirement)

All Items in Red Font
The properly coded NC Voter Registration Application for Public Assistance Agencies uses the designation of “01”.
New Spanish Language Voter Registration Application for NVRA agencies are coded as “09NVRA”

Check the box for ‘01’ in the top right corner to indicate the application is being submitted via a Public Assistance agency
If any of the required information is left blank, the application still must be turned into the County Boards of Elections within 5 business days of receipt.

The law requires that assistance in completing the applications be offered; however, it is the client’s decision whether or not to accept the help.

Voter registration applicants between the ages of 16 and 17, although they are not qualified by age to vote, may preregister to vote. To preregister to vote, applicants must indicate on their voter registration application that they are at least 16 years of age and understand that they must be 18 years of age on or before election day to vote.
NVRA SUBMISSION TO COUNTY BOARDS OF ELECTIONS
Completed Voter Registration Applications

- After acceptance, staff must transmit completed applications to the county board of elections within **five business days** after acceptance.
Use the Agency Transmittal Form to submit Voter Registration Applications to the county board of elections

- Complete and submit within 5 business days of receipt
- Method of delivery:
  - In Person
  - Mail
  - Courier
  - County Mail
- Email transmission is no longer a valid method of delivery
- Complete agency information
- Transmittal date
- Record the number of English and Spanish Voter Registration Forms that are being sent to the County Boards of Elections separately
DATA ANALYSIS & COMPLIANCE
DATA COLLECTION & WEBSITE REPORTS

DHHS collects the following statistics:

### Covered Transactions
- Initial Applications, Renewals and Recertifications (as applicable) for:
  - Food & Nutritional Services
  - Work First (TANF)
  - Cash Assistance
  - Special Assistance
  - Energy Assistance
  - Subsidized Childcare Assistance
  - Special Assistance
  - Simplified Nutritional Assistance Program
  - Medical Assistance

### Voter Preference Question
- Total amount of responses to the voter registration question broken down by “yes,” “no” and “please select” (no answer provided) for each of the covered transactions

### Distribution of the Voter Registration Application
- Total responses in the evidence queue about distribution of the Voter Registration Form, broken down between “voter registration provided to/handed to Client” and “voter registration mailed to Client”
SBE reports the following statistics on our website:

**Voter Registration Applications**
- Total number of Voter Registration Applications coded as being from Public Assistance Clients received by each County Board of Elections

**Voter Preference Question**
- Total of the responses to the question broken down by 'yes' or 'no' and 'please select' (no answer provided) for each of the covered transactions

**Distribution of Voter Registration Applications**
- Total numbers by County of the responses in the evidence queue about distribution of the Voter Registration Application, broken down between “voter registration provided to/handed to Client” and “voter registration mailed to Client”

**Ratios by County**
- Percentage of the total number of submitted voter registration applications to the CBE divided by the total aggregate number of covered transactions for that county
To view the statistics for your county and other resources, visit the NC State Board of Elections website.

Our website address is www.ncsbe.gov

Click the “Registering” tab near the top of the homepage. Scroll toward the bottom of the page and click the box that states “National Voter Registration Act (NVRA)”

To access the monthly statistics on NVRA registrations and to order Voter Registration Applications use the links in the box on the right side of the page.
The SBE will provide to each county board of elections and county DSS office the data and analysis described in the previous slide.

The SBE will also review with each local agency the following:

- Significant decrease in the number of Voter Registration Applications
- Significant decrease in the county’s ratio
- Significant changes in the number of Voter Registrations Applications mailed
- Significant changes in responses to the Voter Preference Question
- Large amount of incomplete Voter Registration Applications
OVERSIGHT & MONITORING
CORRECTIVE ACTION PROCEDURES

NVRA Implementation or Compliance Issues

- SBE will conduct an investigation of the problem with the affected county board of elections, the DHHS NVRA Point Person and the Local NVRA Point Person
- All three individuals will use their best efforts to coordinate remedial action (i.e. provide voter registration services to clients that had not received service, additional NVRA trainings, etc.)

Complaints

- Complaints made by the public regarding voter registration must be forwarded by the receiving agency to the following:
  - Local NVRA Point Person
  - DHHS NVRA Point Person
  - State Board of Elections NVRA Staff
Individual Corrective Actions

- If an employee of the SBE, CBE, county DSS office or a third party determines that an identifiable client did not receive a Voter Registration Application, the person should notify the Local NVRA Point Person in the relevant office no later than 5 business days from the date of discovery (Medicaid ex parte renewals & recertifications are excluded).

- Within 14 days of receiving the notice, the Local NVRA Point Person must send a remedial mailing to the client with an enclosed Voter Registration Application and explanatory notice.

- The explanatory notice should have the following components:
  - He or she is receiving the mailing because (s)he may not have been afforded the opportunity to apply to register to vote.
  - The mailing does not affect the individual’s registration status if the individual is already registered to vote at their current address.
  - Receipt of this mailing does not indicate any information about the individual’s eligibility to register to vote.
  - Clear explanation of the eligibility rules for registering to vote.
  - Assistance in completing the Voter Registration Application is available from the SBE or county DSS office.

- The letter should be retained based on the office’s retention policy.
Notify DHHS of NVRA Point Person Change

When there is a change in the county DSS NVRA Point Person, county DSS offices will:

- Provide updated contact information to the DHHS Division of Social Services Civil Rights Administrator
- Ensure designated staff review the NVRA webinars
- Inform staff on how to obtain properly-coded registration applications/posters/cover letters to complete their NVRA responsibilities in a timely fashion
<table>
<thead>
<tr>
<th>NVRA Item</th>
<th>Online Availability</th>
<th>Reorders</th>
<th>Copy Permissions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Voter Registration Applications</strong></td>
<td>Only use when low on hard copies. An electronic PDF version of the form is available at <a href="https://www.ncsbe.gov/registering/national-voter-registration-act-nvra">https://www.ncsbe.gov/registering/national-voter-registration-act-nvra</a> under the NVRA Voter Registration Applications section. Web based versions of the form are designated with the agency code and a “w” in the top right corner.</td>
<td>Place an online request for Voter Registration Applications at <a href="https://www.ncsbe.gov/registering/national-voter-registration-act-nvra/request-voter-registration-applications-nvra">https://www.ncsbe.gov/registering/national-voter-registration-act-nvra/request-voter-registration-applications-nvra</a></td>
<td>Only print blank copies when your agency is low on hard copies; must print in color, both pages with application and instructions</td>
</tr>
<tr>
<td><strong>Voter Registration Applications coded for Spanish Language</strong></td>
<td>Same as above</td>
<td>Same as above</td>
<td>Same as above</td>
</tr>
<tr>
<td><strong>Laminated Forms/NVRA Information Sheet</strong></td>
<td>Yes, under the NVRA Forms &amp; Training Materials section at <a href="https://www.ncsbe.gov/registering/national-voter-registration-act-nvra">https://www.ncsbe.gov/registering/national-voter-registration-act-nvra</a></td>
<td>Contact the SBE via email at <a href="mailto:NVRA@ncsbe.gov">NVRA@ncsbe.gov</a></td>
<td>Yes, when your agency is low on hard copies</td>
</tr>
<tr>
<td><strong>NVRA Agency Transmittal Form</strong></td>
<td>Yes, under the NVRA Forms &amp; Training Materials section at <a href="https://www.ncsbe.gov/registering/national-voter-registration-act-nvra">https://www.ncsbe.gov/registering/national-voter-registration-act-nvra</a></td>
<td>Print copies using the online resource</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>DSS Cover Letter for County DSS Offices</strong></td>
<td>Yes, under the NVRA Forms &amp; Training Materials section at <a href="https://www.ncsbe.gov/registering/national-voter-registration-act-nvra">https://www.ncsbe.gov/registering/national-voter-registration-act-nvra</a></td>
<td>Print copies using the online resource</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>NVRA Posters</strong></td>
<td>Yes, under the Training section at on NCDHHS’ website at <a href="https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training#program-compliance">https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training#program-compliance</a></td>
<td>Contact the SBE via email at <a href="mailto:NVRA@ncsbe.gov">NVRA@ncsbe.gov</a></td>
<td>Yes, when your agency is low on hard copies</td>
</tr>
</tbody>
</table>
If you are not registered to vote where you live now, would you like to apply to **REGISTER TO VOTE** here today?

(866) 522-4723  NCSBE.GOV
P.O. Box 27255
Raleigh, NC 27611-7255

Si usted no está inscrito(a) para votar donde vive actualmente, ¿le gustaría **INSCRIBIRSE PARA VOTAR** aquí hoy?

(866) 522-4723  NCSBE.GOV
P.O. Box 27255
Raleigh, NC 27611-7255
<table>
<thead>
<tr>
<th>NVRA Agency Resources</th>
<th>NVRA Resource Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address</td>
<td><a href="mailto:NVRA@ncsbe.gov">NVRA@ncsbe.gov</a></td>
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**NCDHHS Training Page**

[https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training#program-compliance](https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training#program-compliance)
Order Voter Registration Applications online at www.NCSBE.gov
Dispose of old versions of the Voter Registration Applications immediately.

- Dispose them as you would confidential documents
- Avoid confusion of the new and old voter registration applications
Click the “Registering” tab near the top of the homepage. Scroll toward the bottom of the page and click the box that states “National Voter Registration Act (NVRA)” to reach the NVRA Resource Page.
NVRA PROTOCOL GUIDANCE

NVRA County DSS Office Procedures - Guidance for Voter Registration Protocol

- Review the protocol
- Make any necessary adjustments to your local process & submitted protocol document
NC State Board of Elections

**SBE NVRA Coordinator:** Kori House

NVRA@ncsbe.gov or kori.house@ncsbe.gov

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NC Department of Health & Human Services

**DHHS NVRA Coordinator:** Jennifer Braley

NVRA@dhhs.nc.gov

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**NC Department of Health & Human Services**

**Section Chief, Title VI/ADA - Civil Rights Administrator:** Carlotta Dixon

Carlotta.Dixon@dhhs.nc.gov