OVERVIEW

- NVRA Agencies and Rules
- Covered Transactions Conducted at Local WIC Agencies
- NVRA Agency Process in Local WIC Agencies
- NVRA Submission to County Boards of Elections
- NVRA Data Analysis & Compliance
- NVRA Supplies
HISTORY & PURPOSE OF THE NATIONAL VOTER REGISTRATION ACT (NVRA)

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 (or name*) 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.

*Change of name is not considered a covered transaction under NVRA, however, it is a requirement of the Crossroads Database
"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

**State Board**
- NVRA supplies
- Training
- Reporting

**County Board**
- Process registrations
- Compliance
COVERED TRANSACTIONS CONDUCTED AT LOCAL WIC AGENCIES
WHEN DO I OFFER VOTER REGISTRATION SERVICES?

Deliver with each:

- Initial Certification
- Subsequent Certification
- Change of Address or Name

Covered Transactions

Voter Registration Application
Voter Registration Preference Form
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 participants to register and vote in North Carolina. If a participant 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 participant 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 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?”

“If you’re not registered where you live now, would you like to register to vote here today?”
Every participant with a covered transaction must be offered a Voter Registration Application.
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:

• 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 service 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 were like helping complete the voter registration application, the agency will help you decide whether to seek or accept help. 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 elections office. Applying to register or decline 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.

Specific Instructions for Each Numbered Section of the Application:

1. If you are applying to register to vote, [9] preregister to vote if you are between the ages of 16 and 17, [7] change party affiliation or unaffiliated status, [8] change address within a county, or [9] report a name change.

2. Provide your full legal name. (If your name has changed, you will need to update your current voter registration.)

3. You are required to provide your date of birth. If you have a NC Driver's License or NC DMV issued non-driver's license identification number, provide this number. If you do not have a NC Driver's license or NC DMV issued non-driver's license identification number and are registering to vote for the first time in North Carolina, attach a copy of a current utility bill, rent or lease agreement, government check, paycheck, or other document that shows that your name and address are correct and that the person named therein is the person living at the address. Draw a picture of the space provided on this form of your usual sleeping arrangements. You may also list any nearby streets or physical buildings.

4. If you do not receive mail at your residence, your residence may be verified by providing a mailing address.

5. This section asks for your phone number. If you are not required to provide this information, you may skip this section.

6. You may select to be affiliated with any recognized political party in North Carolina or to remain unaffiliated if you are applying for new registration in the county and leave the political party affiliation blank. If you select to be affiliated, you will be registered as Unaffiliated.

7. If you are registered in another North Carolina or another state, please provide your name and previous address on this form. This information will be used to cancel your registration in the other state.

8. At your option, provide your phone number and email address.

9. You must sign this form. Only the person applying for registration is eligible to sign (or place your mark on) this form. If you are applying for new registration in your county of residence, you must mail your original signature on this form.

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 service 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 were like helping complete the voter registration application, the agency will help you decide whether to seek or accept help. 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 elections office. Applying to register or decline 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

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 service 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 were like helping complete the voter registration application, the agency will help you decide whether to seek or accept help. 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 elections office. Applying to register or decline 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
North Carolina State Board of Elections

VOTER REGISTRATION PREFERENCE FORM

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

Please select one of the options below:

☐ YES, I would like to apply to register to vote here today.
☐ NO, I would like to apply to register to vote, but I will take a voter registration application home to complete at a later time.

If you are already registered to vote, please check the appropriate box to describe your current status.

☐ I am currently registered to vote.
☐ I am not registered to vote.

Please print your name and date of birth, and sign below:

I have been offered the opportunity to register at the agency named below and I understand that I will be offered the opportunity to register to vote at the initial application for service of assistance and with each recertification, renewal, or change of address relating to such service or assistance.

I understand that I may request and receive assistance from this agency in completing the voter registration form. The decision to seek or accept help is mine. I may fill out the application in private.

If I choose to register to vote, the location where I completed the voter registration application form will be used only for voter registration purposes. If I decline to register to vote, the fact that I declined will be used only for voter registration purposes.

Applicant Name: ___________________________ Date of Birth: __________
Applicant Signature: ______________________ Agency Name: ______________

TO REGISTER TO VOTE IN NORTH CAROLINA YOU MUST:

1. Be a citizen of the United States of America.
2. Be 16 years old or older, or will be at the time of the next general election, or be at least 17 years old and will be 18 years old on election day of the general election in order to vote.
3. Be a resident of North Carolina, this county, precinct, or other election district for 30 days before the next election in which you intend to vote.
4. You must not vote in any other county or state after submission of a voter registration form. If you register to vote today, any voter registration you have elsewhere will be canceled.
5. You must not have been convicted of a felony, or if you have been convicted of a felony, you must have completed your sentence, including any probation or parole. (Citizenship and voting rights are automatically restored upon completion of the sentence. No special document is needed.)
North Carolina State Board of Elections

NC NVRA PROGRAM

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

Please select one of the options below:

☐ YES, I would like to apply to register to vote here today.
☐ YES, I would like to apply to register to vote, but I will take a voter registration application home to complete at a later time.
☐ NO, I am declining the opportunity to register to vote today.
☐ I am ALREADY REGISTERED to vote at my current address.
☐ I am ALREADY REGISTERED but I would like to update my voter registration information. I will complete a voter registration Application/Update form for this purpose.

**IF YOU DO NOT CHECK A BOX, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME.**

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 to vote, or your right to choose your own political party or other political preference, you may file a complaint with the North Carolina State Board of Elections, PO Box 27255, Raleigh NC 27611-7255, or you may call the toll free number, 1-888-552-4723.
PLEASE READ, PRINT YOUR NAME AND DATE OF BIRTH, AND SIGN BELOW:

I have been offered the opportunity to register to vote at the agency named below and I understand that I will be offered the opportunity to register to vote at the initial application for service of assistance and with each recertification, renewal or change of address relating to such service or assistance.

I understand that I may request and receive assistance from this agency in completing the voter registration form. The decision to seek or accept help is mine. I may fill out the application in private.

If I choose to register to vote, the location where I completed the voter registration application form will be used only for voter registration purposes. If I decline to register to vote, the fact that I declined will be used only for voter registration purposes.

Applicant Name ___________________________ Date of Birth ___________________________
Applicant Signature _______________________ Date ___________ Agency Name __________

TO REGISTER TO VOTE IN NORTH CAROLINA YOU MUST:

1. Be a citizen of the United States of America;
2. Be 18 years old or older, or will be at the time of the next general election, or be at least 17 years old and understand that you must be at least 18 years old on election day of the general election in order to vote;
3. Be a resident of North Carolina, this county, precinct, or other election district for 30 days before the next election in which you intend to vote;
4. You must not vote in any other county or state after submission of a voter registration form. If you register to vote today, any voter registration you have elsewhere will be canceled.
5. You must not have been convicted of a felony, or if you have been convicted of a felony, you must have completed your sentence, including any probation or parole. (Citizenship and voting rights are automatically restored upon completion of the sentence. No special document is needed.)

County: __________________________ Agency Type: 01 02 03
Interviewer Initials: ____________ Is Phone/Email contact, was voter registration form mailed to applicant?

PREFORM
SBOE Revision: August 2013
DOCUMENTING IN CROSSROADS
After asking the Client the NVRA Question, record the answer in Crossroads as follows:

- Record a “Yes” response by selecting “Form Provided”
- Record a “No” response or a failure to respond by selecting “Declined”
- Record “Ineligible” if the participant responds that he/she is not eligible to register to vote
- Record “Registered” if the participant responds that “he/she is already registered to vote.”
NVRA Quick Reference Guide for Local WIC Agencies

- Directs staff on how to record a participant’s response to the NVRA Question in Crossroads
- Lists the NVRA Question in English & Spanish
- Double sided & laminated
This selection is inactive for anyone under 18 years old
NVRA AGENCY PROCESS FOR LOCAL WIC AGENCIES
NVRA AGENCY PROCESS
FOR LOCAL WIC AGENCIES

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?”
Provide a blank **Voter Registration Application** and **Voter Registration Preference Form** during all covered transactions.
Give each PARTICIPANT time to read the disclosures on the Voter Registration Preference Form before he/she answers 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?”

Participant may say ‘Yes’

Participant may say ‘No’
We are required to offer the opportunity to register to vote to our families. Your response will not affect your WIC eligibility. If you are not registered to vote where you live now, would you like to apply to register to vote here today?”

No, I’m already registered.

Ok, that’s great. You are welcome to take a Voter Registration Application with you in case your name or address needs updating.
Other suggested language to use when offering voter registration services

- You may keep the form in case you change your mind or need to update your address at a later time.
- If you are uncertain about your voter registration status, there’s contact information for the board of elections on the back of the form.
- There’s information on the back of the form that informs you of your rights.
- 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.
- You may check your voter registration online at www.NCSBE.gov.
- The decision whether to seek or accept help is yours. You may fill out the application form in private.”
RECAP OF THE NVRA PROCESS FOR LOCAL WIC AGENCIES

1. Ask the participant the NVRA Question
2. Provide a blank Voter Registration Application and Voter Registration Preference Form
3. Give each participant time to read the disclosures on the Voter Registration Preference Form before he/she answers the NVRA Question
4. Record the participant’s response in Crossroads using the options listed on the NVRA Quick Reference Guide
CONTINUATION OF THE NVRA PROCESS FOR LOCAL WIC AGENCIES

1. Ask the client to complete the Voter Registration Preference Form
2. Offer to assist the participant in completing the Voter Registration Application, if the response was “Yes” to the NVRA Question
3. Retain the Voter Registration Preference Form per your agency's retention schedule
4. Review the Voter Registration Application for completeness of all mandatory fields
REMOTE TRANSACTIONS
(COVERED TRANSACTIONS THAT OCCUR OVER THE PHONE)

There may be instances when a participant reports to LA staff a change in residential address and/ or name over the phone or videoconferencing. The requirements of the NVRA remain and LA staff must:

- Offer the opportunity to register to vote by asking the following question using the exact wording stated: “If you are not registered to vote where you live now, would you like to apply to register to vote here today?”

- Document the response to the voter registration question by selecting the applicable dropdown box option that is provided in the Crossroads system.

- Complete the Voter Registration Preference Form, documenting the response of the applicant and indicating name of the applicant/participant in the signature field in addition to documenting the LA staff providing the service by placing staff initials and indicate “transaction conducted via telephone”.

- Staff must mail a Voter Registration Application to the individual regardless of their response to the NVRA question.

- Advise the individual that assistance is available by contacting the North Carolina State Board of Elections at:
  Phone: 919.814.0700 or 866.522.4723
  E-Mail: elections.sboe@ncsbe.gov
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-hand corner to indicate the application is being submitted via a Public Assistance agency.
Required Elements on the form are in **RED FONT**:

- Legal Name
- Date of Birth
- Residential Address
- Signature Attestation
- Indication of U.S. Citizenship
- Age requirement
If any of the required information is left blank, the application still must be turned in within 5 business days.

The law requires that assistance in completing the forms be offered; however, it is the participant’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
• After acceptance, staff must transmit completed applications to the county board of elections within **five business days** after acceptance.

• Maintain original forms per your agency’s record retention policy (4 years).
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
- Maintain on file 4 years
- Email transmission is no longer a valid method of delivery
Use the **Agency Transmittal Form** to transmit forms to county board of elections:

- Transmit completed **Voter Registration Applications**
- Transmit a **count** of the voter registration applications and voter registration preference forms.
COMPLETING THE NVRA AGENCY TRANSMITTAL FORM

AGENCY TRANSMITTAL FORM

Please complete the fields below and enclose this form with the materials to be transmitted to the County Board of Elections. Retain a copy for your records.

To: ________________________ County Board of Elections

<table>
<thead>
<tr>
<th>Agency County</th>
<th>Source Type</th>
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<tbody>
<tr>
<td></td>
<td>☑ 01</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>WIC</th>
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</table>

<table>
<thead>
<tr>
<th>Agency Name</th>
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<table>
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<tr>
<th>Agency Staff Name</th>
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<table>
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<tr>
<th>Transmittal Date</th>
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### Agency Transmittal Form – Old Version

| Number of Voter Registration Applications |  |
| Count of Preference forms |  |
| Comments |  |

### Agency Transmittal Form – New Version

<table>
<thead>
<tr>
<th>No. of Voter Registration Applications (ENGLISH)</th>
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<tbody>
<tr>
<td>No. of Voter Registration Applications (SPANISH)</td>
</tr>
<tr>
<td>Count of Voter Preference Forms</td>
</tr>
<tr>
<td>NOTE: DO NOT SEND to the County Board of Elections. Retain for Local Agency records.</td>
</tr>
<tr>
<td>Comments:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>For CBE Administrative Purposes</th>
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<tbody>
<tr>
<td>Date Received</td>
</tr>
<tr>
<td>Method of Delivery</td>
</tr>
<tr>
<td>□ In Person</td>
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<tr>
<td>□ By Mail</td>
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<tr>
<td>□ Courier</td>
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<tr>
<td>□ County Mail</td>
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<tr>
<td>□ Email</td>
</tr>
</tbody>
</table>

NSB #0010 Revision: November 2020
Local WIC agencies can obtain copies of the Agency Transmittal Form by ordering from the NSB using the NSB requisition form or by obtaining a copy by visiting the Local Agency Resources page on the nutritionnc.com website.
DATA ANALYSIS & COMPLIANCE
On a monthly basis, the following data is reported from the Crossroads Database:

- Total responses to the NVRA Question by local WIC agency site and county broken down by:
  - Form was Provided
  - Declined
  - Ineligible
  - Registered

The NVRA Settlement Agreement calls for the total number of Covered Transactions reported from both Public Assistance agencies (DSS & WIC) to be combined as follows:

- Total aggregate number of Covered Transactions by county and month processed through NC FAST for county DSS offices
- Total aggregate number of Covered Transactions processed through Crossroads for Local WIC Agency Sites
Total number of coded (01) Public Assistance Voter Registration Forms (WIC & DSS) received by each county board of elections broken down by:

- County
- Month
- Registration Type:
  - New Registrations
  - Duplicate Registrations
  - Incomplete Registrations
  - Change of Information

Ratios by County

- The number of processed and incomplete voter registration forms coded for (01) Public Assistance Agencies (WIC & DSS) submitted to the county board of elections for that county divided by the total number of Covered Transactions for that county (WIC & DSS)
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.
ANNUAL STATISTICS FOR PUBLIC ASSISTANCE AGENCIES

10 YEAR ANNUAL VOTER REGISTRATION TOTALS

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<td>Count</td>
<td>36,824</td>
<td>42,988</td>
<td>41,162</td>
<td>18,758</td>
<td>13,340</td>
<td>30,462</td>
<td>48,910</td>
<td>24,645</td>
<td>24,234</td>
<td>36,173</td>
<td>33,634</td>
</tr>
</tbody>
</table>
On a semi-annual basis, the SBE will provide to each county board of elections and local WIC agency data and analysis described in the previous slides.

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

- Substantial decrease in the number of Voter Registration Applications submitted the county boards of elections
- Major decrease in the county’s ratio
- Significant changes in responses to the NVRA Question
- Large amount of incomplete Voter Registration Applications submitted the county boards of elections
Each Local WIC Agency must have a written policy on file that discusses how the agency will ensure they are in compliance with NVRA requirements.

Each Local WIC Agency must have an identified Local NVRA Point Person who will be responsible for assisting the SBE in monitoring the implementation of NVRA procedures and finding solutions to any related problems.

The policy must identify the staff position and the alternate staff position that are responsible for managing the Agency Transmittal Forms and Voter Registration Preference Forms.

Record Retention Policies can be found under Local Government Schedules (Local Health Departments) https://archives.ncdcr.gov/government/retention-schedules
In cases of updates regarding NVRA implementation and issues of compliance, the following actions will occur:

- 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 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 State Board of Elections, County Board of Elections, Local WIC Agency or a third party determines that an identifiable participant did not receive a Voter Registration Application, the person should notify the Local WIC NVRA Point Person in the relevant office no later than 5 business days from the date of discovery.

- Within 14 days of receiving the notice, the Local NVRA Point Person must send a remedial mailing to the participant 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 participant’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 Form is available from the State/County Board of Elections office or the Local WIC Agency

- The letter should be retained based on the agency’s record retention policy
<table>
<thead>
<tr>
<th>NVRA Item</th>
<th>Online Availability</th>
<th>Reorders</th>
<th>Copy Permissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voter Registration Applications coded for Public Assistance Agencies in English (01)</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>Voter Registration Applications coded for Spanish Language (09NVRA)</td>
<td>Same as above</td>
<td>Same as above</td>
<td>Same as above</td>
</tr>
<tr>
<td>Voter Registration Preference Form</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>NSB Requisition (#0012)</td>
<td>Yes</td>
</tr>
<tr>
<td>NVRA Agency Transmittal Form</td>
<td>Yes, can be found at <a href="http://www.nutritionnc.com/wic/laResources">www.nutritionnc.com/wic/laResources</a></td>
<td>NSB Requisition (#0010)</td>
<td>Yes</td>
</tr>
<tr>
<td>NVRA Quick Reference Guide for Local WIC Agencies</td>
<td>No</td>
<td>NSB Requisition: (#0009)</td>
<td>Yes, when your agency is low on hard copies</td>
</tr>
<tr>
<td>NVRA Posters</td>
<td>No</td>
<td>NSB Requisition: write-in or email the SBE 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 today?

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></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email Address</td>
<td><a href="mailto:NVRA@ncsbe.gov">NVRA@ncsbe.gov</a></td>
</tr>
</tbody>
</table>
Order Voter Registration Applications online at 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 reach the NVRA Resource Page.
**NC State Board of Elections**

**SBE NVRA Coordinator:** Kori House  
NVRA@ncsbe.gov or kori.house@ncsbe.gov

**NC Department of Health & Human Services**

**DHHS NVRA Coordinator:** Jennifer Braley  
NVRA@dhhs.nc.gov

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**Division of Public Health, Nutrition Services Branch**

**PHNU Manager:** Grisel Rivera  
grisel.rivera@dhhs.nc.gov
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To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: How to File a Complaint, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture
    Office of the Assistant Secretary for Civil Rights
    1400 Independence Avenue, SW
    Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

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Las personas con discapacidades que necesiten medios alternativos para la comunicación de la información del programa (por ejemplo, sistema Braille, letras grandes, cintas de audio, lenguaje de señas americano, etc.), deben ponerse en contacto con la agencia (estatal o local) en la que solicitaron los beneficios. Las personas sordas, con dificultades de audición o discapacidades del habla pueden comunicarse con el USDA por medio del Federal Relay Service [Servicio Federal de Retransmisión] al (800) 877-8339. Además, la información del programa se puede proporcionar en otros idiomas.

Para presentar una denuncia de discriminación, complete el Formulario de Denuncia de Discriminación del Programa del USDA, (AD-3027) que está disponible en línea en: How to File a Complaint, y en cualquier oficina del USDA, o bien escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de denuncia, llame al (866) 632-9992. Haga llegar su formulario lleno o carta al USDA por:

(1) correo: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; o

(3) correo electrónico: program.intake@usda.gov.

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