

November 29, 2011



Program Guide Letter #568

Subject National Voters Registration Act (NVRA) Requirements

Effective Date Upon Receipt

Purpose This letter reiterates and provides additional clarification and changes to the existing policies addressed in the CalFresh Program Guide Chapter [63-103](#) for the National Voter Registration Act (NVRA). Under the NVRA, all offices are required to:

- Provide voter registration opportunities at the time of application, RRR, and change of address regardless of the type of client transaction (in-person, by mail, through the internet, or over the phone).
- Include Voter Registration Interest/Declination Form (16-64 HHSA) **and** California Voter Registration Form (also known as the Voters Registration Card or VRC) in all applications and RRR packets, and provide both of these forms to clients each time they report a change of address.
- Provide the same level of assistance in completing NVRA forms as is normally provided for every other service or application of benefits.
- Accept Voters Registration Forms and forward them **within 10 days** to the San Diego County Registrar of Voters. However, if the Voter Registration Form is received within 5 days before the last day to register to vote in an election, the form must be forwarded to ROV **within 5 days**.
- Inform applicants/recipients that the receipt of benefits is not linked in any way to the individual's decision to register or not register to vote.
- Retain all 16-64 HHSA forms in DoReS for a minimum of 24 months.

NVRA Liaison All offices shall establish an NVRA Liaison for their site to be responsible for NVRA compliance and communication with Registrar of Voters and with the Strategic Planning & Operational Support Division (SPOS) NVRA Coordinator.

Election Information Information regarding elections and registration deadlines will be provided by the SPOS NVRA Coordinator to all Managers and NVRA Liaisons.

Summary of Updates Updates to the CalFresh Program Guide are noted with highlighted text. The following CalFresh Program Guide sections have been revised and/or updated:

Chapters/ Sections	Section Title	Update
63-103.3	Application Packet	Revised to include the following requirements: <ul style="list-style-type: none"> • Provide California Voter Registration Form • Image and keep 16-64 HHS in electronic case for a minimum of 24 months. • Comply with time frames to receive and forward Voter Registration Form to San Diego County Registrar of Voters.
63-103.10	National Voter Registration Act	
63-304.2	Recertification Notice, Interview and Forms	
63-104.3	Roles of the ERA Human Service Specialist	Intake cover letter form 09-94 has been updated to include the California Voter Registration Form as a required form. Added form California Voters Registration Form (VRC) to Attachment B of Electronic Applications – CalFresh Applications Forms Packet

Forms/Imaging Impact The Voter Registration Interest/Declination form 16-64 HHS has been updated and can be found in Xerox print center and in the “S” drive located at S:\ENTERPRISE\Food Stamp State Forms. Offices shall immediately recycle all existing supplies and start using the new version.

The “[California Voter Registration Application form](#)” can be ordered directly from the Registrar of Voters’ designated liaison to HHS.

Other Programs CalWORKs and Medi-Cal Program staff shall also comply with NVRA

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Impact requirements.

ACCESS Impact ACCESS Customer Service Center staff shall follow these instructions and adhere to ACCESS NVRA protocol.

Quality Assurance (QA) Impact QA will cite the appropriate error when the requirements in this material have not been followed.

Manager Approval



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