



# New Mexico Human Services Department

Susana Martinez, Governor  
Sidonie Squier, Secretary

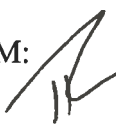
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ISSUED ELECTRONICALLY

INTERDEPARTMENTAL MEMORANDUM

ISD GI – 12-15

DATE: March 12, 2012

TO: All ISD Employees  
FROM:  Ted Roth, Acting Director  
Income Support Division  
RE: NVRA Q & A

This GI is Questions and Answers from the special supplemental training for review of the duties of ISD Site Coordinators which was conducted on March 25, 2012, via tele-conference.

If you have any questions contact Albert Davila, NVRA Site Coordinator, at 505-827-7748 or at [albert.davila@state.nm.us](mailto:albert.davila@state.nm.us).

**RESCINDED**

## **Voter Registration Q&A**

**Q.** Do we have to make a copy of the ISDB 710 form and put it in the case file when it is sent with the voter registration form?

**A.** No, caseworker must note in CTS that a Voter Registration Application and an ISDB 710 form were mailed out. If a form is being returned because it is incomplete, it must be logged on a tracking form.

**Q.** Do we need to still put the site code on the Voter registration forms when they have the code I-01 on them?

**A.** Yes, your site code has to be indicated in the grey box in line 3, the box right after the address box. If you receive the federal voter registration form then you indicate the site code on the top right hand side of the form (outside of the federal use box), as this lets the county clerk know what office it came from. All centralized offices have now been assigned their own codes.

**Q.** What do we do when a Voter registration form does not have an SSN?

**A.** The voter registration form has to be mailed back to the client with an ISDB 710 form. Check the box indicating that the form was incomplete or incorrectly filled out, and log in the tracking form. (This action needs to be notated in CTS that it was done.)

**Q.** What do we do with the Voter Registration forms that are incomplete?

**A.** The voter registration form has to be mailed back to the client with an ISDB 710 form. Check the box indicating that the form was incomplete or incorrectly filled out, and log in the tracking form. (This action needs to be notated in CTS that it was done.)

**Q.** What do we do when the declination form is not checked or signed?

**A.** Make a copy of the page of the application that has the declination and mail that copy to the client with an ISDB 710 form. If the Voter Registration is also incomplete return that as well, in

this example), only the incomplete Voter Registration form needs to be logged. (This action needs to be notated in CTS that it was done.)

**Q.** What do we do when the declination form is checked and not signed or signed and not checked?

**A.** Make a copy of the page of the application that has the declination and mail that copy to the client with an ISDB 710 form. (This action needs to be notated in CTS that it was done.)

**Q.** When the office mails out a Voter Registration form to the client does the office write the site code on the form?

**A.** Yes, In order to afford the county the appropriate credit, if the county assigned site code is not on the form, the county does not get credit for that form. If it is only stamped with I-01 HSD code, the county numbers reported to Rachel will not match with the numbers reported by the Secretary of State. That count will show up under the state wide total however.

**Q.** If the client filled out the declination form, do I still have to ask them if they want to register to vote?

**A.** Yes. During an interview for application, renewal (Medicaid recert) and recertification, regardless of the client's response on the form, the following MUST be verbally advised:

- You may complete a voter registration application by completing the voter registration form that is attached to their paperwork.
- I am available to provide assistance in completing the form.
- HSD will forward a completed application to the county clerk.

The offer of voter registration as well as the client's response must be documented in CTS.

**Q.** Is the Voter Registration Application to be primarily utilized when we receive Change Report forms?

**A.**

- Anytime a client submits a "change" form – for a change of address—review the form and if the response to the voter question is "yes", or if it is "blank", an ISDB 710 must be mailed. (This action needs to be notated in CTS that it was done.)

- Anytime a client requests an application, renewal, or recertification paperwork by phone, fax or electronically it must be attached to the benefit application. We have tried to relieve this burden by printing the forms with the application attached.

**Q.** Do the NVRA requirements apply to Interim Reporting?

**A.** The only time an NVRA requirement applies to Interim Reporting is when the client reports a change of address. If the response to the voter question is “yes”, or if it is “blank” on the Interim Report, an ISDB 710 must be mailed. (This action needs to be noted on the CTS that it was done.)

**RESCINDED**