



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**MANDY COHEN, MD, MPH** • Secretary

**SUSAN OSBORNE** • Assistant Secretary for County Operations for  
Human Services

April 22, 2019

**Attention:** County Directors of Social Services and Staff  
**Subject:** National Voter Registration Act Updates  
**Priority:** Time Sensitive, Action Required

Dear County Directors of Social Services:

On October 19, 2018, Dear County Director Letter [EFS-FNSEP-24-2018](#) was issued providing information related to the settlement agreement for the National Voter Registration Act (NVRA). This agreement reaffirmed and reinforced North Carolina's commitment to provide citizens with opportunities to register to vote as required by both federal and state law. This work is done with the cooperation of the State Board of Elections (SBE) and the Department of Health and Human Services (DHHS).

The SBE conducts annual NVRA refresher trainings for County DSS offices. On March 27, 2019, SBE presented the first of those trainings outlining the NVRA general guidelines and requirements. On April 24, 2019, the second part of the NVRA training will be presented during the 100 County Director of Social Services Webinar. The link for registering for the April webinar has been sent out. We strongly recommend all staff review the NVRA training materials along with the attached NC FAST monthly communications. The webinar and training presentations can be located at <https://www.ncdhhs.gov/divisions/social-services/county-staff-information/directors-and-fiscal-meeting#2019>.

**What impact will this have on county DSS offices?**

In addition to the training components above, county DSS offices should review the following items:

- **Notify DHHS of NVRA Point Person change**

When there is a change in the county DSS NVRA Point Person, county DSS offices will: provide updated contact information to the DHHS Division of Social Services Civil Rights Coordinator, ensure staff review the NVRA webinars and inform designated staff on how to obtain properly-coded registration forms/posters/cover letters to complete their NVRA responsibilities in a timely fashion.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-855-6335 • FAX: 919-334-1018

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- **NVRA Preference Form**

County DSS offices should discontinue the use of the NVRA Preference form. The client's preference with regards to voter registration services is now being captured in the NC FAST system and on DHHS' Medicaid and FNS applications.

- **Public Assistance Agency Transmission of Voter Registration Applications**

Completed voter registration applications must be transmitted to the appropriate county board of elections within five (5) business days of receipt by the agency. To send the applications to the board of elections, NVRA agencies are asked to use the NVRA Agency Transmittal Sheet.

**What responsibilities does DHHS have?**

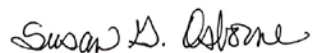
As part of this settlement agreement, DHHS modified the NC FAST and ePASS systems and these changes were communicated through NC FAST System Updates in the Monthly Release Communications dated December 2018, January 2019, February 2019 and March 2019. DHHS will continue to coordinate with SBE on training, data reports and updating the County DSS NVRA Point Person as information is received.

**What responsibilities does SBE have?**

On March 27, 2019, the SBE presented part one of a two-part NVRA training during the 100 County Director of Social Services Webinar. SBE will present part two of the NVRA training on April 24, 2019. This second training will cover the changes to NC FAST and ePass as outlined in the settlement, the unique cover letter to be used by county DSS offices as well as a review of updated NVRA signs and posters.

Any questions or concerns can be directed to Carlotta Dixon, County DSS NVRA/Civil Rights Coordinator at [Carlotta.Dixon@dhhs.nc.gov](mailto:Carlotta.Dixon@dhhs.nc.gov).

Sincerely,



Susan Osborne

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Attachment (1)

NC FAST Monthly Release Communications [December 2018 through March 2019]