



**Maryland**

Department of Human Services

**FAMILY INVESTMENT ADMINISTRATION**

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

## TABLE OF CONTENTS

### Introduction

#### Section Numbers

100	Summary
200	Voter Registration Coordinators and Site Coordinators
201	Appointment
202	Duties of the Voter Registration Coordinator
203	Duties of the Voter Registration Site Coordinator
300	State Board of Election Duties
400	Case Manager Responsibilities
401	Distribution of Voter Registration Forms at Face-to-Face Interviews
402	Mail-In Applications/Recertifications
403	Assisting in Completing Voter Registration Forms
500	Completing the Voter Registration Agency Certification (Form DHR 784)
600	Requests by Telephone or Mail-in Redeterminations
700	CARES Procedures
800	Display and Dissemination of Voter Registration Information
900	How to Get Voter Registration Applications/Forms

## **100 Summary**

The National Voter Registration Act (NVRA) of 1993 became effective on January 1, 1995. The intent of NVRA is to make it easier for all U.S. citizens to register to vote and maintain their registrations. State and Federal laws require all local departments of social services to offer every customer who applies for services, recertifies eligibility, or submits an address change an opportunity to complete and submit a voter registration form. 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 of this manual address 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. Ensure that each customer who applies for services, recertifies eligibility, or submits an address change is offered an opportunity to complete and submit a voter registration application. Ensure that all DHR staff are consistently carrying out this responsibility.

## NATIONAL VOTER REGISTRATION ACT (NVRA) MANUAL

- B. Coordinate voter registration activities for all service delivery sites within the local department of social services.
- C. 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.
- D. 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 there is a two month supply of forms available at each service delivery site.
- E. Reorder supplies of voter registration application forms from the local board of election supervisors as needed.
- F. 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. 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;

# NATIONAL VOTER REGISTRATION ACT (NVRA) MANUAL

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:

**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 Case Manager Responsibilities**

### **401 Distribution of Voter Registration Forms at Face-to-Face Interviews**

- A. The case manager must provide a voter registration form and declination 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 making an address change;
  3. At recertification;
  4. When adding a person; and
  5. When adding a program.

Note: If the customer declines to register the case manager will wait until the

## NATIONAL VOTER REGISTRATION ACT (NVRA) MANUAL

customer's next recertification or change of address to again ask whether there is an interest in registering to vote.

### B. Procedure

1. The case manager must ensure that 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) complete the Voter Registration Agency Certification form DHR 784 or CARES-generated voter registration certification generated by the Eligibility Determination Document (EDD).
2. The case manager will ask applicants and recipients, "Would you like to register to vote or update your voter registration?", provide the voter registration form, and offer to assist in completing the form.
3. The applicant/recipient may respond to the offer in any of the following ways:
  - a. Complete the form without assistance;
  - b. Complete the form with 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. Decline to register.

**Note: See Section 800 for CARES procedures. It is important to accurately code the applicant/recipient's response on the CARES Dem2 screen at each application, address change and recertification. This code is used for reporting purposes and if coded incorrectly does not accurately reflect our NVRA efforts.**

4. Unless the applicant declines to register, **encourage the applicant to complete the voter registration application at the interview and to leave the completed form with the case manager for mailing to the SBE.**

### 402 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. However, the customer may return the forms, in which case the local department must mail the completed voter registration form to the SBE within one week, as provided in section 203 of this manual.**

## **403 Assisting in Completing the Voter Registration Form**

- A. The Agency must provide assistance to the applicant/recipient in completing the voter registration form unless the applicant refuses such assistance.
- B. Determine whether the applicant/client wishes to complete and submit a voter registration form. If the answer is “Yes,” then ask whether the applicant/recipient desires assistance in completing the application.
- C. Provide assistance to the applicant/client in completing the form unless the applicant/client declines assistance.

### **D. 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. A Maryland Motor Vehicle Administration (MVA) driver’s license number, MVA ID card number, **OR** (if the applicant does not have a MVA driver’s license or ID card) the last four digits of the applicant’s social security number.
  - c. Information relating to previous registration, if applicable;
  - d. The date of birth and place of birth; and
  - e. A signature in the place indicated on the form.
2. Check the form for completeness and legibility.

## **500 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 complete and submit a voter registration form by having the applicant/recipient complete and sign the system generated voter registration certification form on the EDD or complete and sign a copy of the DHR 784. Each form contains language required by NVRA.

- B. The case manager must ensure 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.
- C. The case manager must document 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.

**D. Procedure**

- 1. 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. Displaying any political or candidate preference or party allegiance;
  - c. Making any statement or taking any action that would discourage voter registration; or
  - d. 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 provide.
- 2. **LDSS staff members are reminded that they are not agents of Board of Elections or SBE. Therefore, LDSS staff members are not to make decisions as to the eligibility of any person to register.**

**600 Requests by Telephone or Mail-in Redetermination**

- A. For individuals not required to go to the local department for an application or redetermination or who may be reporting changes by telephone, the case manager must offer the individuals voter registration services. Document actions taken and the individual's response in the CARES narrative.

**Note: This also applies to SAIL applications.**

**B. Change of Address**

- 1. A customer who provides a change of address by telephone must be offered an opportunity to complete and submit a voter registration form.



## NATIONAL VOTER REGISTRATION ACT (NVRA) MANUAL

2. When a change of address is reported by telephone, the worker must ask whether the client desires to complete and submit a voter registration form.
  - a. If the customer says “Yes,” the worker will mail a DHR 784 and 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.
  - b. If the customer says “No” or declines a mailed application form, the worker will wait until the client’s next recertification or change of address to again ask whether there is an interest in registering to vote.

### 700 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. It is important to accurately code the applicant/recipient’s response on the CARES Dem2 screen at each application, address change and recertification. This code is used for reporting purposes and if coded incorrectly does not accurately reflect our NVRA efforts.
  1. “Vote-Reg” field - 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.

**Note: Use this code only if the customer actually plans to complete or has already completed the voter registration application. If this code is used, there is an expectation that there will be a voter registration application to send to the Board of Elections. Encourage the customer to complete the voter registration application at the interview and to leave the completed form with the case manager for mailing to the SBE.**

**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 a

## NATIONAL VOTER REGISTRATION ACT (NVRA) MANUAL

telephone or mail-in transaction.

2. Pres@Int field - In the Pres@Int field: Enter **Y** if individual present at interview or **N** if not

CHANGE Month 03 06	CLIENT DEMOGRAPHIC 2 - DEM2 RTAH88 11 29 05	DEM2 02
Client Name ERICA	SCOTT	Client ID 446022807
Citiz V C	Student V BC	Striker FT
Status CS	Stat N	Penalties AF
Org Viol FS	---Dec Date	Type-- Del
Disab/ Incap	GA Type	SW CTR
Approval Source	Begin Date (MM YY)	End Date (MM YY)
Loan Date (MM DD YY)	IAR Date (MM DD YY)	
Med Rev Recd	Treatmt part	Hlth V
-----PSH----	OTO Medical Date	Entitle V
Joint Med A	Vet SSI/FS	Stat POC
Vote-Reg HMO	R Pres@Int Mang Care	Y TCA Ctr Insur Dropped
000 TLEX-Rsn A	MPEXE Premium	DMVIOL OK U
BUYIN	TPL	Liab
Message		
15-lett	20-MOE History	22-TPL 23-alau 24-delete

- C. 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, if the forms are mailed to the customer or the customer takes the registration form home, 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.**

## **800 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, but the department must accept completed forms for mailing to SBE (see section 203 of this manual) and provide customer assistance in accordance with this manual.
- 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 within one week, as provided in section 203 of this manual.**

# NATIONAL VOTER REGISTRATION ACT (NVRA) MANUAL

## 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.

### **Allegany 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**

P.O. Box 6800  
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

# NATIONAL VOTER REGISTRATION ACT (NVRA) MANUAL

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