NC State Board of Elections
Part 2 – NVRA Settlement Agreement Changes

April 2019
TOPICS

- **In-Person Covered Transactions**
  - Agency NVRA Process
  - Covered Transactions in NC FAST
  - Modifications to NC FAST
  - Other NC FAST Changes

- **Remote Transactions**
  - Modifications to ePASS
  - DSS Cover Letter
  - NVRA and Remote Transactions
  - Remote Transactions & Mailings

- **Assistance**
- **Data Analysis & Monitoring**
  - Data Collection & Website Reports
  - Semi-Annual Report
  - Oversight & Monitoring

- **Materials & Supplies**
  - Request for Supplies
  - NVRA Resource Page

- **Housekeeping**
IN-PERSON COVERED TRANSACTIONS
Covered person must be a U.S. citizen.

Covered person must be at least 16 years of age.
AGENCY NVRA PROCESS

Distribute with each:

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

Covered Transactions

- Laminated Form
- Voter Registration Application
- Assistance
Ask every covered applicant:

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

For use in county DSS offices during In-Person Transactions
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 Form automatically, without regard to his or her response to the Voter Preference Question

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

If the client completes a Voter Registration Form, review it for completeness of all mandatory fields necessary to register to vote
MODIFICATIONS TO NC FAST

- 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.
VOTER REGISTRATION:

Your caseworker has given you 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. You can return your completed Voter Registration Application to your DSS caseworker or return it to the State Board of Elections (the address is found on the back of the form).

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 State Board of Elections.

During the application, you were asked the following question:

If you are not registered to vote where you live now, would you like to apply to register to vote here today? (yes/no)

IF YOU DO NOT ANSWER THE QUESTION, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME.

Your response was: Declined to Answer

REVISED 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.
NC FAST has a new addition that will capture voter registration data regarding Recertifications.

Use the Voter Registration section to record the client’s response to voter registration services.
OTHER NC FAST CHANGES – DISTRIBUTION OF VOTER REGISTRATION FORM

- 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 Form during an In-Person Transaction or mailed the required Voter Registration Form 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 as part of an In-Person Transaction, separately from any other Covered Transactions, caseworkers are required to:

- Provide the client with a coded Voter Registration Form
- Show the client the Laminated Form
- Offer the client assistance in completing the Voter Registration Form
- 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”
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.
MODIFICATIONS TO ePASS – VOTER REGISTRATION SERVICES

- 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
- Based on their response to the Voter Preference Question, caseworkers must mail a Voter Registration Form and DSS Cover Letter to all clients using ePASS for a Covered Transaction
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 respond to the Voter Preference Question.
Caseworkers must mail a Voter Registration Form 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
### NVRA AND REMOTE TRANSACTIONS

<table>
<thead>
<tr>
<th>ePASS</th>
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<tbody>
<tr>
<td>- Caseworkers must mail a Voter Registration Form and DSS Cover Letter to all clients using ePASS if the client has:</td>
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<tr>
<td>- Indicated (s)he wants to register to vote</td>
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<tr>
<td>- Failed to answer the Voter Preference Question</td>
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<th>Telephone Communication</th>
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<tr>
<td>- Ask the client the NVRA question and provide client with a Voter Registration Application and DSS Cover Letter by mail or electronically</td>
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<tr>
<th>Communication by Mail</th>
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<tbody>
<tr>
<td>- If a client indicates on an application returned by mail that he desires to register to vote or update his registration, mail the client a Voter Registration Application and DSS Cover Letter</td>
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</table>

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<th>Change in Address</th>
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<tr>
<td>- Caseworkers must mail a Voter Registration Application and DSS Cover Letter to each client that reports a change of address through a remote transaction</td>
</tr>
</tbody>
</table>
Remote Transactions & Mailings

Evidence Queue – Distribution of Voter Registration Form

- Use the drop-down box to select the following option to document the completion of your voter registration responsibilities:
  - “Voter registration mailed to client”
ASSISTANCE REQUIRED FOR BOTH IN-PERSON & REMOTE TRANSACTIONS

DSS Staff must assist clients in accurately completing the Voter Registration Application

- **Required Elements on the form:**
  - 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
DATA ANALYSIS & COMPLIANCE
DHHS will be collecting the following statistics:

**Covered Transactions**
- Medicaid Applications/Renewals
- FNS Applications/Renewals
- Initial Applications for Work First (TANF)
- Renewals & Recertifications for Work First (TANF)

**Voter Registration 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 Form**
- 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 will be reporting the following statistics on our website:

**Voter Registration Forms**
- Total number of Voter Registration Forms 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 Forms**
- Total numbers by County of the 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”

**Ratios by County**
- Percentage of the total number of submitted voter registration forms to the CBE divided by the total aggregate number of covered transaction for that county
Scroll to the bottom of the homepage to find the link for NVRA Agencies.

Monthly Statistics will be shared on the NVRA Resource Page under NVRA Registration Data & Statistics section.
The NVRA Registration Data & Statistics page will contain figures on the following information:

- Voter Registration Forms
- Voter Preference Question
- Distribution of the Voter Registration Form
- Ratios by County

The National Voter Registration Act (NVRA) of 1993 was aimed at creating new opportunities for citizens - especially underrepresented groups of citizens - to register to vote. This NVRA mandated that voter registration be offered at a wide range of state agencies, such as the Department of Motor Vehicles (DMV) and the Department of Social Services (DSS). This data tracks the sources of voter registrations in North Carolina, to measure the progress made by the NVRA.
Significant decrease in the number of Voter Registration Forms

Significant decrease in the county’s ratio

Significant changes in the number of Voter Registrations Forms mailed

Significant changes in responses to the Voter Preference Question

Large amount of incomplete Voter Registration Forms

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:
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 Form, 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 Form 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 Form is available from the SBE or county DSS office.

- The letter should be retained based on the office’s retention policy.
The Local NVRA Point Person at the county DSS office must contact the State Board of Elections when your agency is low on:

- Coded Voter Registration Forms (place an order online through the NVRA Resource Page)
- Laminated Forms
- DSS Cover Letters
- NVRA Posters
<table>
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<tr>
<th>NVRA Resource Page</th>
<th><a href="http://www.NCSBE.gov/voter-registration/NVRA">www.NCSBE.gov/voter-registration/NVRA</a></th>
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<td><a href="http://www.NCSBE.gov/NVRA/01">www.NCSBE.gov/NVRA/01</a></td>
</tr>
<tr>
<td>Online Request Forms for Voter Registration Applications</td>
<td><strong>Online Request Form Link</strong></td>
</tr>
<tr>
<td>NVRA Email Address</td>
<td><a href="mailto:NVRA@ncsbe.gov">NVRA@ncsbe.gov</a></td>
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North Carolina: Request for NC Voter Registration Applications (NVRA)

(For County Boards of Elections and NVRA Agencies Only)

Use of this Web Form:

This web form will permit you to submit a request for voter registration applications to the NC State Board of Elections & Ethics Enforcement. You should only use this web form if you are a NVRA agency or a county board of elections.

To request voter registration applications, you will be asked to provide your name, contact information, shipping address and the number of forms you are requesting. You will receive the forms in 5-7 days.

Voter Registration Drive Supplies

If you would like to request voter registration applications for a voter registration drive, please use this form:

https://docs.google.com/forms/d/1Zm0q7YujIP9Nv_eTmjiIczOG5Tlp8LjcM4Ge9F_A/viewform

If you are a county board of elections or a NVRA agency, click NEXT to proceed.
HOUSEKEEPING
Agencies must transmit completed voter registration applications to the board of elections within **five business days** after acceptance.
The Agency Transmittal Form is used to record the number of submitted voter registration forms and remote transactions at a NVRA agency.

The form is submitted to the local board of elections along with the voter registration applications.
The online and printed preference form has been discontinued & should no longer be in use by county DSS offices.
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 Coordinator
- Ensure designated staff review the NVRA webinars
- Inform staff on how to obtain properly-coded registration forms/posters/cover letters to complete their NVRA responsibilities in a timely fashion
Contact:

NVRA@ncsbe.gov