

Durham County's Implementation of Voter Registration Standard Operating Procedures (SOP)

- Reception
- Call Center staff, and
- Record Management



Summary of SOP.....



If a client is in the agency to complete an Application, Review, Recertification, or to see a staff person, we ask:

If you are not registered to vote where you live now, would you like to register to vote here today?

If yes, and box 1 is checked

- Voter Registration Preference Form is given
- The North Carolina Voter Registration Application is given and completed
- Completed forms are collected and held in a centralized location

If yes, and box 2 is checked

- Voter Registration Preference Form is given
- The North Carolina Voter Registration Application is given
- Self-addressed stamped envelope is provided

A designated staff person batches all forms received together by 12:00 each Friday, completes the NC State Board of Election(BOE) Transmittal form, DSS Summary form and delivers the forms to the BOE by close of business each Friday.



Telephone Contacts.....

If a client calls to change his/her address

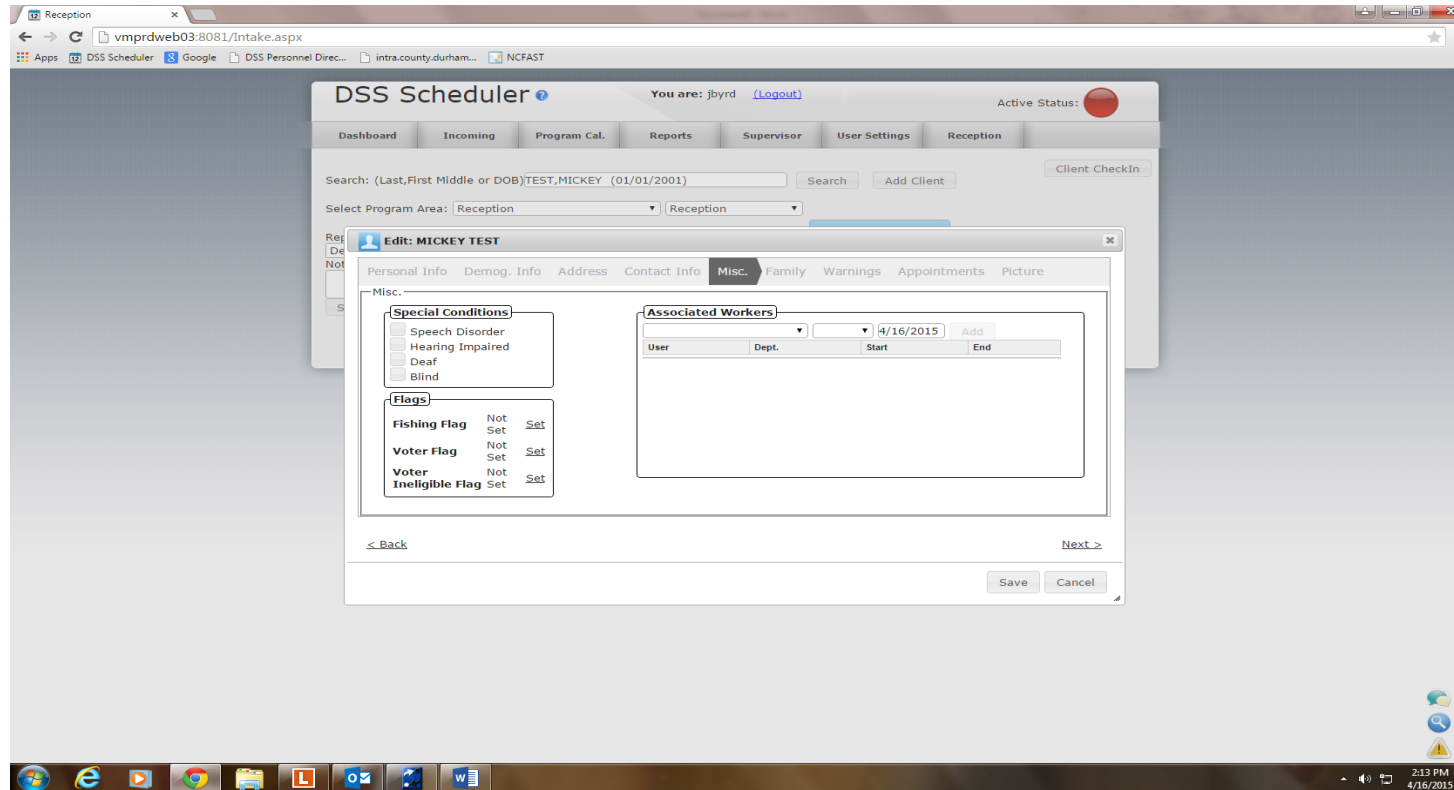


- We update their address in Scheduler
(Scheduler is comprehensive client registration system developed by Durham County IS&T)
- Mail a North Carolina Voter Registration Application to them
- Provide a self-addressed stamp envelope for them to return the form upon completion
- Upon receipt of the application, the same batching process as described earlier is followed

System/Process Enhancements.....



- Scheduler was enhanced to include a field that would allow staff to record the date each client was offered the opportunity to register to vote



- Each month supervisors pull data from Scheduler to determine if staff are asking the “Voter Registration” question and documenting properly
- Reviewing the results of the data is a standing agenda item during staff’s monthly meetings with their supervisor



As a result.....

The number of citizens completing the North Carolina State Board of Elections, Voter Registration Preference Form and/or registered increased by over 70 %

❖ From July 2014 to June 2015

7,137 citizens have been given an opportunity to register to vote

❖ From July 2015 to January 2016

12,478 citizens have been given an opportunity to register to vote



To support staff thru this change.....

Two meetings were held with staff to review the SOP and reiterate the importance of our Voter Registration efforts.

The SOPs were incorporated into staff's work plans as performance expectation.

Supervisors are expected to monitor monthly.

➤ System/Process Enhancements.....

- Effective, April 15, 2016;
Prior to transmitting
Voter Registration Forms
to BOE, each completed
form will be scanned into
our electronic filing
system
- The electronic copies will
be retrievable as needed
(Month and Week of)
- North Carolina Voter
Registration posters were
ordered and received
from NC NVRA program
for each lobby
(English and Spanish)



Are there any.....

