

DSS ADMINISTRATIVE LETTER ECONOMIC AND FAMILY SERVICES
Food and Nutrition Services EFS_FNS_AL-6-2019
Low Income Energy Assistance Program EFS_LIEAP_AL-1-2019
Work First EFS_WF_AL-3-2019
Division of Child Development and Early Education Administrative Letter #01-2019

TO: County Directors of Social Services

ATTENTION: Food and Nutrition Services, Low Income Energy Assistance Program, Work First, and Child Care Coordinators, Managers and Supervisors

DATE: October 24, 2019

SUBJECT: Corrected National Voter Registration Act (NVRA) Requirements Administrative Letter

EFFECTIVE DATE: Upon Receipt

I. GENERAL INFORMATION

The purpose of this letter is to provide policy guidance concerning voter registration requirements for county departments of social services agencies. Voter Registration can be completed at every local Department of Social Services (DSS) agency in the state of North Carolina.

NC GS 163A-884. provides the general requirements for when voter registration services must be offered: Voter Registration at other public agencies.

(a) Voter Registration Agencies. – Every office in this state which accepts:

- (1) Applications for a program of public assistance under Article 2 of Chapter 108A of the General Statutes or under Article 13 of Chapter 130A of the General Statutes;
- (2) Applications for state-funded state or local government programs primarily engaged in providing services to persons with disabilities, with such office designated by the State Board; or
- (3) Claims for benefits under Chapter 96 of the General Statutes, the Employment Security Law, is designated as a voter registration agency for purposes of this section.

II. POLICY PROCEDURES AND REQUIREMENTS

The purpose of the NVRA is to make more opportunities available for individuals to vote. The NVRA requires individuals, who are U.S. citizens, and at least 16 years of age, be offered the opportunity to register to vote or update a voter registration record at any application for service, recertification or renewal, or when reporting a change to their address when related to an existing application.

Voter registration services must be offered when a NVRA covered transaction (an application, recertification or renewal, or change of address) is received via ePASS, telephone, mail communication, or in-person. Therefore, at any time a person seeks

services at an agency that offers public assistance, disability services, or unemployment services, the person must be offered voter registration services. Counties must take the following steps to ensure voter registration requirements are met:

1. NVRA information posters must be posted in the agency's lobby, reception, and general intake areas.
2. Create a written voter registration protocol detailing the agency's NVRA procedures and designated staff identified and assigned by the county agency director.
3. Send the written voter registration protocol to the NC DSS Civil Rights/NVRA Coordinator.
4. Ensure the written voter registration protocol document is on file and available for review by federal and state monitors.
5. Designated staff must complete the following steps and document the NVRA transaction in the NC Families Accessing Services Through Technology (NC FAST) system:
 - a. Provide the DSS Cover Letter/Notice of Voter Registration, NVRA laminated information form, and properly coded registration form (Form 01 for English or 09 Spanish) to each head-of-household who submits a covered transaction.
 - b. Ask the Voter Preference Question to each head-of-household who submits a covered transaction "If you are not registered to vote where you live now, would you like to apply to register to vote here today?"
 - c. Record the client's answer in NC FAST or leave as default to "Please Select" if the client doesn't answer. Refer to [NVRA-DSS-Part-2](#) for instructions for each covered transaction.
 - d. Offer to assist the client in completing the form if he or she answered "yes" to the Voter Preference Question.
 - e. Answer the NC FAST Voter Details questions generated from a NVRA covered transaction. Refer to [NVRA-DSS-Part-2](#) for instructions for each covered transaction.
 - f. Document in NC FAST on the Income Support Case Details tab the DSS Cover Letter/Notice of Voter Registration, NVRA laminated information form, and properly coded registration form were offered to the head-of-household.
 - g. Document how the properly coded voter registration form and the DSS Cover Letter/Notice of Voter Registration was provided.
 - h. Document how the NVRA laminated information form was provided during an in-person covered transaction.
 - i. Document assistance was provided in completing the voter registration form.
 - j. Use the Agency Transmittal form to transmit (via in person, mail, courier, county mail, or email if email is approved by the county board of elections) any voter registration application completed at a voter registration agency to the appropriate board of elections no later than five business days after acceptance.

The written protocol and NC FAST documentation must remain current at all times.

III. NVRA CONTACTS FOR ASSISTANCE

- State Board of Elections (SBE) – nvra@ncsbe.gov
- NC DSS Civil Rights/NVRA Coordinator – Carlotta.Dixon@dhhs.nc.gov
- DHHS NVRA Coordinator – NVRA@dhhs.nc.gov

County DSS agencies must report a change in county NVRA point of contact to the NC DSS Civil Rights/NVRA Coordinator.

IV. AVAILABLE RESOURCES

- The DSS Cover Letter/Notice of Voter Registration can be found on the DHHS website: <https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training#program-compliance>
- NVRA Training Presentations can be found on the DHHS website: <https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training#program-compliance>
- Training materials are available on the SBE's NVRA Resource page : www.ncsbe.gov/Voter-Registration/NVRA
- Dear County Director Letter [EFS-FNSEP-24-2018](#)

V. EFFECTIVE DATE

This policy is effective **upon receipt** for all applications for services, recertifications, and address changes in all counties. Email any questions regarding this policy to the NC DSS Civil Rights/NVRA Officer Carlotta.Dixon@dhhs.nc.gov.

Sincerely,



David Locklear, Deputy Director
Economic and Family Services



Dr. Kristi L. Snuggs, Interim Director
Division of Child Development and Early Education

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