

**Franklin County Department of  
Job and Family Services**

National Voter Registration Act

**Voter Registration Agency Plan**

**Agency Coordinator**

Janel Theiss

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**Director of Agency**

Michelle Lindeboom, Director, Social Services and Innovation

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**August 22, 2022**

National Voter Registration Act  
**Ohio Department of Job and Family Services**  
 Voter Registration Agency Plan

**1. Agency Information**

Name of Agency Franklin County Department of Job and Family Services		
Main Office Street Address 1721 Northland Park Ave		
Mailing Address		
City Columbus	State Ohio	Zip Code 43229
Website <a href="http://jfs.franklincountyohio.gov">http://jfs.franklincountyohio.gov</a>		
Type of Agency <i>(Describe the mission of this agency and the services it provides)</i>  Franklin County Department of Job and Family Services provides timely public assistance benefits and builds community partnerships through inclusion, responsiveness, and innovation		

**A. Contact Information**

Director's Name Michelle Lindeboom	Email MICHELLE.LINDEBOOM@jfs.ohio.gov	
Street Address 1721 Northland Park Ave		
Mailing Address		
City Columbus	State Ohio	Zip Code 43229
Phone Number 614-2121996	Fax Number 614-233-2109	

**B. National Voter Registration Act Coordinator**

Coordinator's Name and Job Title Janel Theiss – Policy Compliance Manager	Email Janel.theiss@jfs.ohio.gov	
Street Address 1721 Northland Park Ave		
Mailing Address		
City Columbus	State Ohio	Zip Code 43229
Phone Number 614-233-2076	Fax Number 614-233-2092	

**C. Site Coordinators and Agency Locations (if applicable)** List the names of site coordinators, locations of the offices that this agency provides covered services, and locations of the voter registration posters at each office. (The posters referenced are those required by and provided through the Secretary of State's office.)

Site Coordinator's Name and Job Title  Maritza Garcia, Office Manager	Email  maritza.garcia@jfs.ohio.gov
Location Name Northland Village	
Street Address 1721 Northland Park Ave	

Mailing Address		
City Columbus	State Oh	Zip Code 43229
Phone Number 614-233-2991	Fax Number	
Location of Secretary of State's Poster Lobby- Reception Areas		

Site Coordinator's Name and Job Title Lavina Banner, <u>Case Manager Supervisor</u>	Email lavina.banner@jfs.ohio.gov	
Location Name Northland Village- Workforce Development		
Street Address 1721 Northland Park Ave		
Mailing Address		
City Columbus	State Ohio	Zip Code 43229
Phone Number 614-212-1814	Fax Number	
Location of Secretary of State's Poster Customers Waiting Room		

Site Coordinator' Name and Job Title Deric Norris, <u>Office Manager</u>	Email deric.norris@jfs.ohio.gov	
Location Name East Community Opportunity Center		
Street Address 1055 Mount Vernon Ave		
Mailing Address		
City Columbus	State Ohio	Zip Code 43203
Phone Number 614-212-1926	Fax Number	
Location of Secretary of State's Poster Lobby- Reception Area		

Site Coordinator' Name and Job Title Larinelle Stevens, <u>Office Manager</u>	Email larinelle.stevens@jfs.ohio.gov	
Location Name West Community Opportunity Center		
Street Address 314 Wilson Rd		
Mailing Address		
City Columbus	State Ohio	Zip Code 43204
Phone Number 614-233-2094	Fax Number	
Location of Secretary of State's Poster Lobby- Reception Area		

If you have more than three site coordinators or locations, please copy and use this sheet to add additional locations and attach the additional pages to the County Plan.

**NVRA requires public assistance agencies to offer Voter Registration, but it is the Ohio Legislature that determined which programs are covered. You can offer Voter Registration to any client.**

## 2. Policies and Procedures for Voter Registration Administration

### A. Opportunities to Register, Notice of Rights/Declination Form

#### 1. Describe the procedures used to help clients register to vote for Food Assistance; Cash Assistance and Medical Assistance during the following program activities:

##### a. Application

All customers applying for Food Assistance, Cash Assistance, and Medicaid benefits are provided various ways to apply for benefits. A JFS 07200 request for cash, food & medical assistance application can be completed via in paper form, over the phone or online. Each application includes a voter registration form and notice of rights/declination. If applying over the phone the customer is asked about voter registration and if the answer is yes, a registration form and notice of rights/ declination is mailed to the applicant. The Ohio Benefits Worker Portal (OBWP) is designed to automatically include the appropriate Voter Registration forms and the notice of rights with the required notices and applications generated from OBWP. The Ohio Benefits Self-Service Portal also includes information regarding voter registration with a link to the voter's rights and responsibilities.

Upon FCDJFS's receipt of the application for benefits, customers are interviewed by a case worker, informed of the voter registration program, and offered the opportunity to register to vote or update their voter registration information.

FCDJFS agency staff is required to offer the same level of assistance in completion of the voter registration forms as is given with other agency forms.

If a customer wishes to register to vote or update their registration information, their completed voter registration documentation is date stamped and given to the clerical support unit the same day it is received. The clerical support unit located in the centralized mailroom collects all voter registration applications and notice of rights/declination forms. The information is logged, and the voter registration applications and transmittal form are transmitted to the Franklin County Board of Elections within five days of the date stamped on the application.

The clerical support employee forwards a copy of the voter registration transmittal form as well as the notice of rights/declination forms received to the FCDJFS NVRA agency coordinator. The FCDJFS NVRA agency coordinator maintains a log of the transmittal forms and files the notice of rights/ declinations received. Each agency site coordinator is responsible for the daily administration of the voter registration program and ensures that the 7200 applications, voter registration and notice of rights/declination forms are available in the lobbies. The supply room supervisor places an order each month to ensure there is a sufficient supply of forms/information and distributes them to each center.

##### b. Recertification

All customers reapplying for food and cash assistance are provided a JFS 07204 request to reapply for cash & food assistance application with the voter registration attached.

For medical redeterminations, all customers receive an ODJFS renewal form which includes voter registration. Upon FCDJFS' receipt of the JFS 07204, voter registration form and/or ODJFS 7217, customers will be re-informed about the voter registration program during the eligibility re-determination interview. FCDJFS staff will complete the same steps used in the initial application process whether face-to-face or via a telephone interview.

##### c. Change of Address

All customers that report a change of address by visiting the reception area at an Opportunity Center will be offered the opportunity to register to vote or update their voter registration, given the necessary forms, and offered assistance by the clerical support staff.

All customers that report a change of address to FCDJFS via phone will be sent to case worker staff to process address changes. A voter registration form and ODJFS 7217 notice of rights/declination form will be mailed to the customer.

**2. Describe the procedures used to help clients register to vote for when they apply for the Prevention, Retention & Contingency (PRC) services during the following activities:.**

All customers applying for PRC using the FCDJFS 3800A, each application includes a voter registration form and a JFS 7217 notice of rights/ declination.

**a. Application**

Upon FCDJFS' receipt of the PRC application, voter registration and/or ODJFS 7217, case worker staff process the paperwork accordingly.

**b. Recertification**

There is no recertification process for PRC applications. Additional PRC applications submitted by customers will be handled as previously described (A-2a).

**c. Change of Address**

PRC applications submitted by customers will be handled as previously described (A-2a).

**3. Describe the procedures used to distribute to clients the Notice of Rights/Declination form.**

A "Notice of Rights and Declination" form should be provided at times of application, reapplication and address change to individuals applying for or in receipt of assistance from the following programs:

- Ohio Works First;
- Prevention, Retention and Contingency;
- Medical Assistance; and
- Food Assistance

Caseworkers will be responsible for distributing the notice to individuals during OWF, Food Assistance and/or Medicaid intake and reapplication interviews when requested in person or over the phone.

During application for PRC, the notice of rights/declination are provided with the application and anytime it's requested by the applicant.

Case worker and clerical staff will be responsible for distributing the notice to individuals at the time of a reported address change. If the individual is at the agency to report the change, staff will provide the form to the individual in person. If the change of address is reported by phone or mailed to the agency, designated staff will distribute the notice to the individual by mail.

ODJFS has added the declination question to the first page of all ODJFS applications. The Ohio Benefits Worker Portal (OBWP) is designed to automatically include the appropriate Voter Registration forms and the notice of rights with the required notices and applications generated from OBWP. The Ohio Benefits Self-Service Portal also includes information regarding voter registration with a link to the voter's rights and responsibilities. ODJFS 7217 notice of rights form is included with the PRC application and change of address verification requests. The ODJFS 7217 form is also made available to customers at the front lobby reception areas at each opportunity center location, as well as the customer waiting room at our workforce development site.

**4. Describe the procedures used for registering clients to vote at home, by mail or by phone?**

In the event a customer requests a home visit, case managers take the appropriate application/reapplication to the customer. Voter registration material is included in the documentation provided. The face to-face interviews are conducted on-site, and the paperwork processed upon the case managers return to the agency. There is a mandatory (1) day turnaround for all voter registration forms obtained from a home visit. The procedures used for registering customers by mail or phone are described above.

## **B. Client Assistance**

- 1. Are your clients provided the same degree of assistance with the completion of the Notice of Rights/Declination and Voter Registration forms as is provided with the completion of any other assistance application? If so, please describe the procedures to give the assistance they need.**

Yes. Customers are assisted with voter registration in the following ways:  
Informing- during designated times, customers are informed of the voter registration program. It is strongly recommended of FCDJFS staff that they verbally ask customers if they desire to register to vote or update their registration information.

Customers are provided with voter registration materials. FCDJFS staff is trained to provide the same level of assistance to customers for completing voter registration forms as is given with any other agency forms.

FCDJFS staff is required to safeguard all customer information including voter registration material and keep the source of completed registration forms confidential.

- 2. Describe the procedures established that ensure that agency staff are prevented from influencing a client's decision, sharing their political views and/or their party affiliation.**

Policy & Training: FCDJFS has provided training to all staff responsible for administering the voter registration program. Training material includes a list of policies and procedures governing all aspects of NVRA. FCDJFS staff duties are covered during training, including their responsibility to refrain from attempting to influence a customer's decision to register, their political beliefs, or party affiliation.

Staff and management may access the training material via SharePoint in the document center under Agency Policies

- 3. Describe the procedures in place that ensure the confidentiality of the completed client registration forms.**

Voter registration application: Upon completion, the customer returns the voter registration application to FCDJFS. If the application is received into the agency by the Opportunity Center, the designated clerical support staff date stamp (no identifying information) the same day received and forwards it interoffice mail to the designated clerical staff in the centralized mailroom that ensures it is sent to BOE within 5 days.

Notice of rights/declination forms: Upon receipt are forwarded to the NVRA agency coordinator who maintains the documents on file in a secure area.

ODJFS Applications: Applications containing the notice of rights/declination question are a part of the customer's confidential case record and maintained in the agency's document imaging system.

4. **Describe the complaint procedures for issues related to NVRA that is available to staff and clients.**

For questions and technical assistance with NVRA, FCDJFS staff may contact their site-coordinator; cc forward any questions/concerns to the following internal NVRA coordinators mailbox: [franklin-cdjfs-nvracoordinators@jfs.ohio.gov](mailto:franklin-cdjfs-nvracoordinators@jfs.ohio.gov)

For customer assistance with questions/concerns regarding voter registration, customers may contact the NVRA site coordinator at their designated opportunity center. Secretary of State posters with the coordinators contact information are posted at each location. Additionally, customers may receive assistance from a FCDJFS ombudsperson that shall help resolve complaints they may have about the administration of any public assistance program and/or FCDJFS service. Information regarding the ombudsperson can be received by contacting 614-233-2000 or [franklin-cdjfs-Ombudsmen@jfs.ohio.gov](mailto:franklin-cdjfs-Ombudsmen@jfs.ohio.gov).

**C. NVRA Coordinator Responsibilities (R.C. 3503.10(A))**

1. **Describe how your NVRA Coordinator accomplishes the following responsibilities:**

Adhering to CAMTL #96 (5101:1-2-15), the FCDJFS NVRA coordinator is responsible for managing all aspects of the voter registration program for Franklin County Department of Job and Family Services.

a. **Develop a county NVRA plan**

The NVRA agency coordinator serves as lead in developing FCDJFS NVRA plan. He/she is responsible for preparing the written version, any amendments, overseeing implementation of the plan in the agency and for filing of the plan.

This is accomplished in collaboration with internal program areas, NVRA site-coordinators, as well as partnering agencies: Ohio Department of Job and Family Services (ODJFS), Ohio Secretary of State (SOS), and Franklin County Board of Elections (BOE).

b. **Serve as Liaison (*between the ODJFS, the Secretary of State and the County Board of Elections*)**

As liaison, the NVRA agency coordinator is the point of contact for problem resolution; responsible to coordinate, facilitate and attend ODJFS video conferences and training sessions relating to NVRA. Contact is made by e-mail to and from the ODJFS NVRA coordinator and/or SOS, and phone calls are made directly to and from the Franklin County BOE as needed.

c. **Designate Agency Sites** (If coordinator is responsible for multiple sites, the coordinator must compile and maintain a list of agency sites and employees who will provide voter registration opportunities. This list is to be submitted to the ODJFS, County Board of Elections and to the Secretary of State.)

There are currently three sites in Franklin County; Northland Village, East and West Community Opportunity Centers. Please see the attached for a list of at FCDJFS NVRA site coordinators.

d. **Report to the Local Board of Elections**

The agency coordinator or designee is responsible for completing the transmittal forms and ensuring that the transmittal forms along with the voter registration forms received are delivered to the Franklin County Board of Elections within 5 calendar days of receipt. Phone calls are made to and from the BOE anytime issues arise. This contact is made between the agency coordinator and the local BOE office.



**e. Order Supplies**

Requests for voter registration materials (i.e. forms, posters, brochures, mailing envelopes, etc.) are sent to the NVRA coordinators e-mailbox who then delegates the request to the appropriate internal department and/or staff for processing. The agency's supply room and front desk clerks are responsible for maintaining an adequate supply of voter registration forms and the voter registration instructions brochure as needed for agency use. When this supply is low, the supply room places an order or copies are made.

**f. Train Staff**

The NVRA agency coordinator/site coordinators attend annual training from ODJFS and any video conferences conducted by the state NVRA coordinator. Annual training for agency staff is conducted and site coordinators or designee also provides training to new employees as part of their orientation. Training is also given to existing employees when new or updated program information has been implemented. Training material has been provided by ODJFS in a web-based format.

**D. Staff Training**

The coordinator must develop a training program and provide training materials for Site Coordinators, new employees and (at least annually) for current employees.

**1. What is the process and schedule for training current and new employees about the National Voter Registration Act?**

In compliance with 5101:1-2-15: Current FCDJFS employees will receive training at least once annually. Per policy, annual training will occur no later than September each year. New FCDJFS staff who have NVRA related responsibilities shall receive initial training on the voter registration program from the agency training department; and specialized training from the NVRA site-coordinators at their assigned job location.

**2. How do you document that your staff has been trained?**

Completion of the training is recorded electronically. The training records and material provided are maintained by the agency coordinator. NVRA site-coordinators or designated staff responsible for conducting staff training(s) is required to obtain and maintain sign in attendance sheets for all training participants. These are forwarded to the agency coordinator.

**E. Processing Forms**

**1. How do you obtain and where do you store the Voter Registration and Notice of Rights/Declination forms?**

Voter registration and notice of rights/declination forms are obtained from ODJFS website (central forms) and stored in the FCDJFS supply room located at Northland Village at 1721 Northland Park Ave in Columbus Ohio 43229.

- Please attach the following documents
- Notice of Rights/Declination Form(s)
  - Agency Transmittal Form

**2. Describe your process of retaining Declination Forms. Please include your policies and procedures for public records requests and client confidentiality.**

Declination forms and customer confidentiality are retained and maintained in accordance with the Franklin County Public Records Policy and Procedures.

**2. How does your agency date stamp and submit Voter Registration and transmittal forms to the County Board of Elections within 5 days? Please include the name of the contact person at the County Board of Elections.**

Voter Registration applications are date stamped by clerical support staff the same day they are received into the agency and forwarded to the designated staff in the centralized mailroom. A JFS 07218 voter registration transmittal form is then completed and attached to the applications. They are mailed in envelopes provided by the Franklin County Board of Elections no later than five working days after the clerical stamped date of receipt.

The NVRA Agency Coordinator receives a copy of the transmittal form and any notice of rights/declination forms. A log is maintained of the total number of voter registration applications received daily.

The following is our BOE contact:

Mel Fuhrmann or Sara Ziemba  
Franklin County Board of Elections  
1700 Morse Rd

Columbus, Ohio 43229

Tel: 614-525-3100 / Fax: 614-525-3489

**4. How do you ensure that mandated language is being used when providing clients the opportunity to register to vote? (The Voter Registration Form may not be changed in any way.) Agencies are encouraged to use the template provided for their Notice of Rights /Declination Form.**

Voter Registration language has been added to all ODJFS applications. Notice of rights/declination forms are given to all clients making application or reapplication for the following programs; OWF, PRC, Medical Assistance or Food Assistance. All designated employees are required to distribute this notice, which documents that they received information regarding their opportunity to register to vote. The form contains language mandated by NVRA. Annual trainings will be held for all staff involved in order to ensure that the proper mandated language is used.

**F. Other NVRA Issues (Optional)**

1. Are there any technological enhancements that aid voter registration at your agency?
2. Outline the voter registration goals for your agency.
3. Have the agency staff been encouraged to increase their efforts to educate homeless clients and clients who are ex-offenders on their rights to register to vote?
4. How do you advertise or educate the public on voter registration services offered at the agency?
5. Additional Information

**NVRA requires public assistance agencies to offer Voter Registration, but it is the Ohio Legislature that determined which programs are covered. You can offer Voter Registration to any client.**

Signature of NVRA Coordinator	Date
Signature of Agency Director	Date

All Voter Registration plans should be sent to the:  
**Laura Hooks, NVRA Coordinator,  
The Voting Rights Institute  
Ohio Secretary of State's Office  
180 East Broad Street, 15th Floor  
Columbus, OH 43215**

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Signature of NVRA Coordinator <i>Jane O'Hern</i>	Date <i>9-12-22</i>
Signature of Agency Director <i>Michelle Lundboom</i>	Date <i>9-12-2022</i>

All Voter Registration plans should be sent to the:  
**Laura Hooks, NVRA Coordinator,  
 The Voting Rights Institute  
 Ohio Secretary of State's Office  
 180 East Broad Street, 15th Floor  
 Columbus, OH 43215**