ADULT VOTER INTAKE FORM - INSTRUCTIONS

The primary goal of the VoteRiders Voter ID (VID) Clinic is to help Citizen Voters (CVs) obtain the documents necessary for obtaining VID. The first step in achieving this goal is to interview the CV client (client) and thoroughly complete the Intake Form. Every question has a purpose and therefore must be answered. Please refer to the numbered fields as you are guided through the form:

1. Confirm the spelling of the client's name as you write it on the form or ask the client to spell it for you beforehand.
2. Repeat the date of birth to the client after you write it down to double-check that you have not misheard or made an error in transcription. Ask the client how old he or she is today.
3. The Intake Form is designed for clients to self-report on race, meaning that you are not to conclude the response to this question based on the client's appearance. Therefore, you would ask "With what race do you identify yourself?" and record the client's answer. If a client asks why you need this information, state that it is part of the statistical data that VoteRiders needs to collect for funding purposes. If a client chooses not to respond to a question, write "refused" in the section.
4. An important goal of the Voter ID Clinics is to document the difficulty experienced by CVs in their attempts to comply with VID laws. This series of questions will assist VoteRiders in collecting these data. It will also be helpful in alerting you to the types of documents that the CV may require, or potential problems he or she may face in obtaining those documents.
5. Many clients have tried to obtain their birth certificate in the past and have received letters stating that the record could not be found or that the client needs to have the record corrected. If the client gives an affirmative response to this question, ask what the problem was and whether he or she received a letter from the Vital Records unit. Ask if the client brought the letter today or still has a copy at home.
6. Circle the documents the client needs in order to obtain voter ID and print the name of the state where each event occurred. Then circle any documents for which a client needs guidance to obtain voter ID.
7. Some states will provide records free of charge to veterans, their spouses and dependent children. This information is also being used for statistical tracking.
8. Confirm the spelling of the street name and be sure to ask for the zip code.

9. Some clients receive mail at an address other than where they live. After you ask the client where he or she lives, ask "Do you also receive mail there?" If the response is "yes," write "Same" in this section.

10. CVs are given the option to receive their documents by mail if they assert that they have a secure mailbox. If they don't have secure mail, they may choose to pick up the documents personally or identify someone who may pick them up on their behalf. It is important that you indicate the client's preference.

11. It is crucial that you attempt to obtain three telephone numbers for the client. Explain that it is imperative that we be able to make immediate contact should a question or problem arise. Ask the client for the name and relationship of an alternate contact who would be willing to relay a message for such client.

12. The three questions concerning household income are all important. The sources of income which you are most likely to hear are: employment (E), Social Security (SS), Social Security Disability Income (SSDI), Supplemental Security Income (SSI), Veteran's pension (VA), welfare (W), child support (CS), pension (P), or that the person has no income (none). There may be two or more sources of income in a family. For example: a mother receives SSI and her children receive child support. On the line for Sources you would write "SSI, CS." You would then add the sources of income and include the total amount where indicated. If the household is comprised of the mother (client) and three children, you would write "4" where it asks for the number of people in the Household. Again, all this information is vital for funding.

13. Promoting a Clinic takes a lot of time and effort, so it is helpful to know which venues are the most effective. Note that this questions states, "Please be specific." You may need to press the client to provide more detail if the response given is, for example, "I saw a flyer," or "Someone told me about it." A way to obtain a more specific response would be to ask, "Great, exactly where did you see that flyer?" or "Who was the person who told you?" If it is the client's friend, ask him if he knows how his friend found out. If the person who informed the client is not a friend, it's even more important to question further. The person who relayed the information may have been someone at an agency, health clinic, etc., which would be useful information to know for future Clinics.

14. Print, don't sign, your name. The Clinic Supervisor or VoteRiders may need to contact you and signatures are often hard to read.

15. The Check-off list is the most important part of the entire process. It is designed to help catch any errors and to enable you to correct them on the spot so that the client does not have to return. Once you have double-checked your paperwork, it is important that you ask the Clinic Supervisor to review your work before the client departs. This acts as a third safeguard. The instructions for satisfying the other items listed on the Check-off section will be explained in detail in these Training Documents under the headings, "How to Obtain a Certified Copy of Adoption Decree" and "Instructions for

Birth Certificate Applications in General," and are only mentioned here to remind you to check those forms as well.