

Frequently Asked Questions about National Voter Registration Act:

(Consumer Generated)

| Question | Answer |
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| 1. What is the National Voter Registration Act (NVRA)? | 1. The NVRA is a requirement of state governments to allow for registration when people renew their driver's license or apply for social services. The intention of this law was to give greater access to voter registration for citizens who needed further assistance registering to vote. |
| 2. How does the NRVA affect me? | 2. The NRVA allows you to complete a form which is used for registering to vote. |
| 3. Why was this form sent to me? | 3. When you apply for services with our agency, or when a reassessment is made, or when you change your address, we must give you the opportunity to register to vote. |
| 4. What if I don't want to fill out the form? | 4. You do not have to fill out the form. If you do not fill out the form your services will not change. |
| 5. What if I can't sign my name? | 5. You may make a mark and have someone print your name. Then any person who saw you make your mark should sign his/her name. |
| 6. What if I am not "qualified" to vote? | 6. You may fill out the form. The office of the Louisiana Secretary of State will decide if you are qualified to vote. |
| 7. Who makes the decision that I am qualified to vote? | 7. The office of the Louisiana Secretary of State will decide if you are able to register to vote. This form will help them start the process. |
| 8. I have completed the form. What should I do with it? | 8. Give the completed form to the person who gave it to you, or mail it to the location listed on the application form. |

Frequently Asked Questions about National Voter Registration Act:

(Provider Generated)

| Question | Answer |
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| 1. When are the forms to be sent (given) to the participant? | 1. They are to be sent (given) at the time of the initial contact for services, at a reassessment visit, and at the time of any address change. |
| 2. If a family member calls for assistance on behalf of a participant is it allowable to get permission verbally from the participant? | 2. Participants may give verbal permission for a person present with them to speak to the helpline personnel. |

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| a. Can the helpline staff assist the family member under these conditions? | a. When verbal permission is given by a participant, the helpline personnel may assist this person in completing the participant's form. |
| 3. Where should completed forms be mailed? | 3. Xerox personnel should mail their forms to: Department of Health and Hospitals, Office of Aging and Adult Services, PO Box 2031, Baton Rouge, LA 70821-2031, Attention: Gina Rossi |
| 4. What if the participant does not know information requested on the form i.e., place of birth or mother's maiden name? | 4. The staff person is not required to investigate further to obtain information missing from a voter registration form. |
| a. What if the form(s) are returned without the requested information or are otherwise incomplete? | a. The staff person is not required to contact the participant to obtain information missing from a voter registration form. |
| 5. If a call is received to change a participant's address to an out of state location, should the forms be sent to the participant? | 5. Yes. OAAS will then send the completed forms to the parish of the last known Louisiana residence. |
| 6. What happens to the form(s) when the participant returns them? | 6. The forms received at Xerox should be forwarded to Gina Rossi at OAAS (address above) at least twice weekly (Tuesday and Friday). |
| 7. What will OAAS do with the forms? | 7. OAAS will scan the forms (complete and incomplete) into the ECR (or participant file) and forward the originals to the appropriate Registrar of Voters. |
| 8. What if the person cannot sign and only has one witness? | 8. Only one person is required to witness the mark of a participant. |
| 9. If the person is in a nursing facility in a temporary stay, what address should they use? | 9. The address for his/her permanent place of residence should be used. |
| 10. How should PACE providers handle their internal process of documenting the completion of NVRA requirements? | 10. PACE providers will document that they sent/provided the forms to the participant in the participant's file. |
| 11. What if participants who are cognitively impaired and whose family member(s) request that agency personnel assist in form completion? | 11. The provider should give assistance in NVRA form completion if the participants or their family members request assistance. |