



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

August 17, 2021

**Attention:** County Directors of Social Services and Staff  
**Subject:** National Voter Registration Act Reminders  
and Upcoming Summer Training  
**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 Trainings for County DSS offices. On **August 30, 2021 from 2:00p.m. to 4:00 PM**, using the ZOOM Platform, SBE and DHHS will be offering a training that will outline the NVRA general guidelines and requirements.

An email invitation to the training will be distributed to all 100 County Departments of Social Services.

**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 Administrator, 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 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?**

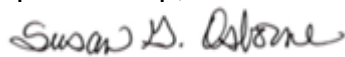
As part of this settlement agreement, DHHS modified the NC FAST and ePASS Systems and these changes have been communicated through NC FAST System Updates in the Monthly Release Communications. DHHS will continue to coordinate with SBE on training, data reports and updating the County DSS NVRA Point Person as information is received.

**What responsibilities does SBE have?**

The State Board of Elections provides NVRA forms and tools to the public. The SBE offers voter registration forms and NVRA program management training to the NVRA agencies. SBE also reports NVRA program data to the public. The agency enforces compliance with state and federal laws. In addition, the SBE performs data analysis on NVRA voter registration statistics.

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

In partnership,



Susan G, Osborne  
Assistant Secretary for County Operations