

Voter Registration

Voter Registration Topics





Voter Registration Terms
Voter Registration Changes
New to Voter Registration

New Voter Registration Preference Questions

New Pages and Fields in KEES

- Voter Registration Menu
- Voter Registration Summary
- Add New Voter Registration
- Voter Registration Detail Completion
- When Voter Registration is Sent to Consumers

Physical Address Change
Manually Generate Voter Registration
Voter Registration for Other Household Members
Voter Registration Documents

Voter Registration Terms





Voter Registration Preference Questions – Questions within the Self-Service Portal (SSP) or Paper Application that request if the Primary Applicant would like a Voter Registration Card.

Voter Registration Cover Letter – A form generated through KEES explaining the reason for receiving the Voter Registration Application. There are two forms for this; one for DCF (V779), one for KDHE (V778).

Voter Registration Card –An enclosure added to the envelope with the Voter Registration Cover Letter. The Voter Registration Card is housed in the database, but not generated by KEES Doc Parameters or KEES Batches.



Voter Registration Changes

new!



Both SSP & Paper Application Processes

Consumers will be asked about **Voter Registration** preferences for Medical, Non-Medical and LIEAP SSP applications.

preference questions have been added to Paper Applications sent from KEES.

Batch Process Automation

Voter Registration was a manual process for the Workers to perform.

Now, Workers can generate the **Voter Registration Cover Letter** through a KEES batch.

Then, at **Central Print**, the cover letter and registration card are combined in an envelope and mailed to the Consumer.

Legal Compliance

The new **Voter Registration** verbiage and processes follow compliance best practices!



Voter Registration Changes - Both



Removed

Removed **Voter Registration Preference Questions** from SSP e-Changes and e-Reviews.

Replaced

The previous **Voter Registration** question in the SSP, Paper Applications, and Presumptive Eligibility application has been replaced.



Voter Registration Changes



New

The new Medical and Non-Medical **Voter Registration Cover Letter** is tied to the distributed documents on the case it is sent for.

The **Voter Registration Cover Letter and Card** will be sent through a weekly batch printed and mailed from Central Print.

The new **Voter Registration Cover Letter** and **Voter Registration Card** can be generated in English or Spanish.

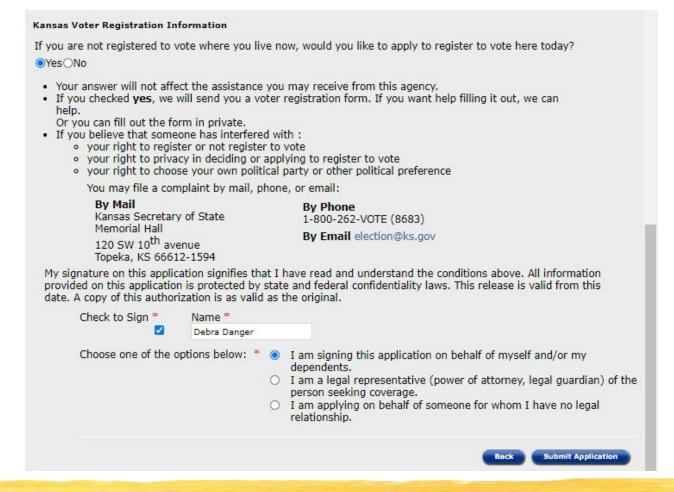
Note: The Voter Registration Cover Letter will not be sent to the Authorized Representative or additional correspondence recipients on the case.



Voter Registration Preference Questions



The **Voter Registration** questions have been added to Paper Applications and the **Medical Programs** for the Self-Service Portal (SSP).

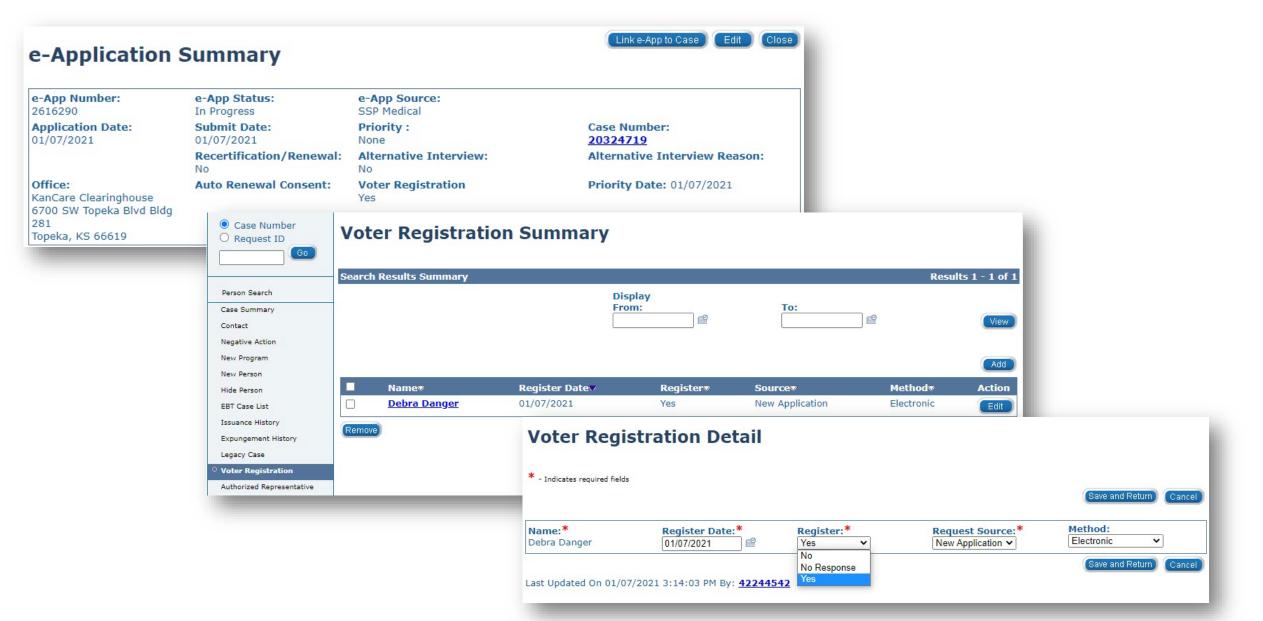


Pending, Active, or Denied program status does not matter. The Policy is to send a **Voter Registration** form any time there is an application transaction.



NEW Voter Registration KEES Pages and Fields





NEW Pages and Fields in KEES – Voter Registration Field





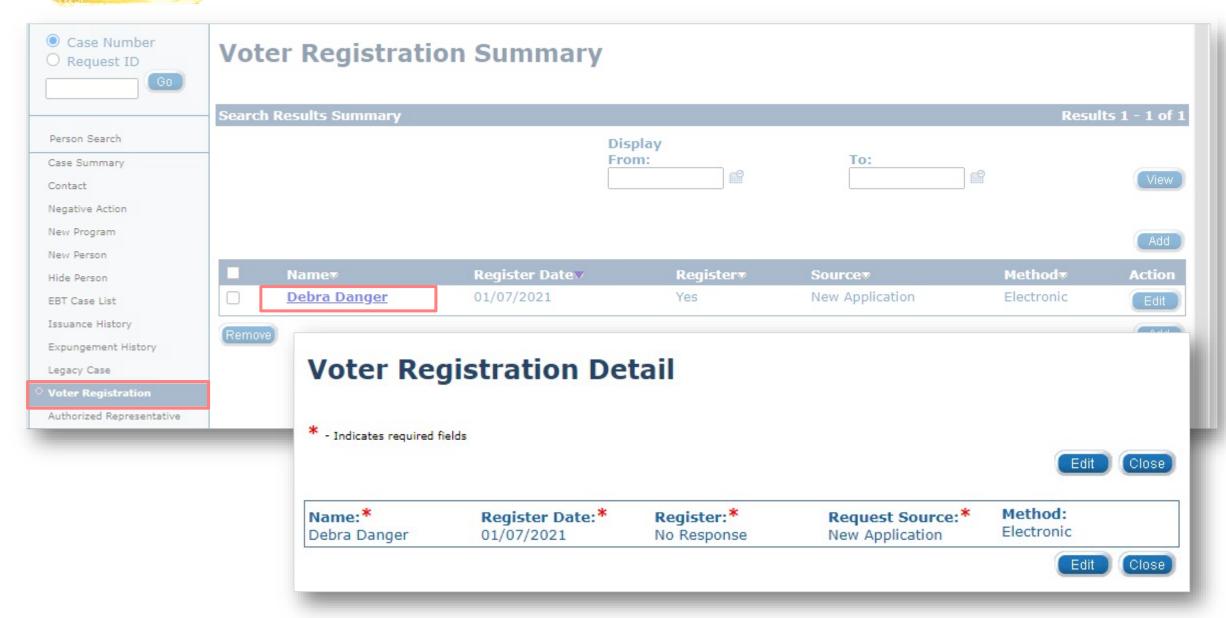
On the *e-Application Summary* the **Voter Registration** field indicates the Consumer response to the Voter Registration Question

- No.
- No Response
- Yes.



NEW Pages and Fields in KEES – VR Summary and Detail





When is Voter Registration sent to Consumers?



Voter Registration Cover Letter <u>will not</u> be sent:

When the Register selection is No.

Voter Registration Cover Letter <u>will be sent</u>:

- When the Register selection is No Response.
- When the Register selection is Yes.



The V778 Voter Registration Cover Letter and Voter Registration Card will be sent with Reviews, IRs and 12-Month Report forms.

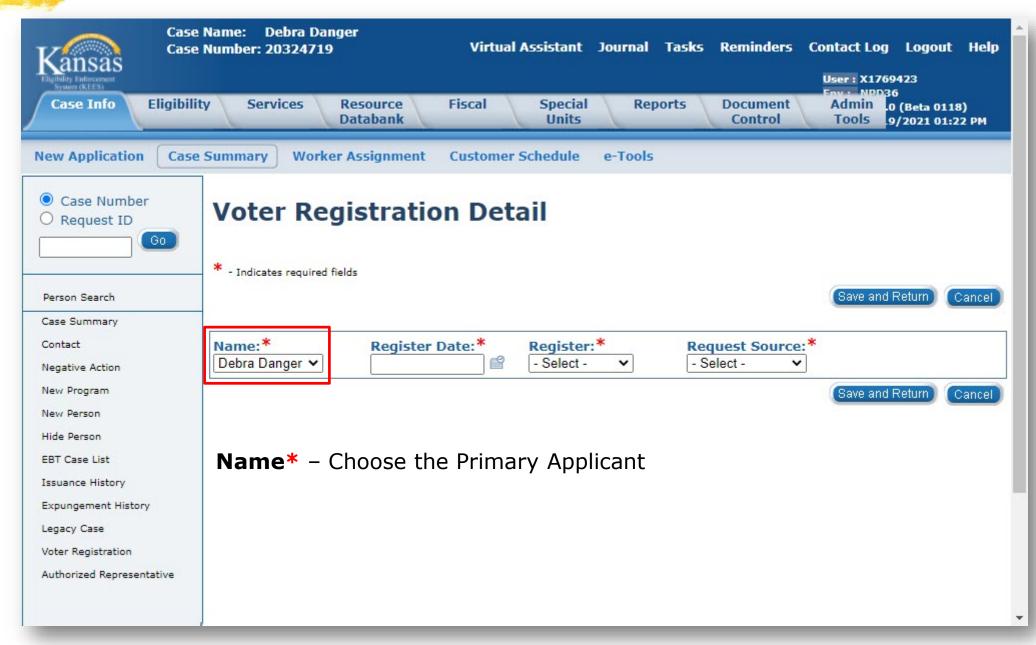
- If the Case Head's physical address is changed in KEES, the *Change of Address Voter**Registration Batch will automatically be triggered to send the **V778 Voter Registration***Cover Letter and the Voter Registration Card.
- The Voter Registration documents will be sent electronically through the Message Center regardless of Consumers opt-out request.



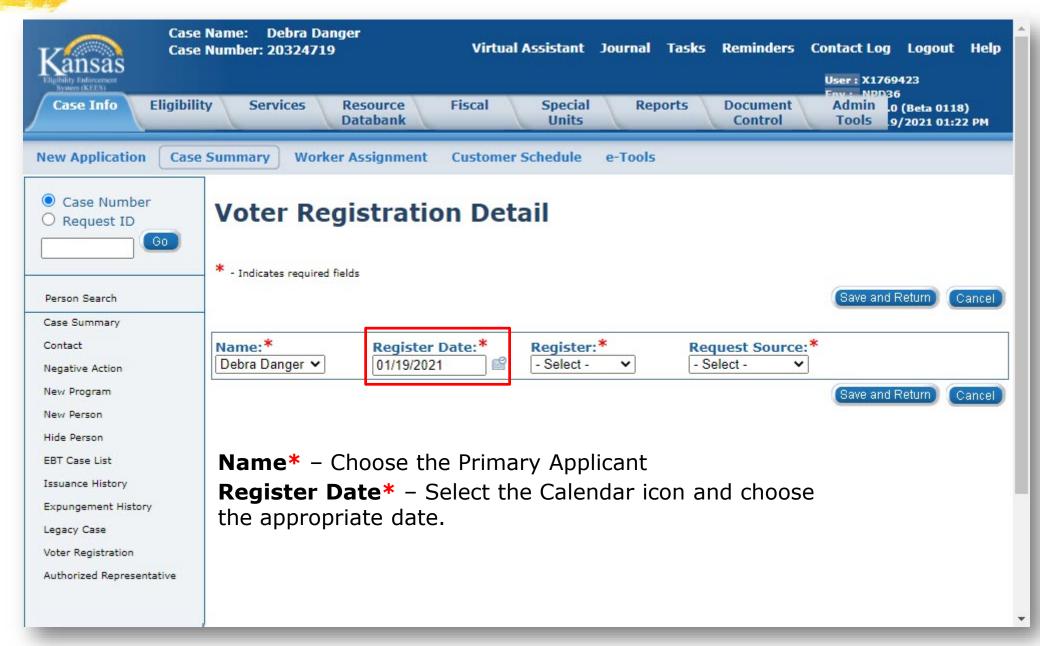


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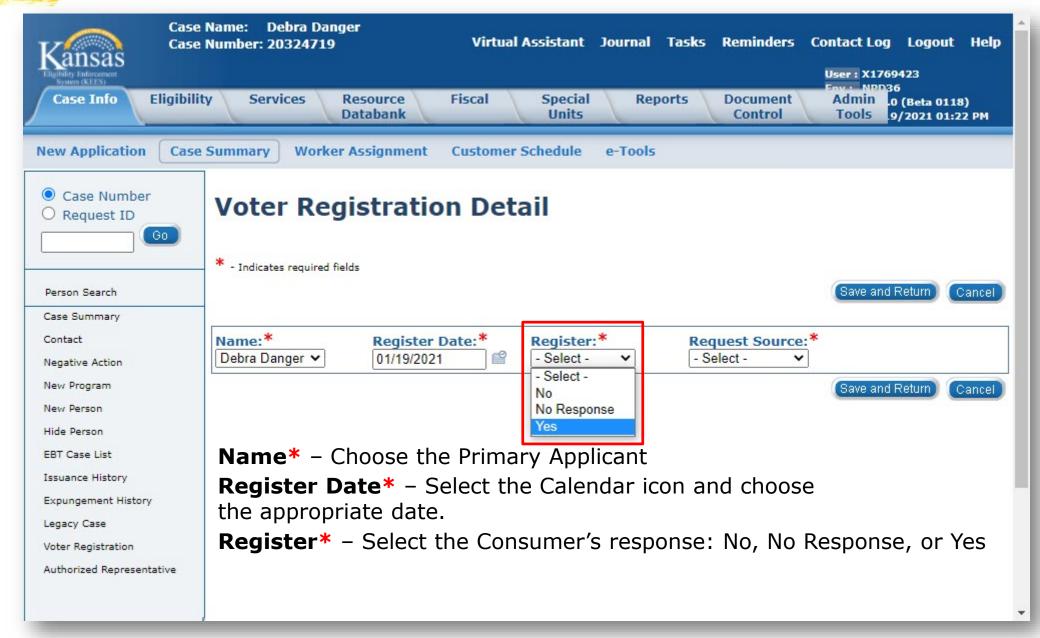




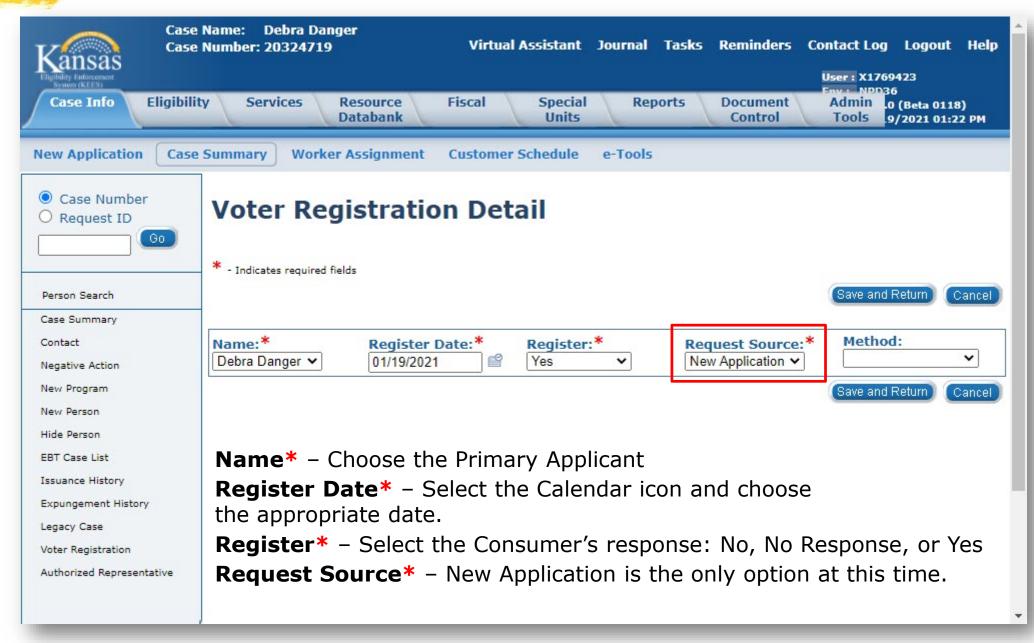




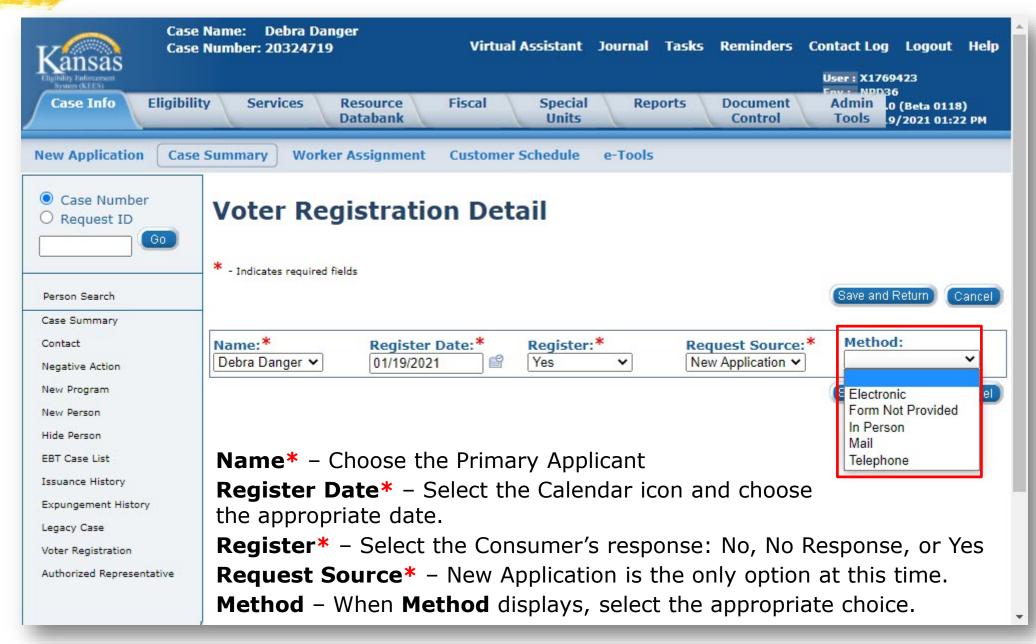












When is "No Response" the appropriate response?



Consumers

The Consumer was trying to answer all the *Required questions and simply overlooked the Voter Registration question on the SSP or paper application. **KEES SSP completes the field as "No Response".**

The Consumer doesn't know if they are already a registered voter, so they do not provide a Yes or No response in the SSP application. **KEES SSP completes the field as "No Response".**

The Consumer didn't provide an answer on a paper application.

Workers

The Worker is entering or processing an application and the Voter Registration choices are blank. The correct entry is then **No Response.**

A Worker is helping a Consumer and the Worker asks the Consumer, "Would you like to receive a Voter Registration form?" If the Consumer responds with anything other than a definitive Yes or No, the correct entry should be "No Response".

No Response ensures the Consumer receives Voter Registration forms and information. Then, they can decide their Voter Registration needs in the privacy of their home.

Physical Address Change



When a Consumer's physical address is changed, KEES will automatically submit the record to the Voter Registration batch.

If that Consumer has both Medical and Non-Medical cases, the physical address change will be reflected for both case types.

It does not matter whether the physical address is changed on a Medical or Non-Medical case, the **Voter Registration Cover Letter** form will be **generated from the case with the most recent EDBC processed** (based on logic programmed in the KEES change of address voter registration batch).

The Policy is to send a **Voter Registration** form any time there is a Physical Address Change on **ACTIVE** non-PPS cases. Active is defined as Active Status in the month the Address record was added or modified.

Worker Generates a Voter Registration Application



Print Locally

- From Distributed Documents, generate the V778 Voter
 Registration Cover Letter and Save and Print Locally.
- Voter Registration Card must be manually included in the envelope with the Voter Registration Cover Letter.
- Consumers who have opted-out of paper will receive electronic (PDF) copies of the Voter Registration Cover Letter and the Voter Registration Application through the Consumer's self-service portal Message Center.

Batch to Print Centrally

- From Distributed Documents, generate the V778 Voter
 Registration Cover Letter and Save and Print Centrally.
- Central Print encloses the Voter Registration Card with the Voter Registration Cover Letter and the envelope is mailed that night.
- Consumers who have opted-out of paper will receive electronic (PDF) copies of the Voter Registration Cover Letter and the Voter Registration Application through the Consumer's self-service portal Message Center.

Can Other Household Members Over 18 Request Voter Registration?



If someone other than the Primary Applicant wants Voter Registration information, staff can generate the request(s) manually through Distributed

Documents.

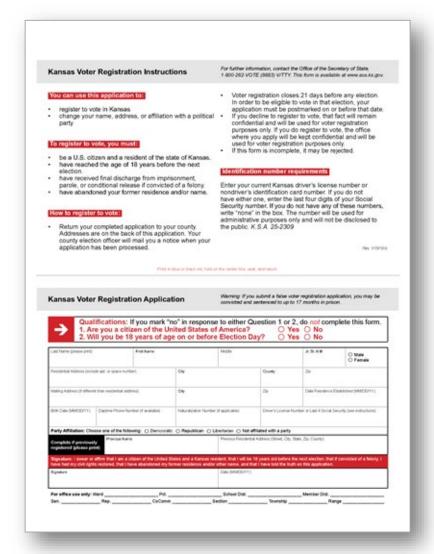
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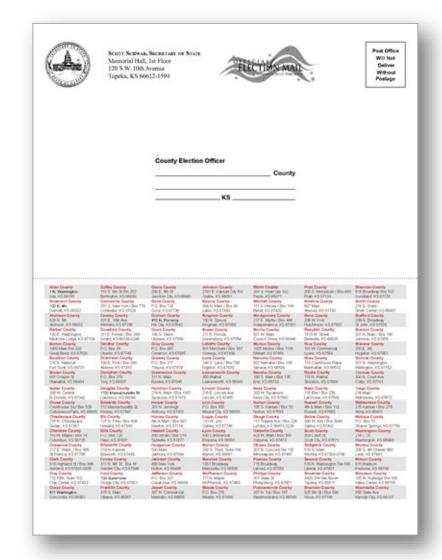
Note: The Voter Registration Cover Letter should only be sent to the PA Consumer. It should not be sent to any other additional correspondents associated with the case.



Other Household Members Receive KS Voter Application

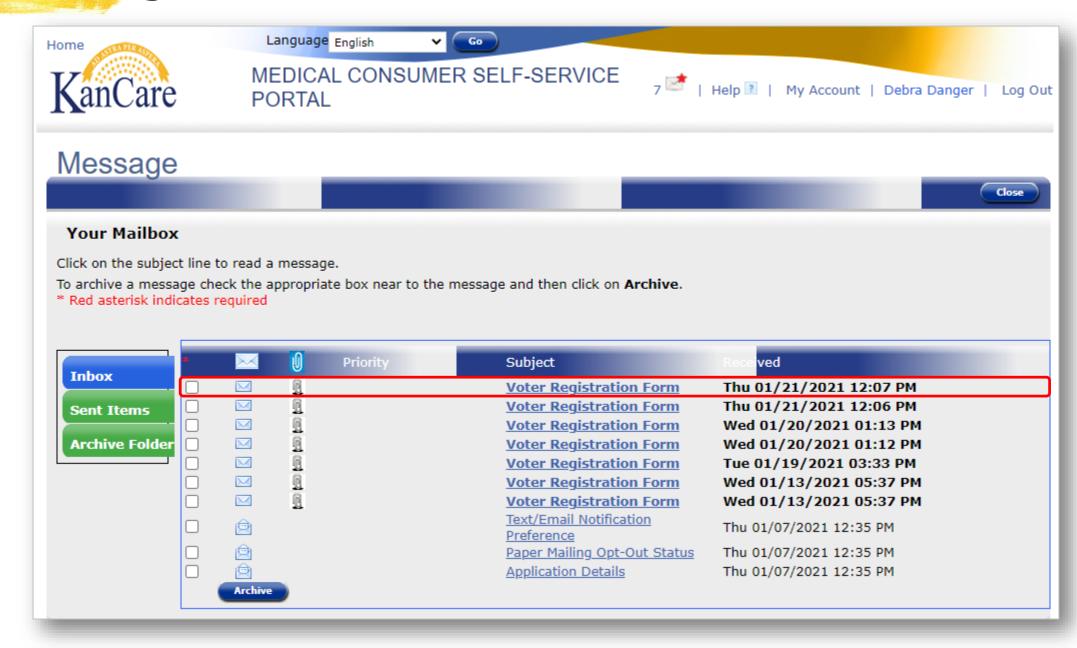






Voter Registration Communications







SSP Message Center





SSP Message Center



