



*National Voter
Registration Act (NVRA)
Manual*

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I. Overview

A. Purpose

The purpose of the Office of Aging and Adult Services (OAAS) National Voter Registration Act (NVRA) Manual is to instruct agencies involved in the delivery of OAAS programs/services of their requirements for adherence to NVRA. Additional agency-specific instructions are noted in the respective appendices.

B. Background

Congress enacted the National Voter Registration Act of 1993 (also known as the “NVRA” and the “Motor Voter Act”), to enhance voting opportunities for every American. The Act has made it easier for all Americans to register to vote and to maintain their registration.

The Election Assistance Commission has been given responsibility to provide states with guidance on the Act, to develop a national mail voter registration form, and to compile reports on the effectiveness of the Act.

C. Provisions of the NVRA

In addition to the other methods of voter registration which states offer, the Act requires states to provide the opportunity to apply to register to vote for federal elections by three (3) means:

i. Section 5 of the Act

States must provide individuals with the opportunity to register to vote at the same time that they apply for a driver’s license or seek to renew a driver’s license, and must forward the completed application to the appropriate state or local election official.

ii. Section 6 of the Act

Citizens can register to vote by mail using mail-in-forms developed by each state and the Election Assistance Commission.

iii. Section 7 of the Act

States are required to offer voter registration opportunities at all offices that provide public assistance and at all offices that provide state-funded programs primarily engaged in providing services to persons with disabilities. Each applicant for any of these services, recertification or renewal of services, or address changes must be provided with a Voter Registration Application form and a Voter Registration Declaration form. Assistance must be provided in completing the Voter Registration Application forms, and the completed application must be accepted and transmitted to the appropriate state or local election official.¹

¹ The United States Department of Justice: “About the Voter Registration Act;” 08 August 2015:
<https://www.justice.gov/crt/about-national-voter-registration-act>

D. Louisiana Adoption of the NVRA

The Louisiana legislature passed Louisiana Revised Statute 18:116 (and other statutes) to comply with the requirements of NVRA.²

E. Applicability

Section 7 of the NRVA applies to all services offered through the Office of Aging and Adult Services (OAAS) and mandates OAAS' compliance with its stipulations.

II. Implementation

Each state must designate "voter registration agencies." These include all state offices which provide public assistance and services to persons with disabilities and those who utilize state funds for these services. These "mandatory designated voter registration agencies" must perform voter registration activities.

OAAS has been designated as a voter registration agency and, thus, all OAAS representatives, contractors, and program providers (referred to in this manual as "agencies") that have NVRA duties/responsibilities must also comply with the NVRA requirements.

A. Actions Required to Comply with NVRA Mandates

In order to be compliant with NVRA, the following actions must be completed:

1. Maintain blank VRD and LA-VRA forms in all agency's offices (e.g. OAAS regional offices, contractors, providers, etc.).

2. Distribute the Voter Registration Declaration (VRD) form.

This may **NOT** be done by sending a web link to an applicant/participant. The form itself must be provided to the applicant.

Copies of the VRD may be downloaded from [the OAAS website](#).

3. For all face to face meetings, the agency MUST have the applicant/participant complete the VRD.

If the applicant/participant (i) refuses to sign the VRD form, (ii) is already registered to vote, or (iii) declines (either he/she fails to complete or sign the VRD form OR fails to check either box) to register to vote, a note **MUST** be added to the "comments/remarks" section explaining which circumstance above applies.

² LA RS 18:116, "Voter Registration Agencies": <https://legis.la.gov/Legis/Law.aspx?d=81258>

4. Distribute the Louisiana Voter Registration Application (LA-VRA) form.

This may **NOT** be done by sending a web link to an applicant/participant. The form itself must be provided to the applicant/participant.

Copies of the LA-VRA may be ordered from the Secretary of State, Registration Division or printed from the Secretary of State website, [click here](#).

5. Provide assistance to applicants/participants in completing voter registration forms.

Each applicant/participant who does not decline to register to vote, **MUST** be offered assistance with completion of the LA-VRA form.

This assistance **MUST be at the same degree as is provided with regard to completion of OAAS' own forms**. The applicant/participant may refuse such assistance.

Guidelines for conversations with applicants/participants:

Conversations with applicants/participants should be handled with sensitivity. The following guidelines must be heeded when an agency offers an applicant/participant the opportunity to register to vote.

The agency must **NOT**:

- Try to influence an applicant/participant's political preference or party registration.
- Display any political preference or party allegiance.
- Make any statement or take any action which would:
 - Discourage the applicant/participant from registering to vote
 - Lead the applicant/participant to believe that a decision to register or not register to vote would have any bearing on the availability of services or benefits from OAAS and/or the agency.

6. Review the LA-VRA form.

The agency **MUST** review all LA-VRA forms received from applicants/participants for **name, address and original signature**, and instruct the applicant/participant to fill in any of those data elements that are missing. LA-VRA forms **CANNOT** be accepted as complete unless they contain these data elements.

7. Accept the completed LA-VRA forms.

The agency **MUST** circle "SS (Disability)" on page 1 of the completed LA-VRA forms, sign (first and last name) on the "Received by" line and fill in the "Date" line with the date that the LA-VRA form was received.

8. Forward LA-VRA forms to the appropriate designee or Registrar of Voters' office within the specific time periods.

9. Protect Confidential Information.

The agency must protect the following confidential information submitted by the applicant/participant:

- i. Information about declining to register to vote;
- ii. Information about the specific location where an applicant/participant applies to register to vote;
- iii. Applicant/participant's Social Security Number (SSN);
- iv. Applicant/participant's driver's license number;
- v. Applicant/participant's day and month of date of birth;
- vi. Applicant/participant's mother's maiden name;
- vii. Applicant/participant's email addresses; and
- viii. The fact that an applicant/participant is entitled to assistance in voting.

10. Retain documentation.

11. Complete mandatory reporting at specified intervals.

B. All NVRA Triggering Events

NVRA designates that applicants/participants must be offered the opportunity for voter registration at the following times:

1. At the time an application for services is made;
2. At the time a participant is re-assessed for continued services;
3. At the time a participant requests renewal of Medicaid enrollment; and
4. At the time an applicant/participant requests a change of name or address.

C. OAAS Events Which Will Trigger NVRA Requirements

Since Medicaid enrollment renewals are not a function of OAAS, only the following OAAS events will designate the need for offering voter registration to an applicant/participant:

1. At the time an application for services is made;
2. At the time a participant is re-assessed for continued services; and
3. At the time an applicant/participant requests a change of name or address.

D. Settings for NVRA Activities

The United States District Court, Eastern District of Louisiana, has ruled that NVRA activities must be provided in the following settings:

1. In an office setting when an applicant/participant goes to an office or facility in person;
2. In an applicant/participant's home during an in-home assessment or re-assessment;
3. During remote transactions such as telephone and on-line transactions; and
4. Via mail transactions.

E. Distribution of Appropriate Forms at Designated Intervals

All agencies must distribute **Voter Registration Declaration (VRD) AND Louisiana Voter Registration Application (LA-VRA) forms** in the following instances:

- **Face-to-Face Initial Application** - When a face-to-face assessment is completed for an applicant requesting initial eligibility for services.
- **Initial Application (Mailed to the Applicant)** - When an initial application packet is mailed to an applicant, the agency staff member must inform the applicant that voter registration forms will be sent as part of the application packet.
- **Participant Re-assessment** - When a participant is re-assessed for the continuation for services.
- **Change of Name or Address Request (in person)** - When an agency staff member receives a change of name or address request in person for an applicant/participant.
- **Change of Name or Address Request (remotely)** – When an agency staff member receives a change of name or address request by telephone, electronic notification, etc.), the agency must mail the following documents to the applicant/participant within one (1) business day of the contact and record these actions in the applicant/participant's file:
 - A letter confirming the name/address change (Click [here](#) for an example letter);
 - VRD form; and
 - LA-VRA form

NOTE: During these telephone calls, the applicant/participant MUST be reminded that VRD and LA-VRA forms will be sent/were sent to him/her along with other agency documents/forms.

F. NVRA Program Requirements

The following chart indicates when and how the agencies must distribute Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) forms at the following designated times:

Agencies or Programs	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/Internet	Face to Face	Mail	Face to Face	Mail	Email
Long Term Care (LTC) Access Services Contractor		X						
Home and Community-Based Services (HCBS) Waiver Registry Contractor					X			
Long Term-Personal Care Services (LT-PCS) Contractor	X			X	X	X		
Support Coordination Agencies (SCAs)						X		
OAAS Regional Offices		X			X		X	
OAAS State Office								
OAAS Compliance and Audit Team (CAT)	X					X		
Program of All Inclusive Care for the Elderly (PACE)	X	X		X	X	X	X	
Nursing Facility Admissions (NFA)			X					X
State Personal Assistance Services (SPAS)	X	X		X	X		X	
Traumatic Brain and Spinal Cord Injury (TBSCI) Trust Fund	X	X	X	X	X	X		
Permanent Supportive Housing (PSH)		X	X		X			

G. Processing NVRA Documents

Completed VRD and LA-VRA forms received by OAAS, or other agencies, must immediately be processed and/or forwarded in accordance with instructions in the agency’s respective appendix.

When processing LA-VRA forms received from applicants/participants, the agency **must**:

- Inform the applicant/participant that he/she is not officially registered to vote until the parish Registrar of Voters’ office receives and approves his/her LA-VRA form.
- Review the form for **name, address and original signature**. If any of those data elements are missing, the agency must instruct the applicant to fill in any of those missing items. LA-VRA forms **CANNOT** be accepted as complete unless they contain these data elements.

If the LA-VRA form is mailed in, the agency must review the form for the above mentioned necessary items. If any of those data elements are missing, the agency must document the following in the file: “An incomplete LA-VRA was received and it was not forwarded to ROV.” The agency **must** send the applicant/participant a new LA-VRA form with a letter informing him/her that the LA-VRA form was incomplete.

- **Circle “SS (Disability)”** from the selections near the bottom left corner of page 1 (as shown here), **sign first and last name on the “Received by” line and fill in the “Date” line with the date that the LA-VRA form was received**. This allows the Secretary of State (SOS) to accurately track the types of LA-VRA forms received.

OFFICIAL USE ONLY	
<input type="checkbox"/> New Registration	Updated Registration: <input type="checkbox"/> Address Change <input type="checkbox"/> Name Change <input type="checkbox"/> Party Change <input type="checkbox"/> Change to Assistance in Voting
REMARKS:	
CIRCLE ONE:	
PA	MV
RG	SDA
	SS (Disability)
Received by: <u>Name</u>	Date: <u>8/22/22</u>

H. Retention of Documents

Agency-specific responsibilities regarding the retention of completed VRD and copies of LA-VRA forms are delineated in each agency’s respective appendix. All completed VRD forms and a copy of all completed LA-VRA forms must be maintained in either electronic or hard copy format for **2 years following the end of the calendar year in which the record was created**.

For OAAS staff: **You CANNOT dispose of any NVRA document/record** until a [“Request for Authority to Dispose Records”](#) form has been completed and submitted to OAAS State Office (Policy Program Manager) and approval is received from the Secretary of State’s office.

For all other agencies: **You CANNOT dispose of any NVRA document/record** until you contact OAAS State Office (Policy Program Manager) and he/she gives you further guidance.

III. Training

In order to properly implement the mandated NVRA duties that are outlined in this manual, agencies **must** provide adequate training to employees so they can fulfill the required functions related to NVRA duties/responsibilities.

To assure consistency of the NVRA trainings, training requirements are considered fulfilled when the agency/program staff involved in the NVRA process:

- Attends the Secretary of State's (SOS) Office annual in-person NVRA training;
- Completes the Secretary of State's (SOS) Office on-line NVRA training at https://s3.amazonaws.com/staticcontent.sos.la.gov/NVRA/SOS/story_html5.html; or
- Completes the LDH NVRA training in the Louisiana Employees Online (LEO) system (for **OAAS employees ONLY**)

NOTE: In addition to the SOS trainings, agencies must refer to the **OAAS NVRA Manual** and the NVRA documents found on the **OAAS NVRA** webpage in order to comply with the specific **OAAS NVRA** requirements.

A. Employees Who Must Complete NVRA Training

Agencies must provide adequate NVRA training for all employees (e.g. student workers, volunteers, temporary workers, etc.) who have the following functions:

- Intake functions;
- Re-assessment functions; and
- Change of name or address functions

B. Frequency and Required Timeline of Training

To assure that agencies adequately capture all NVRA triggering events, the following training frequency and timelines must be implemented by each agency:

i. New Employees

All new employees whose functions are listed above **must** be trained on NVRA requirements within 30 calendar days of employment.

ii. Existing Employees

Those who have NVRA duties/responsibilities as explained in this manual **must** complete this training:

- Upon receipt of the instructions contained in this manual, if not already completed; and
- Annually (according to the calendar year)

C. Training Material

In addition to the SOS trainings (on-line and/or in-person), agencies **must** also use the information contained in this manual and the NVRA documents found on the [OAAS NVRA webpage](#) as OAAS specific training material for their employees that have NVRA duties/responsibilities.

IV. Reporting

A. Requirements

OAAS has a designated NVRA Office Coordinator who must submit a quarterly NVRA report to the LDH NVRA Department Coordinator that documents the following:

1. The total number of applications for service, assistance or admission, recertification, and changes of name or address relating to such service or assistance received by the department, by program and site.
2. The total number of declaration forms received by the department, by program and site.
3. The total number of completed Louisiana Voter Registration Applications received by the department and forwarded to the appropriate Registrar of Voter's office, by program and site.

[Click here for NVRA Quarterly Program Reporting Form.](#)

B. Agencies

OAAS has identified the following agencies that are required to comply with NVRA requirements:

1. Long Term Care (LTC) Access Services contractor
2. Home and Community-Based Services (HCBS) Waiver Registry contractor
3. Long Term-Personal Care Services (LT-PCS) contractor
4. Support Coordination Agencies (SCAs)
5. Office of Aging and Adult Services Regional Offices
6. Office of Aging and Adult Services State Office
7. Office of Aging and Adult Services Compliance and Audit Team (CAT)
8. Program of All-Inclusive Care for the Elderly (PACE) providers
9. Nursing Facility Admissions (NFA)
10. State Personal Assistance Services (SPAS) contractors
11. Traumatic Brain and Spinal Cord Injury (TBSCI) Trust Fund Program providers
12. Permanent Supportive Housing (PSH)

C. Required Timelines

A representative from each identified agency must submit the NVRA Quarterly Program Reporting Form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

The OAAS NVRA Office Coordinator must submit the report on behalf of OAAS to the NVRA Department Coordinator for reporting to the Secretary of State.

Reporting Periods	Due Date for Reports to OAAS	What must be reported by designated reporting entities	Date for LDH to submit to Secretary of State
(1st Quarter) Jan 1 – Mar 31	3 business days after March 31	<ul style="list-style-type: none"> The total number of applications for service, assistance or admission, recertification, and changes of name or address relating to such service or assistance received by program and site. 	April 15
(2nd Quarter) April 1 – June 30	3 business days after June 30		July 15
(3rd Quarter) July 1 – Sept 30	3 business days after Sept 30	<ul style="list-style-type: none"> The total number of declaration forms received by program and site. The total number of completed Louisiana Voter Registration Applications received and forwarded to the appropriate Registrar of Voters' office by program and site. 	October 15
(4th Quarter) Oct 1 – Dec 31	3 business days after Dec 31		January 15

V. General Provisions

If an applicant/participant has any questions regarding NVRA, you may refer him/her to the parish Registrar of Voters' office **or** to the Secretary of State's website at www.GeauxVote.com.

Complaints regarding voter registration **MUST** be reported to the OAAS NVRA Office Coordinator at State Office within two (2) business days of receipt.

Any questions, concerns, and/or requests for documents, forms, additional guidance and/or training related to this manual should be immediately referred to the employee's supervisor and/or the OAAS NVRA Office Coordinator at State Office.

Failure to comply with the provisions of this manual may result in disciplinary action and/or other penalties, as appropriate.

VI. Appendices for Agency-Specific Document Distribution and Retention Requirements

General procedures for adherence to NVRA that are applicable to all agencies are noted at the beginning of this manual. Agency-specific instructions relative to reporting requirements and document retention and may be found in the appendices as noted.

[Appendix A:](#) Long Term Care (LTC) Access Services contractor

[Appendix B:](#) Home and Community-Based Services (HCBS) Waiver Registry contractor

[Appendix C:](#) Long Term-Personal Care (LT-PCS) contractor

[Appendix D:](#) Support Coordination Agencies (SCAs)

[Appendix E:](#) Office of Aging and Adult Services (OAAS) Regional Offices

[Appendix F:](#) Office of Aging and Adult Services (OAAS) State Office

[Appendix G:](#) Office of Aging and Adult Services Compliance and Audit Team (CAT)

[Appendix H:](#) Program of All Inclusive Care for the Elderly (PACE)

[Appendix I:](#) Nursing Facility Admissions (NFA)

[Appendix J:](#) State Personal Assistance Services (SPAS)

[Appendix K:](#) Traumatic Brain and Spinal Cord Injury (TBSCI) Trust Fund

[Appendix L:](#) Permanent Supportive Housing (PSH)

Appendix A: Long Term Care (LTC) Access Services Contractor

In addition to the requirements stipulated in the body of the OAAS NVRA Manual, the LTC Access Services contractor must adhere to the following:

Distribution

Programs	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/Internet	Face to Face	Mail	Face to Face	Mail	Email
Adult Day Health Care (ADHC) Waiver; Community Choices Waiver (CCW); Program of All-Inclusive Care for the Elderly (PACE); and Long Term-Personal Care Services (LT-PCS)		X						

The LTC Access Services contractor mails Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) forms to **EVERY** initial applicant that calls Louisiana Options in LTC and requests the following OAAS programs: Home and Community-Based Services Waiver programs (Adult Day Health Care Waiver and Community Choices Waiver), Program of All-Inclusive Care for the Elderly (PACE) and Long Term-Personal Care Services (LT-PCS).

Processing and Forwarding

The LTC Access Services contractor must process all completed LA-VRA forms received and forward them to the respective Registrar of Voters' office on the same day received but no later than two (2) business days of receipt.

Document Retention

The LTC Access Services contractor must retain all completed VRD forms and a copy of all completed LA-VRA forms by scanning and uploading these documents into the contractor's electronic database, or any subsequent system as identified by OAAS. These documents must be maintained in accordance with the approved retention schedule.

Reporting Requirements

A representative from this contractor must submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See the [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Appendix B: Home and Community-Based Services (HCBS) Waiver Registry Contractor

In addition to the requirements stipulated in the body of the OAAS NVRA Manual, the Home and Community-Based Services (HCBS) Waiver Registry contractor must adhere to the following:

Distribution

Programs	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/Internet	Face to Face	Mail	Face to Face	Mail	Email
Request for Services Registries for the Adult Day Health Care (ADHC) Waiver & the Community Choices Waiver (CCW)					X			

The HCBS Waiver Registry contractor is responsible for maintaining the Request for Services Registries for the two (2) OAAS Waiver programs: Adult Day Health Care (ADHC) Waiver and the Community Choices Waiver (CCW). When a waiver requestor whose name is on the ADHC Waiver or CCW Request for Services Registry notifies this contractor of a name or address change, the contractor must mail a letter confirming the name/address change along with the VRD and LA-VRA documents to the requestor.

Processing and Forwarding

The HCBS Waiver Registry contractor must process all completed LA-VRA forms received and forward them to the respective Registrar of Voters' office on the same day received but no later than two (2) business days of receipt.

Document Retention

The HCBS Waiver Registry contractor must retain all completed VRD forms and a copy of all completed LA-VRA forms. These documents are maintained in the applicant's file and in accordance with the approved retention schedule.

Reporting Requirements

A representative from this contractor must submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Appendix C: Long Term- Personal Care Services (LT-PCS) Contractor

In addition to the requirements stipulated in the body of the OAAS NVRA Manual, the Long Term-Personal Care Services (LT-PCS) contractor must adhere to the following:

Distribution

Program	Initial			Name or Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/ Internet	Face to Face	Mail	Face to Face	Mail	Email
Long Term-Personal Care Services (LT-PCS)	X			X	X	X		

The LTC Access Services contractor mails Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) documents to **EVERY** initial LT-PCS applicant in which a Level of Care Eligibility Tool (LOCET) assessment was completed. (See Appendix A – LTC Access Services Contractor.)

This contractor conducts face to face assessments and re-assessments with **ALL** LT-PCS participants and provides VRD and LA-VRA documents at these meetings. When this contractor is informed of a name or address change (at a face to face meeting), the contractor provides VRD and LA-VRA documents to the participant. When this contractor is informed of a name or address change (not at a face to face meeting), the contractor must mail a letter confirming the name/address change along with the VRD and LA-VRA documents to the participant.

Processing and Forwarding

The LT-PCS contractor must process all completed LA-VRA forms received and forward them to the respective Registrar of Voters’ office on the same day received but no later than two (2) business days of receipt.

Document Retention

The LT-PCS contractor must retain all completed VRD forms and a copy of all completed LA-VRA forms by scanning and uploading these documents into the contractor’s electronic database, or any subsequent system as identified by OAAS. These documents must be maintained in accordance with the approved retention schedule.

Reporting Requirements

A representative from this contractor must submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See the [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Appendix D: Support Coordination Agencies (SCAs)

In addition to the requirements stipulated in the body of the OAAS NVRA Manual, the Support Coordination Agencies (SCAs) must adhere to the following:

Distribution

Programs	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/Internet	Face to Face	Mail	Face to Face	Mail	Email
Adult Day Health Care (ADHC) Waiver & Community Choices Waiver (CCW)						X		

The LTC Access Services contractor mails Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) documents to **EVERY** initial waiver applicant in which a Level of Care Eligibility Tool (LOCET) assessment was completed. (See Appendix A – LTC Access Services Contractor.)

The SCAs conducts face to face re-assessments with **ALL** ADHC Waiver and CCW participants and provides VRD and LA-VRA documents at these meetings.

For name and address changes, the OAAS Regional Offices are responsible for these duties. (See Appendix E – OAAS Regional Offices.)

Processing and Forwarding

All completed VRD and LA-VRA forms received by SCAs during an annual re-assessment must be forwarded to the assigned OAAS Regional Office via email, fax, or hand delivery within one (1) business day of receipt of the completed documents. **ALL** name/address changes are to be submitted via electronic148 demographic update and emailed to the OAAS Regional Office on the same day as received but no later than one (1) business day for the OAAS Regional Office to process accordingly.

Document Retention

SCAs are **NOT** required to retain any completed VRD or LA-VRA forms. These documents are retained by the assigned OAAS Regional Offices in accordance with the approved OAAS retention schedule.

Reporting Requirements

SCAs are **NOT** required to submit any reports relative to NVRA documents. OAAS Regional Offices are responsible for submitting the required reports on behalf of the SCAs.

Appendix E: Office of Aging and Adult Services (OAAS) Regional Offices

In addition to the requirements stipulated in the body of the OAAS NVRA Manual, the OAAS Regional Offices must adhere to the following:

Distribution

Programs	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/Internet	Face to Face	Mail	Face to Face	Mail	Email
Adult Day Health Care (ADHC) Waiver; Community Choices Waiver (CCW); and Nursing Facility Admissions		X			X		X	

For the OAAS Waiver programs:

The LTC Access Services contractor mails Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) documents to **EVERY** initial waiver applicant. (See Appendix A – LTC Access Services Contractor.)

The Support Coordination Agencies (SCAs) conduct face to face re-assessments with **ALL** waiver participants and provide VRD and LA-VRA documents at these meetings. When name or address changes are received by the SCA, the SCA notifies the OAAS Regional Office who mails a letter confirming the name/address change along with the VRD and LA-VRA documents to the participant.

For Nursing Facility Admissions:

The Nursing Facility Admissions (NFA) staff emails VRD and LA-VRA forms to the referral source for **EVERY** applicant that requests to be admitted to a nursing facility or a current nursing facility resident for whom NFA staff issues a NF authorization. (See Appendix I – Nursing Facility Admissions.) In addition to the email sent to the referral source, an assigned OAAS Regional Office mails the VRD and LA-VRA forms to the applicants/residents on behalf of NFA along with denial of admission notice or a notice of denial of continued Medicaid payment for NF services.

Processing and Forwarding

OAAS Regional Offices are responsible for receiving completed VRD and LA-VRA forms from Support Coordination Agencies (SCAs).

An assigned OAAS Regional Office is responsible for receiving completed VRD and LA-VRA

forms from Nursing Facility Admissions (NFA) applicants and/or NF residents.

OAAS Regional Offices must process and forward the completed LA-VRA forms to the respective Registrar of Voters' office on the same day received but no later than one (1) business day of receipt.

Document Retention

Each OAAS Regional Office must maintain all completed VRD forms and a copy of all completed LA-VRA forms. These hard copy documents are filed by year, quarter and alphabetically. They must be maintained in accordance with the approved OAAS retention schedule.

Reporting Requirements

An OAAS Regional Office representative must submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See the [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Appendix F: Office of Aging and Adult Services (OAAS) State Office

In addition to the applicable requirements stipulated in the body of the OAAS NVRA Manual, OAAS State Office must adhere to the following:

Distribution

Programs	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/Internet	Face to Face	Mail	Face to Face	Mail	Email
All OAAS Programs								

OAAS State Office does not typically conduct initial assessments or re-assessments on applicants/participants. These duties are handled by the agencies specified in this manual. However, OAAS State Office does receive some completed Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) forms that are provided to applicants/participants for the OAAS programs noted in this manual. **NOTE: The OAAS Change of Name/Address letter states that the applicant/participant needs to forward the completed forms to OAAS State Office for processing.**

Processing and Forwarding

OAAS State Office must process and forward any received completed LA-VRA forms to the respective Registrar of Voters’ office on the same day received but no later than two (2) business days of receipt.

Document Retention

OAAS State Office must retain all completed VRD forms and a copy of all completed LA-VRA forms. These hard copy documents are filed by year and quarter and maintained in accordance with the approved OAAS retention schedule.

Reporting Requirements

An OAAS State Office representative must submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See the [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Appendix G: OAAS Compliance and Audit Team (CAT)

In addition to the applicable requirements stipulated in the body of the OAAS NVRA Manual, OAAS Compliance and Audit Team (CAT) must adhere to the following:

Distribution

Program	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/Internet	Face to Face	Mail	Face to Face	Mail	Email
Long Term-Personal Care Services (LT-PCS)	X					X		

The OAAS CAT staff only performs face to face LT-PCS initial assessments and re-assessments on **some** LT-PCS participants. The other LT-PCS duties, including initial and re-assessments, are conducted by the LTC Access Services contractor and LT-PCS contractor. (See Appendix A - LTC Access Services Contractor & Appendix C – LT-PCS Contractor.)

Processing and Forwarding

OAAS CAT staff must process all completed LA-VRA forms received and forward them to the respective Registrar of Voters' office on the same day received but no later than two (2) business days of receipt.

Document Retention

OAAS CAT staff must upload VRD forms and copies of completed LA-VRA forms, to SharePoint, using the Integrity Team Action list. These completed forms are also uploaded into the participant's electronic record.

Original VRD forms are mailed to the CAT Supervisor at OAAS State Office and filed by year and quarter.

VRD and LA-VRA documents must be maintained in accordance with the OAAS approved retention schedule.

Reporting Requirements

An OAAS CAT representative must submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Appendix H: Program of All Inclusive Care for the Elderly (PACE)

In addition to the applicable requirements stipulated in the body of the OAAS NVRA Manual, the Program of All Inclusive Care for the Elderly (PACE) providers must adhere to the following:

Distribution

Program	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/ Internet	Face to Face	Mail	Face to Face	Mail	Email
Program of All Inclusive Care for the Elderly (PACE)	X	X		X	X	X	X	

The LTC Access Services contractor mails Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) forms to **EVERY** initial applicant that calls Louisiana Options in LTC and requests Program of All-Inclusive Care for the Elderly (PACE) services.

When PACE providers meet face to face with PACE applicants/participants, they provide Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) documents at these meetings. If the provider does not meet with the PACE applicant/participant at a face to face meeting, the provider will mail the VRD and LA-VRA documents to the applicant/participant. When the provider is informed of a name or address change (at a face to face meeting), the provider offers VRD and LA-VRA documents to the participant. When this provider is informed of a name or address change (not at a face to face meeting), the provider must mail a letter confirming the name/address change along with the VRD and LA-VRA documents to the participant.

Processing and Forwarding

PACE providers must process all completed LA-VRA forms received and forward them to the respective Registrar of Voters' office on the same day received but no later than two (2) business days of receipt.

Document Retention

PACE providers must retain all completed VRD forms and a copy of all completed LA-VRA forms. The documents must be maintained in either electronic format or in hard copy format by the PACE providers in accordance with the approved retention schedule.

Reporting Requirements

A PACE representative must submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for required submission dates.

Appendix I: Nursing Facility Admissions (NFA)

In addition to the requirements stipulated in the body of the OAAS NVRA Manual, Nursing Facility Admissions (NFA) must adhere to the following:

Distribution

Program	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/Internet	Face to Face	Mail	Face to Face	Mail	Email
Nursing Facility Admissions (NFA)		X	X				X	X

The Nursing Facility Admissions (NFA) staff emails Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) forms to the referral source for **EVERY** applicant that requests to be admitted to a nursing facility or a current nursing facility resident for whom NFA staff issues a NF authorization. In addition to the email sent to the referral source, an assigned OAAS Regional Office mails the VRD and LA-VRA forms to the applicants/residents on behalf of NFA along with denial of admission notice or denial of continued Medicaid payment for NF services notices. (See Appendix E – OAAS Regional Offices.)

Processing and Forwarding

An assigned OAAS Regional Office is responsible for receiving completed VRD and LA-VRA forms from Nursing Facility Admissions (NFA) applicants or NF residents. (See Appendix E – OAAS Regional Offices.)

Document Retention

Nursing Facility Admissions (NFA) are NOT required to retain any completed VRD or LA-VRA forms. These hard copy documents are filed by year, quarter and alphabetically. These documents must be maintained in accordance with the OAAS approved retention schedule.

Reporting Requirements

A NFA representative must submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See the [Summary Table of Reporting Requirements](#) with Required Timelines for mandatory submission dates.

Appendix J: State Personal Assistance Services (SPAS)

In addition to the requirements stipulated in the body of the OAAS NVRA Manual, the State Personal Assistance Services (SPAS) contractor must adhere to the following:

Distribution

Program	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/ Internet	Face to Face	Mail	Face to Face	Mail	Email
State Personal Assistance Services (SPAS)	X	X		X	X		X	

Individuals that are interested in applying for SPAS may obtain a SPAS application (along with the Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) documents) from the SPAS contractor. Once the individual’s name comes up from the SPAS waiting list and the SPAS contractor is ready to process his/her SPAS case, the SPAS contractor will mail out a new SPAS application (along with the VRD and LA-VRA documents). If the individual goes into the SPAS contractor’s office, the SPAS contractor will provide the SPAS application (along with the VRD and LA-VRA documents) at this face to face meeting. When this contractor mails re-assessments to the participant, they also provide the VRD and LA-VRA documents. When this contractor is informed of a name or address change, the contractor must mail a letter confirming the name/address change along with the VRD and LA-VRA documents to the participant.

Processing and Forwarding

The SPAS contractor must process all completed LA-VRA forms received and forward them to the respective Registrar of Voters’ office on the same day received but no later than two (2) business days of receipt.

Document Retention

The SPAS contractor must retain all completed VRD forms and a copy of all completed LA-VRA forms. These hard copy documents are filed by year and quarter and must be maintained in accordance with the approved retention schedule.

Reporting Requirements

A representative from this contractor must submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Appendix K: Traumatic Brain and Spinal Cord Injury (TBSCI) Trust Fund

In addition to the requirements stipulated in the body of the OAAS NVRA Manual, the Traumatic Brain and Spinal Cord Injury (TBSCI) Trust Fund Program must adhere to the following:

Distribution

Program	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/Internet	Face to Face	Mail	Face to Face	Mail	Email
Traumatic Brain and Spinal Cord Injury (TBSCI)	X	X	X	X	X	X		

Individuals that are interested in applying for services through the TBSCI program may obtain a TBSCI application (along with the Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) documents) from the TBSCI providers or on the OAAS website. Once the individual's name comes up from the TBSCI waiting list and the TBSCI provider is ready to process his/her TBSCI case, the TBSCI provider will meet face to face with an initial TBSCI applicant and provides the VRD and LA-VRA documents at these meetings. When these providers conduct face to face re-assessments with the participants, they also provide the VRD and LA-VRA documents. When these providers are informed of a name or address change (at a face to face meeting), the provider will also give the VRD and LA-VRA documents to the participant. When these providers are informed of a name or address change (not at a face to face meeting), the providers must mail a letter confirming the name/address change along with the VRD and LA-VRA documents to the participant.

Processing and Forwarding

TBSCI providers must process all completed LA-VRA forms received and forward to the respective Registrar of Voters' office on the same day received but no later than two (2) business days of receipt. TBSCI providers must forward all completed VRD forms and a copy of all completed LA-VRA forms to the OAAS State Office TBSCI Program Manager via email, fax or hand delivery within two (2) business days of receipt/processing of the completed document(s).

Document Retention

TBSCI providers are NOT required to retain any completed VRD or LA-VRA forms. All completed VRD forms and a copy of all completed LA-VRA forms must be forwarded to the OAAS State Office TBSCI Program Manager who is responsible for retaining these forms. These hard copy documents are filed by year and quarter and are maintained in accordance with the approved OAAS retention schedule.

Reporting Requirements

A TBSCI State Office representative must submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See the [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Appendix L: Permanent Supportive Housing (PSH)

In addition to the requirements stipulated in the body of the OAAS NVRA Manual, the Permanent Supportive Housing (PSH) program must adhere to the following:

Distribution

Program	Initial			Name and Address Changes		Annual or Other Re-assessment		
	Face to Face	Mail	Email/ Internet	Face to Face	Mail	Face to Face	Mail	Email
Permanent Supportive Housing (PSH)		X	X		X			

Individuals that are interested in the PSH program and wish for their names to be placed on the PSH waiting list, they can obtain a PSH application through various means (PSH providers, OAAS website, hospitals, etc.). When a PSH application is mailed or obtained from the OAAS website, the Voter Registration Declaration (VRD) and Louisiana Voter Registration Application (LA-VRA) documents are included in the packet. When the PSH Program Office is contacted and informed of a name or address change, the staff must mail a letter confirming the name/address change along with the VRD and LA-VRA documents to the applicant.

When the individual's name comes up on the PSH waiting list, he/she receives VRD and LA-VRA documents from the appropriate program office (OCDD, OAAS, OBH, etc.) since the PSH services will be incorporated into the overall program that he/she is receiving.

Processing and Forwarding

PSH Program Office staff must process all completed LA-VRA forms received and forward them to the respective Registrar of Voters' office on the same day received but no later than two (2) business days of receipt.

Document Retention

PSH Program Office must retain all completed VRD and a copy of all completed LA-VRA forms. These hard copy documents are filed by year and/or quarter and are maintained in accordance with the OAAS approved retention schedule.

Reporting Requirements

A PSH program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See the [Summary Table of Reporting Requirements with Required Timelines](#) for required submission dates.