216.1 Qualifying Note:

The National Voter Registration Act (NVRA) is a federal law designed to increase access to voter registration opportunities. As a designated State NVRA agency, we must provide individuals applying for benefits, renewing or recertifying their eligibility for benefits, or submitting address changes, the opportunity to register to vote or to update their voter registration information, and record and track every response given by a customer when voter registration is discussed. Case managers must encourage customers to complete their voter registration forms while in the office, review the form to ensure it is correctly completed, and mail it to the State Board of Elections (SBE). Please see the NATIONAL VOTER REGISTRATION ACT (NVRA) MANUAL in the FIPnet for detailed instructions.

216.2 REQUIREMENTS

A. As a result of the National Voter Registration Act (NVRA) of 1993, every FIA customer 16 or older must be provided the opportunity to register to vote at each:

1. Application (new or reopen)
2. Add-a-person,
3. Add-a-program,
4. Address change,
5. Redetermination, and
6. Other case maintenance activity

B. When prompted by the case manager, CARES will automatically generate a Voter Registration Agency Certification (Form DHS/FIA 784) for each person 16 or over, present at the application or recertification interview.

1. CARES will present the case manager with six choices:
   - \( Y \) = The person wants to register to vote and was given an application for doing so
   - \( N \) = The person declined to register to vote
   - \( R \) = The person is already registered to vote
   - \( H \) = The person took the voter registration application home
   - \( M \) = The case manager mailed the voter registration application

2. The local department must also send a Voter Registration Application and DHS 784 Voter Registration Agency Certification to any customer age 16 or
over who was not present at an interview for one of the case actions listed above.

3. The Eligibility Determination Document (EDD) includes one of the 6 possible responses to the voter registration question for each individual 16 or older.

C. When a customer's address changes or needs to be corrected; enter the information in CARES and manually generate a DHS 784 Voter Registration Agency Certification

1. Ask the customer to sign the 784

2. Encourage the customer to complete the voter registration application while in the office
   o Follow LDSS procedures to submit the registration to the local Voter Registration Coordinator.

D. Case managers must document the action taken and the customer’s decision at each of the above case actions in the case record by:

1. Ensuring that a current Voter Registration Agency Certification form (784) OR the system generated voter registration form on the Eligibility Determination Document (EDD) is completed for each customer age 16 and over. This current documentation must be in the case record;

2. Reviewing the Motor Voter fields on CARES for each customer age 16 or over, and updating CARES if necessary, to ensure that the Motor Voter fields match the information on the current 784 or EDD forms:

3. Documenting in the case narrative, as appropriate, that the Voter Registration Application and DHS 784 forms were mailed or sent to customers age 16 or over who were not present at the interview or who are completing their case updates by mail.

Note: Although case managers must document that a voter registration form or 784 was sent home or mailed to the customer, the customer is not required to return the documents.
   - Do not request return of voter registration forms on the Request for Verification form (1052).

E. When a customer completes the voter registration form in the office or returns it to the LDSS, follow LDSS procedures, and submit forms weekly to:
   Roger Stitt, Voter Registration Manager of Operations
216.3 VOTER APPLICATION SUBMITTALS

A. Voter registrations are attributed to local departments under the heading of “Mandated Agencies” on State Administrative Board of Election Law (SABEL), now State Board of Elections, reports.

B. Mail all Voter Registration Forms received by your agency weekly with a completed Agency-Based Registration Voter Registration Transmittal Form (DHS/FIA 786 - Revised 7/09) to the address above.

C. Do not mail forms to the local State Board of Elections (SBE).

D. Do not hold completed forms.
   - All forms must be mailed timely.
   - The Voter Registration Forms and the Agency-Based Registration Transmittal Form (DHS/FIA 786- Revised 7/09) are the only forms that you send to the SBE in Annapolis.
   - Do not send the Declination Form (DHS/FIA 784) to the SBE.

216.4 VOTER REGISTRATION REPORTS

A. Each month three statistical reports on voter registration are automatically generated by CARES
   1. District Office Summary Report
   2. County Summary Report
   3. Statewide Summary Report

B. Use the 784 to confirm the offer of the opportunity to register to vote for all individuals 16 or older

When ordering Voter Registration Forms from your local SBE office, always ask for NVRA forms. They are stamped with a check mark. This will help the SBE track our efforts.