



# FIA ACTION TRANSMITTAL

**Control Number: 19-03**

**Effective Date: Immediately**

**Issuance Date: October 1, 2018**

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

**FROM: NETSANET KIBRET, EXECUTIVE DIRECTOR** 

**RE: NATIONAL VOTER REGISTRATION ACT (NVRA) REMINDER**

**PROGRAM AFFECTED: ALL PROGRAMS**

**ORIGINATING OFFICE: OFFICE OF PROGRAMS**

As a reminder, state and federal laws require Local Departments of Social Services (LDSS) to provide 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. Maryland's general election will take place on November 6, 2018. Voter Registration closes on October 16, 2018. All completed registration forms must arrive at the State Board of Elections by that date so that the customer can vote in the election.

The NVRA manual on Knowledge Base has been updated. Please refer to the manual for detailed instructions on NVRA procedures; this document provides a summary of the procedures for quick reference.

**1. The LDSS must:**

- a. At each application, address change, recertification, or addition of a person or a program, provide each household member who is 16 or older (and will be 18 on or before the next general election) with a voter registration application.
- b. Any household member present at the interview, who meets the qualifications described above, should be given the opportunity to complete the Voter Registration Agency Certification form DHS 784 or CARES-generated voter registration certification generated by the Eligibility Determination Document

(EDD). If the customer decides to complete a form, scan the completed form into ECMS.

- c. Accurately code the individual's voter registration response on the CARES DEM2 screen. Enter the correct code in the "Vote-Reg" field according to the customer's response:

**R:** Customer is already registered

**Y:** Yes, customer will register to vote today

**N:** No, customer will not register to vote today

**H:** This person took the voter registration application home

**M:** Worker mailed the voter application to this individual in response to an address change

- d. Unless the customer declines to register, **encourage the customer to complete the voter registration application at the interview and leave the completed form with you to mail to the State Board of Elections (SBE).**
  - e. Provide the customer with assistance in completing the voter registration application, unless the customer refuses such assistance.
  - f. Check the voter registration application for completeness and legibility.
  - g. Transmit the completed application to the SBE within 5 business days.
2. For mail-in transactions and myDHR applications, if a customer checks on the Client Information Form (CIF) or myDHR application that a household member wants to register to vote, the LDSS must mail a voter registration application and a DHR 784 form to the customer. Record actions taken in the CARES narrative.
  3. For telephone transactions, the LDSS must offer the customer an opportunity to complete and submit a voter registration form. If the customer would like to register or update a registration, mail the voter registration application and the DHR 784 form to the customer. Record actions taken in the CARES narrative.
  4. Don't forget to mail all completed registration forms to the State Board of Elections early enough to arrive by October 16, 2018 so that the customer can vote in the election.
  5. Advise customers who wish to register after registration closes, that they may register during early voting, from October 25 through November 1, 2018, by bringing a document that proves where they live to the polling place. They may then vote using a provisional ballot. If the local board of elections determines that they are the person they say they are, the provisional ballot will count.

**INQUIRIES:**

For questions about the NVRA, please contact NVRA Coordinator Kortni Frazier at 410-767-7972 or [kfrazier@maryland.gov](mailto:kfrazier@maryland.gov).

cc: DHS Executive Staff  
FIA Management Staff  
Constituent Services  
DHS Help Desk