



# HEALTH CENTER TOOLKIT

Resources to Help Register Voters at Health Centers

Prepared by



# **HEALTH CENTER TOOLKIT**

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## Making the Ask

### *Talking to applicants about registering to vote*

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#### Asking the Voter Registration Question

Helping someone register to vote starts with having a good way to ask the question. Use your experience to identify what works best for you. Here are suggestions.

#### Making the transition to voter registration -

“The next question asks about registering to vote.” You may want to add that it’s a health center priority.

“Another important service we offer is helping you register to vote or update your registration. Your being a voter really matters to your health care and your health center. I can help you quickly register to vote or update your registration right now.”

#### Start with this question -

“Can I update your voter registration?” *This has proven more effective than just asking “Do you want to register to vote?”*

#### If the person says they’re registered, be sure to ask -

“Have you moved recently?” *Many people move and need to update their voter registration or they will be unable to vote.*

#### It’s Fast, Easy... and Convenient

**Assure the patient it’s easy to do and can be done quickly.**

“It’ll just take a few minutes.”

“Here, let me show you how easy it is.” *Bring up the online registration form. Fill it out. Print, review, and sign.*

#### Remind them doing it now saves the time and the trouble of doing it later

“Doing it here will save you time. We already have the form and we’ll return it for you to the correct election office.”

#### It’s Important

If people hesitate or say they don’t want to register, talk about the importance of voting or the importance to the health center of having everyone signing up for insurance registered to vote.

- Think of it this way. You’re signing up for a government service. It’s important to participate in government and make your voice heard.
- Don’t let others decide for you. If you don’t vote you give someone else the power to make decisions about your life and the lives of your family.
- Every vote counts. Many elections are decided by less than 100 votes.
- If you’re not registered, you can’t vote. Don’t miss the opportunity express your opinion in the next election.

## Sample Script

### ***For Voter Registration in Health Insurance or Medicaid Enrollment***

Below is a sample script to help guide your conversation about voter registration with patients. After a patient submits their application, there are a few minutes between when they hit submit to when they receive their confirmation email. This is a good time to talk about registering to vote.

**Intro:** Great. The next question on the form is about updating your voter registration.

Another important service we offer our patients is helping you register to vote or update your registration. Your vote really matters to your health care and your health center so I can help you quickly register to vote or update your registration right now.

**Health Center Employee Ask: Are you registered to vote at your current address?**

**Possible Patient Responses:**

1. *"Yes. I'm already registered and my information is current."*

That's great! Please remind your family and friends to register too.

2. *"Yes but I moved recently"*

I can update your registration right now. I can save you time by getting it done now and we can turn it in for you to the right election office.

3. *"I don't want to register" or "I don't care about voting."*

I understand. There are a lot of challenges out there. We have a goal of registering 100 percent of our eligible patients here at \_\_\_\_\_. It's important the voices in our communities are heard. Our ability to serve people like you can depend on the support of elected officials and it helps when they know our patients are registered to vote.

4. *"I don't have time."*

I know you are really busy. Filling out this form only takes a couple minutes and I can make sure it gets turned in for you. You can save time by registering with me today.

5. *"I can't register to vote. Not eligible"*

May I ask why not? I'm trained and may be able to help you.

- *Not a citizen:* I understand. If you have people in your household who are eligible to vote do make sure they're registered!
- *Have a felony conviction:* (Refer to your state-specific Q&A document here for your state's rules)
- *Not old enough:* Will you be 18 by Election Day? If yes I can register you today.

6. *Why are you asking me that? I am just here for health care (or to get insurance).*

In addition to providing health care and helping our patients apply for health insurance, another service we think is important for our patients is helping you register to vote or update your registration. Your vote really can make a difference to your health care and your health center so I'd be glad to help you register to vote or update your registration right now. It will only take a couple of minutes.

## **Voter Registration in Health Insurance Enrollment**

### **A CHECKLIST**

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- ☐ **Assign Voter Registration Coordinator**
  - Assign a staff person to oversee voter registration and provide training to enrollment staff and manage the collection and return of voter registration forms.
  - Find a staff person motivated to promote voter registration and familiar with your state's voter registration process.
- ☐ **Connect Voter Registration to Your Health Center's Mission**
  - Communicate to all health center staff the reasons for and value in offering voter registration at the center.
- ☐ **Install Online Voter Registration Tool**
  - Install the link to the Community Health Vote online voter registration tool on the desktop of computers used in enrollment.
  - Obtain paper voter registration forms to have on hand as a backup.
- ☐ **Provide Training for Enrollment Staff**
  - Train the enrollment team in filling out the voter registration form and its importance as a service of the health center.
  - Emphasize in the training messages and methods through which staff can best succeed in getting patients to register. Practice using sample scripts or role plays.
- ☐ **Have a Place to Store Completed Forms**
  - Have a safe place to store completed forms before they're returned like a desk drawer or file cabinet in a private office.
- ☐ **Establish a System to Return Forms**
  - Follow your states procedure for returning forms to your local election office or state elections office on a timely basis.
  - Use advice from a partner or local election office to establish the best procedure.
- ☐ **Connect to Your Local Election Office**
  - Get to know your local election board for assistance with questions about returning the form or the election process.
- ☐ **Have a Voter Registration Partner**
  - Have someone at your state primary care association or another non-partisan organization to check in with, ask questions or get help.

☐ **Post Register to Vote Signs**

- Display a “Register to Vote Poster” poster or sign in the area used for enrollment.

☐ **Maintain a Folder of Key Materials**

- Create and maintain a folder or notebook for enrollment staff with materials used for voter registration and in trainings, including:
  - Sample script
  - Frequently Asked Questions for staff to answer basic questions about voting
  - Using the Community Health Vote Online Voter Registration tool

## The Benefits of Voting

### *For the voters, our health centers and democracy*

Voter registration benefits our health centers, patients, and democracy. Our health centers gain when the people we serve vote at higher rates. Individuals who register are more connected to their community and have better health outcomes. Our democracy is stronger when citizens of all ages, incomes, and backgrounds participate.

#### Benefits for Voters

**Registered voters are more active and engaged citizens. They are more likely to -**

- Connect with their neighbors
- Join community activities
- Talk to elected officials and be an advocate for themselves and their families

**Registered voters have better health outcomes. They have -**

- Higher levels of self-reported health and better health outcomes.<sup>1</sup>
- Feel a greater sense of personal agency or power knowing they have voiced their opinion on the issues of the day – a factor in good health.<sup>2</sup>
- Stronger social connections to the community around them that lead to a greater quality of life and longevity.<sup>3</sup>

#### Benefits for Health Centers

- People who sign up for health insurance and Medicaid need to be engaged and can express their support for health care access and the services we provide by voting.
- Clients and patients who vote are more likely to be engaged as health care advocates.
- It is an important way we can improve patient health and meet our social mission.
- When our patients and community vote we can have a stronger voice and more impact for health centers (like this one).

#### Benefits for Democracy

- Health centers reach low-income Americans and new citizens that many campaigns miss. If we don't register them to vote, who will?
- Strong democracy depends on engaged and active citizens.

<sup>1</sup> [“Socioeconomic inequality in voting participation and self-rated health”](#), Blakely et al, American Journal of Public Health

<sup>2</sup> [“Making a difference, makes you happy: A Study”](#), Tim Kasser, YES! magazine

<sup>3</sup> [“Social ties are good for your health”](#), BeWell@Stanford, Stanford University



## **Making Voter Engagement And Voting More Visible**

A key to conducting a successful voter engagement effort at any health center is creating a sense that it is important. You can do this by making your activities and the opportunity for patients to become registered and engaged visible throughout the health center all the time.

### Ways to Raise Visibility at Your Health Center

- Create a central and visible voter engagement “kiosk” area in your waiting room where all materials and registration forms can be filled out and turned in
- Put posters and other signage throughout the center – waiting areas, hallways, exam rooms – anywhere clients may see them.
- Have staff wear buttons or stickers letting clients know voter registration is available
- Mention the availability of voter registration and voter information in your center newsletter or on inserts in your patient mailings

Posters, buttons and other materials and templates are available through the Community Health Vote website

## **Talking About Voter Engagement at Health Centers**

- Community Health Vote is a natural extension of our long time bi-partisan grassroots advocacy, and is consistent with our founding purpose of being leaders in improving the life and well-being of our communities.
- Just as with advocacy, voter engagement can help health centers meet their organization's mission and maximize effectiveness by educating and engaging the public on ways to improve community life.
- The very nature of health centers makes them an integral part of how low income Americans are involved in their communities and society and a natural place for helping them take the step to be more informed and civically engaged.
- Health Centers' role in their communities provides them the opportunity power to be the catalyst for a dramatic increase in voter participation by putting in place legal, permissible, nonpartisan voter engagement activities -- voter registration, voter education, and get-out-the-vote (GOTV).
- Community Health Vote is NOT only a voter registration drive, but rather an ongoing effort to provide tools anyone can use to register to vote.
- Just as we see any patient who walks in the door, we want anyone who wants to register or update their registration to be able to do so at a health center. If they desire, we will also help educate them about the timing and mechanics of voting and provide reminders and information about how and where to vote.
- We will NOT and can NOT tell anyone who to vote for and all our activities will be strictly non-partisan.
- If there is an assumption that in any location our patients have a preference for any party or candidate, then it's within the candidates' and parties' power to convince them who to vote for. Many have largely ignored our patient populations in the past because they haven't seen them as likely voters. We can change that.

## This Health Center Offers Voter Registration

**You may use the attached form to register to vote. If you have moved or changed your name since you last registered to vote, you should use it to update your voter registration.**



### **You may vote if:**

- ❖ You are a United States Citizen
- ❖ You are 18 years old or will be 18 years old by election day
- ❖ You are not currently serving a sentence including probation or parole for a felony conviction



### **You should update your voter registration if:**

- ❖ You have changed your name (i.e. due to marriage, divorce, etc.)
- ❖ You have moved and changed your address



### **Registering to vote is a quick and easy process. Our staff can help you register TODAY**



Please check one:

- ☐ Yes, I am an eligible voter and would like to register today.
- ☐ No thank you. I would not like to sign up today.

*Voter registration services are available without regard to the voter's political preference. Information and other assistance regarding registering or voting, including transportation and other services offered, shall not be withheld or refused on the basis of support for or opposition to particular candidates or a particular party.*



## **Information for Voters With Special Circumstances**

America's community health centers provide care to many communities who traditionally do not turn out to vote in high numbers. One of the reasons that these communities have been traditionally underrepresented may be that they have experienced barriers to voting. When engaging traditionally underrepresented communities, it is important to keep a few things in mind.

**Survivors of domestic violence:** Because voter registration rolls are public information, survivors of domestic violence could be put at risk by making their address and whereabouts known publicly. Many survivors do not realize that voter registration rolls make their address publicly available to almost anyone. It is important to talk about this issue with survivors and help them to protect their safety while accessing their right to vote. Several states have passed laws that allow survivors of domestic violence to vote while protecting their confidentiality. In order to find out about the laws in your state contact the National Network to End Domestic Violence [www.nnedv.org](http://www.nnedv.org) or call 202-543-5566

**Persons convicted of a felony:** In most states, a former felon can register and vote with the completion of their prison sentence, probation and/or parole. However, laws differ from state to state and some states take away a former felon's right to vote permanently. For more information on registering someone convicted of a felony to vote, please contact the Right to Vote campaign at the Sentencing Project at [www.sentencingproject.org](http://www.sentencingproject.org) or 202-628-0871

**Persons experiencing homelessness:** People experiencing homelessness obviously do not have a conventional residential address. In most states, homeless individuals can register with the address of a shelter that will accept mail on their behalf. In some cases, the person can name the intersection of an area they spend most of their time and vote in the corresponding precinct. For more information, please contact the National Coalition for the Homeless at [www.nationalhomeless.org](http://www.nationalhomeless.org) or 202.462.4822

**Non-citizens:** If you work with an immigrant population then you know it is important to be sensitive to the fears that new immigrants may face when they come to receive care, particularly if you serve populations who are undocumented. A non-citizen may register to vote if they will be an American citizen by the next election. Because it is often not clear when someone's citizenship will be completed, it can be better to wait until citizenship is completed to register. However, there are many other opportunities for non-citizens to engage and observe the democratic process.

**Youth:** A young person can register to vote as long as they will be at least 18 years of age by the date of the next election. For more information on youth and voting, please contact CIRCLE at 301-405-2790 or [www.civicyouth.org](http://www.civicyouth.org)

## **Questions And Answers On Health Center Voter Registration Activities**

**Q. Can a health Center participate in voter registration activities?**

Yes, provided that voter registration is handled in a completely nonpartisan manner. In fact, health centers that have outstationed Medicaid eligibility workers on site (either public employees or health center employees with delegated authority) may be required to do voter registration under the National Voter Registration Act, also known as "Motor Voter."

**Q. What are the risks if a health center does voter registration?**

A health center that does voter registration as a public service and remains nonpartisan has nothing to be concerned about. However, participating in partisan political activities will jeopardize a center's federal tax exemption and may violate the Federal Election Campaign Act. In addition, health centers that are part of a multi-service organization should keep in mind that some federal programs, e.g., Head Start, prohibit voter registration activities entirely. It is important, therefore, to assess whether there are any restrictions on voter registration imposed by a funding source.

**Q. What kind of nonpartisan voter registration activities are allowed?**

Health centers can make voter registration materials available for patients in waiting rooms and allow local voter registration officials or private nonpartisan organizations, such as the League of Women Voters, to do voter registration on-site. Health centers also can encourage patients to register to vote, help patients to complete registration forms, and send completed forms to the election authorities, as long as they do not suggest how patients should vote or that patients should register as members of a particular political party.

**Q. Are there other things to avoid when a health center does voter registration?**

Yes. A health center should be careful not to imply that its services are dependent in any way upon a patient's decision to register or not to register to vote. Centers should not permit candidates or political parties to post or to distribute campaign materials in connection with a voter registration drive.

**Q. Sometimes our local political parties conduct voter registration drives. Can a health center allow a political party to do voter registration at a center facility?**

This would be permitted only if the center gives all political parties an equal opportunity to do on-site voter registration. Otherwise, the center could be viewed as favoring one party or candidate over another. Even so, it is not advisable to allow political parties to do on-site voter registration unless the center can be completely assured that a political party will not use the opportunity to encourage registrants to vote for the party's candidates.

**Q. In our state, when persons register to vote they register as members of a political party, e.g., Democratic, Republican, etc. Is that type of voter registration nonpartisan?**

Voter registration is considered to be nonpartisan as long as it does not favor one candidate or party over another. For example, it is not advisable to do voter registration only in neighborhoods that are likely to support a particular candidate or party. A health center with multiple sites, if it conducts or permits voter registration activities on site, should do so at all of its sites.

**Q. Our center plans to dedicate a staff person to assist patients to register to vote during a month-long voter registration drive. Can we continue to charge her salary to our Section 330 grant?**

Probably. Under the federal cost principles (OMB Circular A-122), costs incurred in attempting to influence the outcome of an election or supporting a political party or committee in an attempt to influence the outcome of an election are unallowable. However, any costs incurred in supporting a completely nonpartisan voter registration drive, i.e., one that does not support a particular candidate or party, should be allowable.

However, in order to avoid any question of cost-allowability, health centers should consider charging voter registration expenses to non-grant income, such as program income or other unrestricted grants or contributions.

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## **Making Your Health Center a Polling Place**

One of the best ways to help your clients and your community vote is to have your health center designated as a polling place. Each local registrar is responsible for designating polling places in their jurisdiction and each may have specific requirements. In most cases the following basic requirements must be met for a facility to be able to accommodate the voting process.

The site:

- Must be compliant with the Americans with Disabilities Act (ADA) and all ramps and railings must meet the state code for conformity.
- Must have ample parking and clear entry into and exit from the facility's parking lot to the street.
- Must be able to accept some of the voting equipment up to a week before Election Day and should be able to securely store it.
- Must be available before and after actual voting hours on Election Day.

If your center can meet these requirements and you are interested in having your center become a polling place for your community, contact your local county or city registrar directly.

## **What Health Center Staff Can Do**

Health Center staff members often have questions about their personal involvement in political campaigns or work with candidates. There is no prohibition on political activities for health center employees during their free time. However, staff members cannot be seen as representing the organization on a campaign nor may they use organizational resources for a candidate. Here are some frequently asked questions about the political participation of health center staff and keeping health center voter engagement nonpartisan.

**Q: When is it personal time?**

A: Health center staff may engage in partisan activities, such as supporting a candidate, outside of normal work hours. A staff member may also take vacation or personal time for the purpose of engaging in political activity.

**Q: Can staff be identified with their health center organization when supporting a candidate?**

A: Health center staff members may identify their place of employment at a political event. Health center staff members, who are spokespeople for their organization or visibly associated with it, should make it clear that they are in attendance at the event or activity as a private citizen and not on behalf of the organization they work for.

**Q: Can staff be listed as a supporter of a candidate with the name of the organization?**

A: As a rule, it is safer to leave the name of the organization off of any partisan political materials. However, it is permissible to list the organization along with the staff member's name if it is clearly stated that the organization is listed "for identification purposes only."

**Q: What about board members and volunteers?**

A: Board members and volunteers should follow the same protocol outlined for staff members described above while representing their health center organization.

**Q: What if a candidate lists the name of the Executive Director or a health center staff member without their permission?**

A: If a candidate lists the Executive Director or any health center staff member with the health center's name on a campaign brochure without the appropriate disclaimer "for identification purposes only" the organization is not at fault. Ask the campaign to remove your organization's name from the list. Save a copy of your email or written request to the candidate in your files.

### **Separating Your Personal Political Participation from Your Health center Work**

- Provide political campaigns or candidates a personal phone number and e-mail and times to call you outside of your work hours.
- Don't use any of your organizational resources to support or oppose a candidate (e.g. organizational vehicles, copy machines, paper, etc.) Health center organizations, themselves, may offer certain resources to candidates such as event space or phones – but only if publicly available to all candidates in a race at their fair market value (rental).

### **Resources**

Alliance for Justice, "Election Activities of Individuals Associated with Health centers,"  
[www.afj.org](http://www.afj.org)



## Why Engaging Voters at Health Centers Is Important

The right to vote is a cornerstone of our democracy. In exercising their responsibilities concerning voter registration, health centers hold the key to ensuring that our democracy remains robust and resilient. The very nature of health centers makes them an integral part of how low income Americans are involved in their communities and society and a natural place for helping them take the step to be more informed and civically engaged. Voter engagement can help health centers meet their organization's mission and maximize effectiveness by educating and engaging the public. By fully and energetically working to engage staff, board and patients, health centers can help ensure that the promise of our democracy is fully realized.

Community, Migrant and Homeless Health Centers are “sleeping giants” of the democratic process. **The people you serve trust your health center. You have access to potential voters who are underrepresented in the electoral process.** Your position in the community provides you the power to be the catalyst for a dramatic increase in voter participation through legal, permissible, nonpartisan voter engagement activities-- voter registration, voter education, and get-out-the-vote (GOTV).

**All voter engagement activities at health centers MUST be non-partisan.**and by increasing the number of registered and active voters in your community, you can increase the power of your center and its clout in your community. Elected officials know where communities turn out to vote and a health center engaging voters will be noticed by elected officials who will likely respond better to your advocacy efforts.

## **Voter Registration at Intake at Your Health Center**

### **1. Designate a Voter Engagement Coordinator at Each Site**

Health Centers should appoint a staff person **at each site** to oversee voter engagement activities. The Coordinator should be responsible for:

- Coordination of outreach to clients in waiting rooms;
- Ensuring that intake workers are trained to ask every client if he/she would like to register to vote;
- Making certain that an adequate supply of voter registration applications (in all relevant languages) is always available;
- Delivering or mailing completed forms in a timely manner to the appropriate officials (each state determines how quickly completed forms must be delivered)
- Maintaining a voter registration tally sheet (See appendix for a sample)
- Offering voter registration to other health center staff. Often health center staff themselves are not registered to vote at their current addresses.

### **2. Create a “Follow-Up Form”**

This form will inform clients of their ability to register to vote when they check in for their appointments and allow them to opt-in to get reminders and other information on voting. This form will also serve as a record of those registered in case forms are lost or there are other problems.

It is best to place this information on a form that should be a part of any forms clients fill out when they check in. (See appendix for a template form).

### **3. Ask each person who checks in for an appointment if they wish to register to vote or to update their voter registration**

This will ensure that staff have inquired about voter registration and offered assistance to each person.

### **4. Establish a procedure for collecting and submitting completed registration forms. This includes:**

- Collecting completed forms at the intake desk
- Providing a well marked drop box or boxes in visible locations and regularly collecting completed forms placed in the box
- Providing pre-addressed envelopes for mailing

## 5. Post Signs Informing Clients of the Opportunity to Register to Vote

Every site should include prominent signs in appropriate languages on walls and desktops throughout the center to let people know they can register at the centers and encouraging people to register stating, for example:

- “This Health Center registers voters – you can register to vote here today.”
- “Ask us to register you to vote today.”
- “May we register you to vote today?”

Such signs will set the appropriate tone – for staff and clients alike – and help ensure that clients understand that they have an opportunity to register to vote while visiting the health center.

## 6. Train Staff on Voter Registration Procedures

All of the forms in the world will not insure success unless staff members are fully trained and bought into registering clients. It is critical that staff members:

- Receive training from voter registration coordinators on how and when to use the forms;
- Receive training on how to assist clients with the voter registration application;
- Understand that registering voters is a part of the health center’s efforts to foster inclusion of their clients in society.

Providing health center staff themselves with the opportunity to register to vote can be an important part of launching renewed efforts client voter registration.

## 7. Recognize Success

Health Center should develop ways to recognize sites that do a good job. Effective means of recognition include:

- Awards and/or letters of commendation from leadership to staff who demonstrate achievement in voter registration efforts;
- Site “thermometers” – charts updated weekly to show how sites are performing;
- Newsletters stories on voter registration results and individuals who have taken the lead in registration efforts.

## This Health Center Offers Voter Registration

Ask staff for any assistance you may need to complete a voter registration application.

You may use the attached form to register to vote.

If you have moved or changed your name since you last registered to vote, you should use it to update your voter registration.

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

If you complete the attached form and leave it with this health center, you will receive your voter registration card and the address for your polling place in the mail.

To receive information, reminders and updates about voting, provide your contact information below.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Zip Code \_\_\_\_\_ Email \_\_\_\_\_

Mobile Phone\* \_\_\_\_\_

OR

**Text HEALTHVOTE to 69866 on your mobile phone**

*\*By entering Mobile phone you are opting in to receive voting reminders and timely text messages on your phone.*

*Your contact information will be used only for the purposes described above*

*Voter registration services are available without regard to the voter's political preference. Information and other assistance regarding registering or voting, including transportation and other services offered, shall not be withheld or refused on the basis of support for or opposition to particular candidates or a particular party.*



## **Registering Voters in Your Waiting Room**

### **1. Designate a Voter Engagement Coordinator at each site**

Health Centers should appoint a staff person **at each site** to oversee voter engagement activities. The Coordinator should be responsible for:

- Coordination of outreach to clients in waiting rooms;
  - Training intake workers to ask every client if he or she would like to register to vote;
- Making certain that an adequate supply of voter registration applications (in all relevant languages) is always available;
  - Forwarding completed forms to the appropriate officials
  - Maintaining a voter registration tally sheet
  - Offering voter registration to other health center staff. Often times agency staff themselves are not registered to vote at their current addresses.

### **2. Use a “Follow-Up Form”**

This form will inform clients of their ability to register to vote when they check in for their appointments and allow them to opt-in to get reminders and other information on voting. It is best to place this information on a form that should be a part of any forms clients fill out when they check in. See below for a template follow-up form.

### **3. Ask all health center visitors if they wish to register to vote while they are in waiting rooms or meeting in groups**

The person offering voter registration in the waiting room can be a health center staff, volunteer or representative of a partner organization as long as they are adequately trained on how to assist patients with registration and meet state requirements. All voter registration at health centers must be done in a completely NON-PARTISAN way. Offering voter registration to all persons in the waiting room provides several benefits:

- It ensures that staff have inquired about voter registration and offered assistance to each person, even if they have completed forms at home or in the waiting room.
- Offering voter registration in the waiting rooms will reach citizens who are accompanying clients but do not have appointments themselves. Many of these citizens may not have been offered voter registration on prior visits and can be offered a chance now.
- Offering voter registration in the waiting room may quickly help institute offering and receiving registration applications at health centers. While training, monitoring and encouraging many staff is the best way to register voters, it may take time. Recruiting staff or volunteers to work the waiting room may be a task that can more easily be implemented.

#### 4. Post signs informing clients of the opportunity to register to vote

Every site should include prominent signs in appropriate languages on walls and desktops stating, for example:

- “This Health Center registers voters – you can register to vote here today.”
- “Ask us to help you register to vote today.”
- “May we register you to vote today?”

Such signs will set the appropriate tone – for staff and clients alike – and help ensure that clients understand that they have an opportunity to register to vote while visiting the health center.

#### 5. Train staff on voter registration procedures

All of the forms in the world will not insure success unless staff members are fully trained and have bought into registering clients. It is critical that staff members:

- Receive training from voter registration coordinators on how and when to use the forms;
- Receive training on how to assist clients with the voter registration application;
- Understand that registering voters is a part of the health center’s efforts to foster inclusion of their clients in society.

Providing health center staff themselves with the opportunity to register to vote can be an important part of launching renewed efforts for client voter registration.

#### 6. Recognize success

Health Center should develop ways to recognize sites that do a good job. Effective means of recognition include:

- Awards and/or letters of commendation from leadership to staff who demonstrate achievement in voter registration efforts;
- Site “thermometers” – charts updated weekly to show how sites are performing;
- Newsletters stories on voter registration results and individuals who have taken the lead in registration efforts.

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If you complete the attached form and leave it with this health center, you will receive your voter registration card and the address for your polling place in the mail.

To receive information, reminders and updates about voting, provide your contact information below

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Zip Code \_\_\_\_\_ Email \_\_\_\_\_

Mobile Phone\* \_\_\_\_\_

OR

**Text HEALTHVOTE to 69866 on your cell phone**

*Voter registration services are available without regard to the voter's political preference. Information and other assistance regarding registering or voting, including transportation and other services offered, shall not be withheld or refused on the basis of support for or opposition to particular candidates or a particular party.*

