IN-PERSON ASSISTER PROCEDURE TASK GUIDE: VOTER REGISTRATION

Function	**Protocol for in-person assisters to provide voter registration assistance**
Task Group	
Process	**Voter Registration**
Identifier	
Job Roles	In person assisters include: Navigators, Certified Enrollment Counselors(CEC), Certified Insurance Agents
Background	Under Federal and State law, Covered California must offer consumers voter registration services each time a person seeks service or assistance with: 1) An application 2) A renewal or reenrollment of their application 3) Change of address If a consumer seeks help for one of the above reasons, the assister must offer help with voter registration to the same degree as is offered with Covered California's form unless assistance is declined. The Secretary of State website offers voter registration capability in the following languages: - English - Spanish - Chinese - Hindi - Japanese - Khmer - Korean - Tagalog - Thai - Vietnamese

Situation	Description

Situation 1	Assister is providing in person assistance through CalHEERS which involves the consumer submitting an application, a renewal, or a change of address. When the application comes to the voter registration preferences section, the assister will ask the consumer if he/she wants to register to vote today and read aloud or allow the applicant to read the "Important Notices" section of the voter preference form. According to the answer, the assister will check the appropriate box in the application and take the corresponding action:
What should the Assister do?	1) **Consumer answers "Yes"** (Assister follows the link to online voter registration and selects the registration form in consumer's preferred language if it is offered. The consumer must be informed that he/she has the right to register to vote in private, and that answers to the online voter registration form may be filled out in private. 2) **Consumer answers "No" (Assister takes no other action.)** 3) **Consumers answers "Yes, mail me forms"** (Consumer will be mailed a voter registration packet, in their preferred language, from Covered California. **Assister takes no other action.)**
Situation 2	Assister is providing in person assistance through paper, which involves the consumer submitting an application, a renewal, or a change of address. When the application comes to the voter registration preferences section, the assister will ask the consumer if he/she wants to register to vote today and read aloud or allow the applicant to read the "Important Notices" section of the voter preference form. According to the answer, the assister will check the appropriate box in the application and take the corresponding action:
What should the assister do?	1) **Consumer answers "Yes, I will go online and register to vote at www.registertovote.ca.gov"** (If there is computer access, assister goes to https://www.coveredca.com/resources/voter-registration/, selects "Yes" and is taken to online voter registration. Select the registration form in the consumer's preferred language if it is offered. The consumer must be informed that he/she has

	the right to register to vote in private, and that answers to the online voter registration form may be filled out in private. 2) **Consumer answers "No" (Assister takes no other action.)** 3) **Consumers answers "Yes, mail me forms"** (Consumer will be mailed a voter registration packet in preferred language, from Covered California once their application is keyed in. **Assister takes no other action.)**
Situation 3	Assister is working with a consumer for any reason other than to submit an application, renewal, or change of address but the consumer specifically asks about voter registration options through Covered California.
What should the Assister do?	Explain to the consumer (or potential consumer) that: - Covered California is a voter registration agency and we offer applicants for health insurance the opportunity to register to vote. - The decision of whether or not to register will not affect the ability to obtain health insurance or financial aid. - To learn more or register, visit "RegisterToVote.ca.gov", call (800) 345-VOTE (8683), or go in person to county elections office. - Language help: Numbers for voter registration help in other languages can be found here: http://www.sos.ca.gov/elections/new-voter/voter-assistance-hotlines.htm
Situation 4	Assister is working with a consumer for any reason other than to submit an application, renewal, or change of address and consumer does not ask about voter registration.
What should the Assister do?	Assister need not discuss voter registration with the consumer, unless other job related requirements outside of Covered California's training call upon them to do so.

Questions & Answers
National Voter Registration Act of 1993 (NVRA)

Voter Registration Services through Covered California

When are voter registration services required to be offered?

Federal and state laws require Covered California to provide the opportunity to register to vote to people who apply for health care through Covered California when a person:

* Applies for new health care coverage through Covered California;
* Applies for a renewal or recertification of healthcare coverage; or
* Submits a change of name or address.

What "voter registration services" must be offered?

For each transaction listed above, Covered California must ensure the following:

For ***online applications***, all consumers will receive the opportunity to register to vote when they apply through CoveredCA.com. Before consumers submit their application they will land on a Voter Preference Form which asks consumers "If you are not registered to vote where you live now, would you like to register to vote?" This form gives the consumer the option to register to vote online, receive a voter registration card in the mail, or not register to vote at all.

For ***paper applications***, consumers will receive a Voter Preference Form asking "If you are not registered to vote where you live now, would you like to register to vote?" The consumer will have the option of receiving a voter registration card in the mail or not registering to vote. If the applicant is receiving assistance from an in person assister, the assister will give the applicant the option of registering to vote online if internet is available.

For ***phone applications***, Covered California will mail all consumers who apply, renew, and change their address a voter registration card.

Do applicants have to register to vote in order to get health care coverage?

No.

What if an applicant asks a question about how to vote or political party choice?

Refer all questions about voting to the Secretary of State's website (sos.ca.gov) and toll-free number (800) 345-VOTE (8683). You are not allowed to influence someone's political party preference or express your own political party preference when providing voter registration assistance.

What if an applicant asks for help with registering to vote?

Applicants must receive the same level of assistance with registering to vote as they do with applying for health care coverage. This means assisters and call center staff must be able to answer basic questions about how to register to vote, and must refer people to the Secretary of State's website (sos.ca.gov) and toll-free number (800) 345-VOTE (8683) for additional help with voter registration. (See Basic Questions below.)

What are in person assisters required to do?

✓**Encourage the applicant to answer the voter registration question** when it appears on the CoveredCA.com website and make sure applicants know they have the opportunity to register to vote.

✓**Allow applicants to register to vote** on the Secretary of State's website (RegisterToVote.ca.gov) if applicants choose to register to vote online.

✓**Assist by answering basic voter registration questions, if asked.** Refer to the Basic Questions below.

✓**Provide the Secretary of State's toll-free number (800) 345-VOTE** (8683) if applicants have questions about voting.

Things to Remember

✓A person must register to vote before they can vote.

✓Voter registration applications are available in 10 languages.

✓Applicants must re-register to vote if they have moved or changed their name.

Basic Questions Applicants May Have about Registering to Vote

Am I eligible to register to vote?

Note: In person assisters may not make determinations about voter eligibility. Each applicant must determine his or her eligibility to register to vote.

To register to vote in California, you must be:

- ✓ A United States citizen,
- ✓ A resident of California,

- ✓ 18 years of age or older on Election Day,
- ✓ Not in prison, on parole, serving a state prison sentence in county jail, serving a sentence for a felony pursuant to subdivision (h) of Penal Code section 1170, or on post release community supervision, and
- ✓ Not found by a court to be mentally incompetent.*

*Being under conservatorship does not disqualify an applicant. The court must declare a person mentally incompetent and incapable of completing an application of voter registration.

What if I have a conviction?

Please refer to the Secretary of State's Voting Rights for Californians with Criminal Convictions or Detained in Jail or Prison at sos.ca.gov/elections/sharing-ideas/voting-rights-californians.htm.

What if I don't speak English?

Voter registration applications are available in ten languages at RegisterToVote.ca.gov. There is a space on the voter registration application to indicate a preferred language for voting materials.

What if I can't read?

Literacy is not a prerequisite for voter registration. Someone can read the voter registration application to you.

Do I have to re-register before each election?

No, voter registration is permanent, but you must **re-**register to vote if you:

- ✓ Recently moved;
- ✓ Recently changed your name; or
- ✓ Want to change political party preference.

Do I need to have a social security number and driver license or identification application to register to vote?

No.

What is a vote-by-mail ballot?

The voter registration application gives you a choice to receive your ballot in the mail and vote at home in every election. If you choose to vote by mail, then you will automatically

receive a mail ballot a few weeks before each Election Day. If you vote by mail, your ballot must be received by 8:00 p.m. on Election Day.

What if I am not a U.S. citizen?

You cannot register to vote, but you may still apply for health care coverage. Eligibility for health care coverage does not depend on registering to vote.

Do I have to choose a political party preference?

No.

What about my privacy?

Under the law, your social security number, driver license number, and signature on your voter registration application are confidential and may not be shared.

What about my safety?

Victims and survivors of domestic violence, stalking or sexual assault may be eligible to complete a confidential voter registration application and become a confidential voter. Interested applicants should not register to vote online. To enroll as a confidential voter, the applicant should call (877) 322-5227.

Will my health care provider know if I decided to register to vote or not?

No.

How will I know if my voter registration application was approved?

You will get a confirmation postcard from your county elections office in the mail.

Where do I vote?

Before Election Day, your county elections official will mail you a sample ballot and information about where to vote. You may request a vote-by-mail ballot up to seven days before Election Day.

What if I have more questions or want to report fraud?

Contact the Secretary of State:
Call: (800) 345-VOTE (8683)
Email: elections@sos.ca.gov
Website: sos.ca.gov
Or contact your county elections office: http://www.sos.ca.gov/elections/elections_d.htm

What if I need help in a language other than English?

The Secretary of State has information online in ten languages at sos.ca.gov/elections/new-voter/ or you may call one of the following toll-free numbers provided by the Secretary of State:

(800) 345-VOTE (8683) - English
(800) 232-VOTA (8682) - español / Spanish
(800) 339-2857 - 中文 / Chinese
(888) 345-2692 - हिन्दी / Hindi
(800) 339-2865 - 日本語 / Japanese
(888) 345-4917 - ខ្មែរ / Khmer
(866) 575-1558 - 한국어 / Korean
(800) 339-2957 - Tagalog
(855) 345-3933 - ภาษาไทย / Thai
(800) 339-8163 - Việt ngữ / Vietnamese
(800) 833-8683 - TTY/TDD

Screen Shot: California Online Voter Registration Website Start Page
(www.RegisterToVote.ca.gov)

Voter Registration Application on Secretary of State Website

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Website Help

California Online Voter Registration

Welcome to the California Online Voter Registration website.

Language Preference

If you wish to continue in a language other than English, please select your language below.

Español Spanish
中文 Chinese
हिन्दी Hindi
日本語 Japanese
ខ្មែរ Khmer
한국어 Korean
Tagalog
ภาษาไทย Thai
Tiếng Việt Vietnamese

Safe at Home Participants

Please do **NOT** use this form to register or re-register to vote if you are enrolled in a confidential address program such as Safe at Home. If sharing your address could put you in life-threatening danger, you may be eligible to register to vote confidentially.

For more information, contact the Safe at Home program at (877) 322-5227 or visit www.sos.ca.gov/safeathome/.

Registration Deadline

The deadline to register or re-register to vote for any election is 11:59:59 p.m. Pacific Time on the 15th calendar day before that election. If you submit an application after this time, your application will still be processed for future elections.

What You Will Need

To register online you will need

- Your California driver license or California identification card number,
- The last four digits of your social security number and
- Your date of birth.

Your information will be provided to the California Department of Motor Vehicles (DMV) to retrieve a copy of your DMV signature.

If you do not have a California driver license or California identification card, you can still use this form to apply to register to vote by completing the online interview by 11:59:59 p.m. Pacific Time on the 15th calendar day before an election.

Additional Information

For more information on registering to vote you may want to visit the Secretary of State's Frequently Asked Questions.

Have Questions or Want to Report Fraud?

Call the Secretary of State's Voter Hotline at (800) 345-VOTE (8683) or your county elections office.

Register to Vote Now

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Classification - Voter Registration Application

1 2 3 4 5

All fields marked with an asterisk (*) are required.

Classification

I am one of the following: *

- A California resident living in the United States.
- A member of the Uniformed Services or Merchant Marine on active duty outside my county.
- An eligible spouse or dependent of a member of the Uniformed Services or Merchant Marine on active duty outside my county.
- An activated National Guard member on State orders outside my county.
- A U.S. citizen residing outside the U.S. temporarily.
- A U.S. citizen residing outside the U.S. indefinitely.
- A U.S. citizen and have never resided in the U.S.

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Personal Information - Voter Registration Application

1 2 3 4 5

All fields marked with an asterisk (*) are required.

Eligibility

- I am a U.S. citizen *
- I will be 18 or older by the next election *

Personal Information

Name

Prefix: Select prefix

First name

Middle name

Last name *

Email

Confirm email

Phone number

Phone numbers are posted at polling places on election day.

Date of birth * Select month Select day (YYYY)

Place of birth

- U.S. State/Territory
  Select place of birth
- Foreign Country/Region
  Select place of birth

California driver license or California identification card number

- I do not have a California driver license or California identification card.

Social security number (last 4 numbers)

- I do not have a social security number.

My ethnicity/race is: Select ethnicity/race

My language preference for receiving election materials is: Select language preference

Home and Mailing Address

Home Address

- I have a street address
- I do not have a street address

Street address *

Not a P.O. box or business address (Number, Street, Ave., Drive, etc. Include N, S, E, W)

Apartment or unit number

City

State: California

Zip *

County * Select County

- My mailing address is different from my home address.
- I was previously registered to vote.

Political Party Preference

Do you want to disclose a political party preference?

- Yes, my political party preference is * Select party preference Other (specify) *
- No, I do not want to disclose a political party preference. *

(If you select no, you may not be able to vote for some parties' candidates at a primary election for the U.S. president or party committee.)

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Additional Information/Consent - Voter Registration Application

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All fields marked with an asterisk (*) are required.

Vote by Mail in All Elections (Permanent Vote-by-Mail Voter)

I want to get my ballot by mail before each election. *

○ Yes ◉ No

Volunteer on Election Day

☐ I want to be a poll worker and assist voters on election day.

☐ I can provide a polling place on election day.

Consent to Use Signature

To register to vote online, the Department of Motor Vehicles (DMV) must send the California Secretary of State an electronic copy of the signature from your driver license or state identification card.

I consent to the use of my DMV signature to register to vote. *

◉ Yes ○ No

Affirmation

☑ I declare under penalty of perjury under the laws of the State of California that *

- I am a U.S. citizen and will be at least 18 years old on election day.
- I am not in prison, on parole, serving a state prison sentence in county jail, serving a sentence for a felony pursuant to subdivision (h) of Penal Code section 1170, or on post release community supervision.
- I understand that it is a crime to intentionally provide incorrect information on this form.
- The information on this form is true and correct.

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Review - Voter Registration Application

1 2 3 4 5

To make changes to your application, select Edit at the bottom of the page.

Eligibility

I am a U.S. citizen. **Yes**

I will be 18 or older by the next election. **Yes**

Personal Information

Name

First name

Middle name

Last name **Test**

Date of birth **3/1/1976**

California driver license or California identification card number **I8498030**

Social security number (last 4 numbers) **4567**

My language preference for receiving election materials is **English**

Address

Home Address

Describe where you live including cross streets, Route, N, S, E, W

County **Kings**

Political Party Preference

No, I do not want to disclose a political party preference.

Vote by Mail in All Elections (Permanent Vote-by-Mail Voter)

I want to get my ballot by mail before each election **No**

Consent to Use Signature

I consent to the use of my DMV signature to register to vote **Yes**

Affirmation

I declare under penalty of perjury under the laws of the State of California that

- I am a U.S. citizen and will be at least 18 years old on election day.
- I am not in prison, on parole, serving a state prison sentence in county jail, serving a sentence for a felony pursuant to subdivision (h) of Penal Code section 1170, or on post release community supervision.
- I understand that it is a crime to intentionally provide incorrect information on this form.
- The information on this form is true and correct.

Edit Submit

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Confirmation - Voter Registration Application

1 2 3 4 5

Application Complete

Your voter registration application is now complete. Please print a receipt for your records.

Print

Print Application (PDF)

Email

To get an electronic copy of your receipt, enter your email address and click "Send." This email address will only be used to send a copy of your receipt.

Email address

Send

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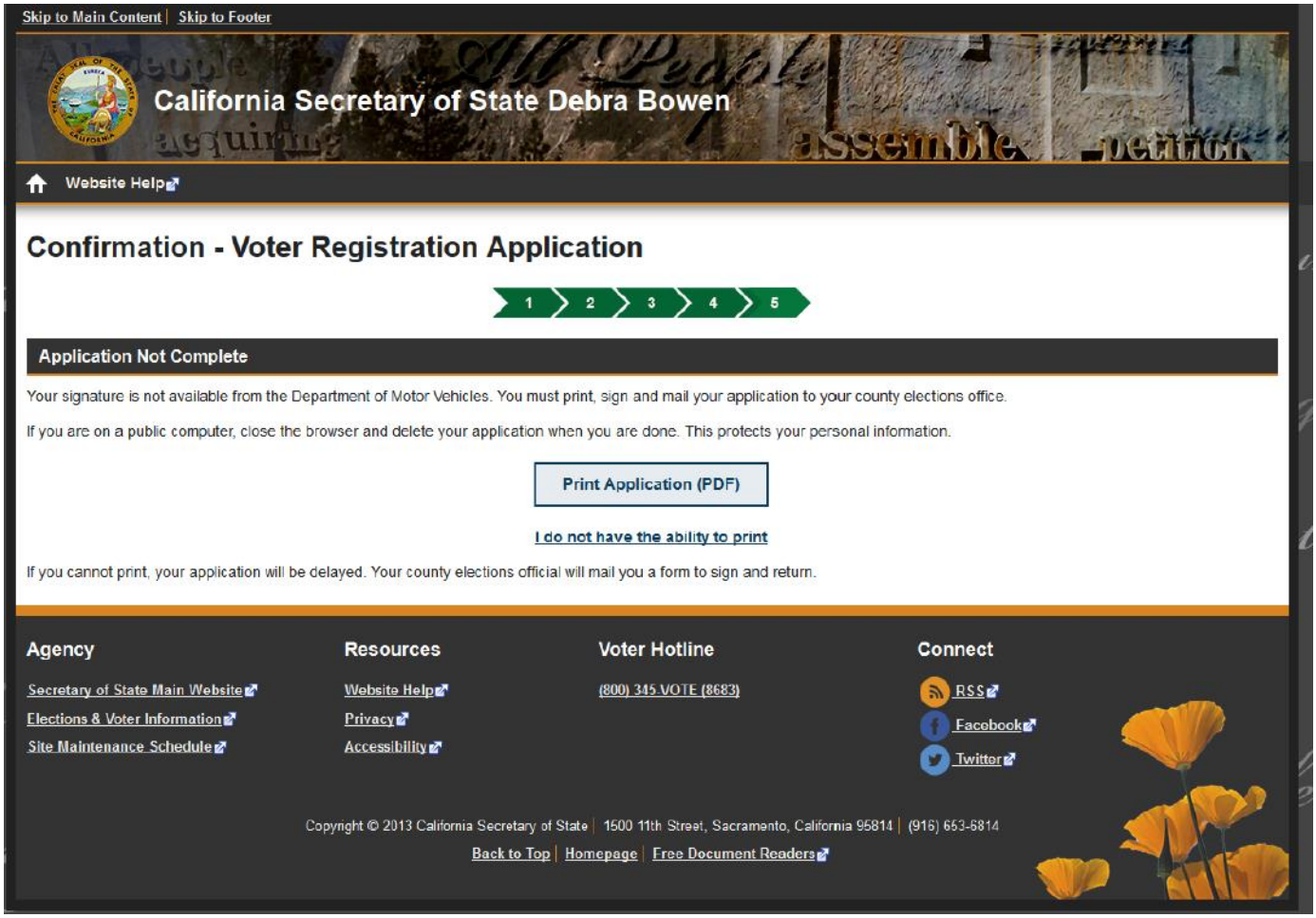
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Confirmation - Voter Registration Application
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Application Not Complete
Your signature is not available from the Department of Motor Vehicles. You must print, sign and mail your application to your county elections office.
If you are on a public computer, close the browser and delete your application when you are done. This protects your personal information.
Print Application (PDF)
I do not have the ability to print
If you cannot print, your application will be delayed. Your county elections official will mail you a form to sign and return.
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Voter Registration Page in CalHEERS Online Application

COVERED CALIFORNIA

Customer Service 1-800-123-4567 | Online Chat | Find Help Near You | Help

Hello Gustav | My Profile | Log Out | Secure Mailbox (3) | AAA | Español

LEARN | PREVIEW PLANS | APPLY | MAINTAIN

Gustav Hermannson
Account #: 0123456789
Case #: 9876543210

ELIGIBILITY

Application Review

Application Signature

START | HOUSEHOLD | PERSONAL DATA | INCOME | ELIGIBILITY | ENROLLMENT

VOTER REGISTRATION

Covered California is a voter registration agency and is providing you the opportunity to register to vote.

To register to vote, you must be a U.S. citizen and at least 18 years old by the next election.

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

- ○ Yes, open the California Online Voter Registration website
- ○ Yes, please mail me a voter registration card
- ○ No

NOTE: IF YOU DO NOT CHECK A BOX, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME AND A VOTER REGISTRATION CARD WILL BE MAILED TO YOU.

Important Notices

1. Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.

2. If you would like help in filling out the voter registration form, we will help you. The decision whether to seek or accept help is yours. You may fill out the voter registration form in private.

3. If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party preference or other political preference, you may file a complaint with the Secretary of State by calling toll-free (800) 345-VOTE (8683) or you may write to: Secretary of State, 1500 - 11th Street, Sacramento, CA, 95814. For more information on elections and voting, please visit the Secretary of State's website at www.sos.ca.gov.

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Voter Registration Page on Covered California Website

er-registration/ | Home | Voter Registration

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Voter Registration

Register to Vote

If you are not registered to vote where you live now, would you like to apply to register to vote today? (Select one)

- ☐ **YES**
  I would like to register to vote.
- ☐ **Already registered**
  I am registered to vote at my current residence address.
- ☐ **No**
  I do not want to register to vote.

NOTE: if you do not check a box, you will be considered to have decided not to register to vote at this time.

Important Notices

Applying to register or declining to register to vote will **not** affect the amount of assistance that you will be provided by this agency.

If you would like help in filling out the voter registration form, we will help you. The decision whether to seek or accept help is yours. You may fill out the voter registration form in private.

If you believe that someone has interfered with your right to register or decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party or other political preference, you may file a complaint with the Secretary of State by calling toll-free (800) 345-VOTE (8683) or you may write to: Secretary of State, 1500 11th Street, Sacramento, CA, 95814.

For more information on elections and voting, please visit the Secretary of State's website at www.sos.ca.gov.

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- Certified Insurance Agents
- California Indian Tribes
- Enrollment Assistance Program
- Health Insurance Companies

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- Board Members
- Board Meetings

Resources
- Reference Guide: Plan Names, Provider Directory and ID Card
- Verify a certified enrollment counselor
- Regulations

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- Request for a Hearing to Appeal an Eligibility Determination (CCFR901)
- Covered CA Complaint

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