



FAMILY INVESTMENT ADMINISTRATION

**NATIONAL VOTER
REGISTRATION ACT
(NVRA) MANUAL**

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100 Summary

The National Voter Registration Act (NVRA) of 1993 became effective on January 1, 1995. The intent of NVRA is to increase the number of citizens registered to vote and to establish safeguards that ensure all citizens' right to vote. State and Federal laws require all state agencies to offer every customer who will be 18 years of age on or before the next general election an opportunity to register to vote. These laws require the Family Investment Administration (FIA) to record and track every response given by a customer when voter registration is discussed. Additional provisions include mail-in voter registrations, specific public information requirements, and detailed record-keeping procedures.

200 Voter Registration Coordinators and Site Coordinators

201 Appointment

- A. At every FIA service delivery site, which includes each local department of social services (LDSS) and the DHR Central office, staff must be designated to serve as:
 - 1. The Voter Registration Site Coordinator; and
 - 2. The Local Department Voter Registration Coordinator.
- B. The Local Department Coordinator may also be the Site Coordinator.
- C. Each time there is a change, the local department and DHR Central administration must immediately forward the current names and contact telephone numbers of the Site Coordinator and the Local Department Coordinator to the DHR NVRA Liaison:

John Murray
DHR NVRA Agency Liaison
FIA/BOLO
311 West Saratoga Street, Room 613A
Baltimore, Maryland 21201

202 Duties of the Local Department Voter Registration Coordinators

- A. Coordinate voter registration activities for all service delivery sites within the local department of social services.
- B. Serve as the local department liaison to the local Board of Elections, State Board of Elections (SBE) and DHR's NVRA Liaison. Establish contact with the person at the SBE who is responsible for receiving voter registration application forms.

- C. Maintain a sufficient stock of voter registration applications, Voter Registration Agency Certifications (DHR 784), and Agency-Based Registration Voter Registration Transmittal Forms (DHR/FIA 786 revised 9/09) to ensure that the number of forms available at each service delivery site does not fall below 200.
- D. Reorder supplies of voter registration application forms from the local board of election supervisors as needed.
- E. Reorder supplies of the Voter Registration Agency Certification and Agency-Based Registration Voter registration Transmittal forms from the DHR Warehouse as needed.

203 Duties of the Voter Registration Site Coordinators

- A. Maintain an ample supply of voter registration forms for general public use in the reception area and for employees' use at each service delivery site and avoid running out of forms.
- B. Collect daily the voter registration application forms completed by applicants/recipients in both the reception area and in interviews with employees.
- C. Provide assistance to the applicant/recipient in completing the voter registration application form upon request.
- D. Complete **once a week** and submit to the SBE Office in Annapolis the DHR/FIA 786 and the voter registration applications forms:
 - 1. Write the name and address of the LDSS and the date mailed;
 - 2. Write in the number of voter registration application forms that are being mailed to the SBE (fill in the number of voter registration forms and indicate the period of time covered). When one month ends and the other begins in the report week, ensure the Agency-Based Registration Voter Registration Transmittal form accurately reflects the number of voter registration application forms collected for the month ending and the month beginning;
 - 3. Write in the name, title and telephone number of the person completing the Agency-Based Registration Voter Registration Transmittal form;
 - 4. Note comments as appropriate;
 - 5. Detach the Agency's carbonized (white) copy of the Agency-Based Registration Voter Registration Transmittal form for the Agency's record;
 - 6. Attach the yellow copy of the Agency-Based Registration Voter Registration Transmittal form to the voter registration application forms and mail or hand carry the documents to:

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**Roger Stitt, Voter Registration Manager of Operations
Maryland State Board of Elections
151 West Street, Suite 200
Annapolis, MD 21401
Telephone # (410) 269-2862**

300 State Board of Elections will:

- A. Write the name, title and telephone number of the SBE staff person completing the Agency-Based Registration Voter Registration Transmittal form;
- B. Count the number of voter registration application forms and note any discrepancies in the comment section of the Agency-Based Registration Voter Registration transmittal form; and
 - 1. If the documents were hand-delivered, the SBE must mail the Agency Receipt copy to the local department designee.
 - 2. If the documents were mailed, complete the document and mail the Agency Receipt yellow copy to the appropriate LDSS.

400 Display and Dissemination of Voter Registration Forms and Information

- A. Each agency must provide space in the reception area, fully accessible to the public, for the display and dissemination of voter registration forms and information about voter registration.
- B. The display space must be stocked with voter registration forms provided by the local board of elections.
- C. The Site Coordinator will display the posters in the reception area in a highly visible manner.
- D. A supply of voter registration application forms must be openly displayed for self-service pick-up by the general public. The local department is not required to staff the voter registration display.
- E. The Site Coordinator may set up a drop-in box adjacent to the supply of voter registration applications to facilitate the collection and mailing of completed voter registration applications.

NOTE: If a drop-in box is set up in the office, the site coordinator must remove the completed forms at the end of each business day. The completed forms must be held in a secure location until they are forwarded to the SBE.

500 Case Manager Responsibilities

501 Distribution of Voter Registration Forms at Face-to-Face Interviews

A. The case manager must offer a voter registration form to every household member who is 16 years of age or older and will be 18 years of age on or before the next general election:

1. At application, (new and reopened);
2. When adding a person;
3. When adding a program;
4. When making an address change, and
5. At recertification.

B. Procedure

1. The household members present at the interview who are 16 years of age or older (and will be 18 years of age on or before the next general election) will complete the Voter Registration Agency Certification form DHR 784 or CARES-generated voter registration certification generated by the Eligibility Determination Document (EDD).
2. The offer to register to vote includes the actual offer of a voter registration form to the applicant/recipient.
3. Following the offer of a voter registration form, the applicant/recipient may respond to the offer in any of the following ways:
 - a. Decline to register (either already registered or does not wish to register);
 - b. Complete the form without assistance;
 - c. Take the registration form home to complete, and either return it to the office at a later time, or mail the form directly to the board of elections; and
 - d. Complete the form with assistance.

502 Mail in Applications/Recertifications

The Client Information Form (CIF) used for mail in redeterminations includes a question that asks if any eligible person in the household wants to register to vote. If a customer checks “yes”, the local department must mail a voter registration application and a DHR 784 form to the customer.

Remember, the customer is not required to return the documents. Do not request the return of these forms.

503 Assisting in Completing the Voter Registration Form

- A. The Agency must provide assistance to the applicant/recipient in completing the voter registration form if requested.
- B. If the applicant/client requests assistance, the agency will do so.
 - 1. Determine whether the applicant/client wishes to register to vote. If the answer is “Yes,” then determine whether the applicant/recipient desires assistance in completing the application.
 - 2. Provide assistance in completing the form to the applicant/client requesting assistance. The following **only** applies when the client request assistance in completing the form.
- C. **Procedure**
 - 1. Review the form to determine whether all required information was provided. A valid registration form must include the following:
 - a. Identifying information, i.e. name and address;
 - b. Information relating to previous registration, if applicable;
 - c. The date of birth and place of birth; and
 - d. A signature in the two places indicated on the form.
 - 2. Check the identifying information, date of birth and previous registration information for legibility.

600 Completing the Voter Registration Agency Certification (DHR Form 784)

A. At every face-to-face interview, the case manager must certify that the applicant/recipient was offered an opportunity to register to vote by completing the system generated voter registration certification on the EDD or having the applicant/recipient complete and sign a copy of the DHR 784. Form 784 contains language required by NVRA, which includes the following:

1. Ensuring that a current DHR 784 or the system generated voter registration certification on the EDD is completed for each customer age 16 and over. The current documentation must be in the case record;
2. Documenting in the case narrative in CARES as appropriate, that the voter registration application and the DHR 784 form were mailed or sent to customers age 16 and over who were not present at the interview or who are completing their case updates by mail;
3. A statement of whether the applicant/recipient wishes to register to vote at the time of the interview;
4. A statement which informs the applicant/recipient that the decision regarding voter registration will not affect their benefits received from the agency;
5. A statement of an offer to assist the applicant/client to complete the voter registration application if assistance is desired; and
6. A statement that no one has interfered with the applicant's/recipient's right to register to vote, and if the applicant/recipient feels the right to register was interfered with, instructions for filing a complaint with the State Administrative Board of Election Law (SABEL).

B. Procedure

1. In conjunction with the statements included on the DHR 784, staff members are specifically prohibited from the following:
 - a. Directly or indirectly seeking to influence an applicant/client's political preference or party, or to answer any question regarding party affiliation other than the fact that one must belong to a party in order to vote in a primary election;
 - b. Making any statement or taking any action that would discourage voter registration; or
 - c. Making any statement to an applicant/recipient that would lead them to believe the decision regarding voter registration will have an effect on the amount of benefits the agency will provided.

2. **LDSS staff members are reminded that they are not agents of Board of Elections or SABEL. Therefore, LDSS staff members are not to make decisions as to the eligibility of any person to register.**

700 Change of Address Requests by Telephone

- A. A customer who provides a change of address by telephone must be offered an opportunity to register to vote.

B. Procedure

When a change of address is reported by telephone, the worker must ask whether the client desires to register to vote.

1. If the customer says "Yes," the worker will mail a voter registration application form to the customer at their new address. The customer has the option to mail the application directly to the local board of elections or return the completed application through the mail or in person to the service delivery site. Applications returned to the service delivery site are handled as if the application was completed in the office.
2. If the customer says "No" or declines a mailed application form, the worker will wait until the client's next face-to-face interview to again ask whether there is an interest in registering to vote.

800 CARES Procedure

- A. The case manager will code the CARES DEM 2 screens according to the answer given by the customer on the DHR 784 or at the interview at the bottom of the DEM2 screens at -Vote-Reg and indicate if the customer was present at the interview - Pres@Int.
- B. The case manager will document in the CARES narrative, as appropriate, that the voter registration application and the DHR 784 were mailed or sent home to the customer age 16 and older who were not present at the at the interview or who are completing their case update s by mail.

Remember, the customer is not required to return the documents. Do not request the return of these forms on the Request for Verification form DHR 1050 or 1052.

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900 How To Get Voter Registration Applications/Forms From Your SBE

All voter registration forms must be ordered from **your local** Board of Elections Office. When ordering forms, request voter registration forms that are **marked “NVRA”**. This will assist in tracking our statistics by DHR/FIA, SBE and the Governor’s office. You may call or pick them up. The following is a listing of the local Boards of Elections Offices.

Allegheny County

701 Kelly Road, Suite 213
Cumberland, MD 21502-2887
301-777-5931

Dorchester County

P.O. Box 414
501 Court Lane, Rm. 105
Cambridge, MD 21613-0414
410-228-2560

St. Mary’s County

P.O. Box 197
Leonardtown, MD 20650-0197
301-475-7844, ext. 1610

Anne Arundel County

P.O. Box 490
Glen Burnie, MD 21060-0490
410-222-6600

Frederick County

Winchester Hall
12 E. Church Street
Frederick, MD 21701-5447
301-600-8683

Somerset County

P.O. Box 96
Princess Anne, MD 21853-0096
410-651-0767

Baltimore City

Charles L. Benton Bldg.
417 E. Fayette Street, Rm. 129
Baltimore, MD 21202
410-396-5550

Garrett County

Public Service Center
2008 MD Hwy., Suite 1
Mountain Lake Pk., MD 21550
301-334-6985

Talbot County

P.O. Box 353
Easton, MD 21601-0353
410.770-8099

Baltimore County

106 Bloomsbury Avenue
Baltimore, MD 21228
410-887-5700

Harford County

133 Industry Lane
Forest Hill, MD 21050-1621
410-638-3565

Washington County

35 W. Washington Street, #101
Hagerstown, MD 21740-4833
240-313-2050

Calvert County

P.O. Box 798
Prince Frederick, MD 20678-0798
410-535-2214, DC 301.855-1376

Howard County

Executive Park Building
8900 Columbia 100 Pwy.
Columbia, MD 21045
410-313-5820

Wicomico County

P. O. Box 4091
Salisbury, MD 21803-4091
410-548-4830

Caroline County

Health & Public Services Bldg.
403 S. Seventh Street, Suite 247
Denton, MD 21629-1335

Kent County

135 Dixon Drive
Chestertown, MD 21620-1141
410-778-0038

Worcester County

100 Belt Street
Snow Hill, MD 21863-1300
240-313-2050

Carroll County

300 S. Center Street, Rm. 212
Westminster, MD 21157-5248
410-386-2080

Montgomery County

P.O. Box 4333
Rockville, MD 20849-4333
240-777-8500
TDD 800-735-2558

Cecil County

200 Chesapeake Blvd.
Suite 1900
Elkton, MD 21921-6395
410-996-5310

Prince George’s County

16201 Trade Zone Ave., Suite 108
Upper Marlboro, MD 20774
301-430-8020

Charles County

P.O. Box 908
La Plata, MD 20646-0908
301-934-8972, 301-870-3167

Queen Anne’s County

P.O. Box 274
Centreville, MD 21617-0274
410-758-0832

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State Board of Elections, P.O. Box 6486, Annapolis, MD 21401-0486,
www.elections.state.md.us, 800-222-8683,
MD Relay Service (800) 735-2258