TO: County Directors of Social Services

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

DATE: July 29, 2019

SUBJECT: National Voter Rights Act (NVRA) Voter Registration Requirements

EFFECTIVE DATE: August 1, 2019

I. GENERAL INFORMATION

The purpose of this letter is to provide policy guidance concerning voter registration requirements for county departments of social services agencies. North Carolina General Statute 16A-884, provides general requirements for voter registration to be administered at other agencies. Voter Registration can be completed at every department of social services (DSS) agency in the state of NC 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 local or state government programs primarily engaged in providing services to persons with disabilities, with such office designate 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

An address change reported through a remote transaction (Epass, telephone, mail communication, and stand-alone address change) or an address change reported in-person is a covered transaction under the NVRA, counties must take the following steps to ensure voter registration requirements are met:

1. Designate staff to provide voter registration services to each person who submits a covered transaction.

2. Designate staff to complete voter registration related task in NC Families Accessing Services Through Technology (NC FAST).

3. Create a written voter registration document identifying the protocols and designated staff assigned by the county agency director. The protocol document must be on file and available for review by federal and state monitors.

4. Designated staff must document in NC FAST on the Income Support Case Details tab voter registration services were offered to the head of household.
5. Designated staff must document how the voter registration form and the DSS Cover Letter/Notice of Voter Registration was provided.

6. Designated staff must document the NVRA Laminated Information form was provided during an in-person address change.

7. Designated staff must document assistance was provided in completing the voter registration form.

8. Designated staff must answer the NC FAST Voter Details questions generated from an address change. Refer to the Job Aid “Adding Address” in NC FAST for further details.

9. NVRA information posters must be posted in the agency's lobby, reception area, and general intake.

III. NVRA CONTACTS FOR ASSISTANCE
   • State Board of Elections (SBE) – nvra@ncsbe.gov
   • NC DSS Civil Rights Officer – Carlotta.Dixon@dhhs.nc.gov
   • DHHS NVRA Coordinator – Jennifer.Braley@dhhs.nc.gov

IV. AVAILABLE RESOURCES
   • The DSS Cover Letter/Notice of Voter Registration can be found on the DHHS website at https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training#program-compliance
   • NVRA Training Presentations can be found on the DHHS website at https://www.ncdhhs.gov/divisions/social-services/county-staff-information/training#program-compliance
   • Training materials are available on the SBE’s NVRA Resource page at www.ncsbe.gov/Voter-Registration/NVRA

IV. EFFECTIVE DATE
   This policy is effective August 1, 2019 for all applications and recertifications in all counties. Please email any questions regarding this policy to the NC DSS Civil Rights Officer Carlotta.Dixon@dhhs.nc.gov.

Sincerely,

David Locklear, Deputy Director
Economic and Family Services

DL/klg