



253 Broadway - 10th Floor
New York, New York 10007
www.nyc.gov/operations
(212) 788-8821

EMILY W. NEWMAN
Acting Director, Office of Operations

To: Melissa Mark-Viverito, Speaker
New York City Council
From: Emily W. Newman *EW*
Date: August 15, 2017
Re: Agency-Based Voter Registration Under LL29 of 2000, Mayoral Directive One, LL61 of 2014 and LL63 of 2014
Period: January 1 through June 30, 2017

The Board of Elections reported completing 2,100 Code 9 (initiated by a City agency) registrations during the first six months of 2017. In addition, HRA submitted 12,105 applications to the Board of Elections, which are not captured as Code 9 because they are embedded in HRA forms created in response to the requirements of the National Voter Registration Act (NVRA). Registrations for the second half of the fiscal year are substantially lower than registrations in 2016 which were higher due to the Presidential primary and the general election.

The Campaign Finance Board is revising its front-line staff training and will distribute it to participating agencies. CFB generates general Register to Vote buttons and links and date-specific buttons for upcoming registration deadlines, primaries and general elections for web pages and provides them to agency IT staff at each participating agency for use on their homepages.

Electronic Voter Registration expansion was slowed due to changes in personnel at the office of the CTO. However, CTO is now actively pursuing new agencies to participate in electronic voter registration. The requirement for a wet signature continues to present a bar to fully electronic registration. Currently electronic voter registration is up and running as a part of the DCAS exam process, in connection with some DOHMH application requests and at the City Clerk online portal for marriage license applications.

Local Law 139/2016 requires that agencies provide assistance if requested with regard to the organ donor registration on voter registration forms. To assist voting applicants in their completion of the organ donor portion of the registration form, all participating agencies were provided with the New York State Department of Health FAQ on organ donation and a link to the FAQs has been added to the Campaign Finance Board registration site that is reached from City agency web pages.

AGENCY-BASED VOTER REGISTRATION - JANUARY 1 THROUGH JUNE 30, 2017

Agency	# Served	# Apps Distributed	# sent to BOE	# Trained	# Web Clicks	Weblink to NYC Votes
Aging	30,000	73	40	500	N/A	Y
Business Integrity Commission	1,003	0	0	6	23	Y
Children's Services	30,000	880	16	150	42	Y
City Planning	N/A	0	0	0	0	Y
Citywide Administrative Services	19,951	9,715	0	18	2,543	Y
Civilian Complaint Review Board	0	0	0	0	0	Y
Consumer Affairs	52,217	13,152	20	9	69	Y
DORIS	5	5	0	0	N/A	Y
Environmental Protection	24	10,348	58	2	15	Y
Finance	18,367	18,367	0	0	N/A	Y
Fire	60	9	2	27	34	Y
Health and Mental Hygiene	N/A	768	15	0	N/A	Y
Homeless Services	N/A	935	21	N/A	35	Y
Housing Preservation and Development	31,200	N/A	0	N/A	21	Y
Human Resources Administration	2,192,799	465,331	12,105	483	0	N
Human Rights Commission	734	734	0	0	13	Y
Parks and Recreation	1,800,000	105,000	0	0	63	Y
Probation	2,531	94	0	15	60	Y
Small Business Services	61,287	310	95	43	0	N
Taxi and Limousine	89,000	60	0	2	N/A	Y
Transportation	33,813	24,481	0	45	1,222	Y
Youth and Community Development	76,993	12,280	953	409	20	Y



Donna M. Corrado, Ph.D.
Commissioner

Steven Foo
General Counsel

2 Lafayette St.
New York, NY 10007

(212) 602-4100

Agency-Based Voter Registration –January 1, 2017 through June 30, 2017

Agency: Department for the Aging

Name of Agency Reporter: Jack Kupferman

Phone: 212-602-4140

Email: jkupferman@aging.nyc.gov

.....
of people served: 30000

of applications distributed to individuals: 73

of applications collected and sent to Board of Elections: 40

of front line staff trained: 500 (estimate)

of "clicks" on home page voter registration button unable to determine

Traffic outflow to Campaign Finance Board site unable to determine

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
 - Based on our implementation plan, the Department for the Aging has required each program, project and site to offer voter registration materials to participants and those inquiring about service. Additionally, all units at DFTA's Central Office having contact with the public have been diligently informing applicant and others about the opportunity to register to vote.
 - Voter Registration materials and inquiries have been offered by every DFTA contractor, including satellite offices.
- Describe special registration activities, if any
 - None.

- Describe challenges, both resolved and unresolved
 - Given the nature of our participant population, we find that the overwhelming majority of older persons have been registered to vote for decades.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov



The City of New York
BUSINESS INTEGRITY COMMISSION
100 Church Street · 20th Floor
New York · New York 10007
Tel. (212) 676-6219 · Fax (212) 676-6204

Daniel D. Brownell
Commissioner and Chair

Agency – Based Voter Registration January 1, 2017 - June 30, 2017

Agency: New York City Business Integrity Commission

Agency Reporter: Nicholas Bon, Director of Licensing

Phone: 212-437-0532

Email: nbon@bic.nyc.gov

.....
of “clicks” on home page voter registration button : 23

of frontline staff trained: 6

of people serviced: 1,003

of applications distributed: 0

of applications collected and sent to board of elections: 0
.....



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BUSINESS INTEGRITY COMMISSION
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Daniel D. Brownell
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Agency – Based Voter Registration January 1, 2017 - June 30, 2017

Agency: New York City Business Integrity Commission

Agency Reporter: Nicholas Bon, Director of Licensing

Phone: 212-437-0532

Email: nbon@bic.nyc.gov

Introduction: The New York City Business Integrity Commission started its voter registration distribution on January 1, 2016. Using our agency-based voter registration plan to implement the law, the following information is submitted for information purposes.

- The Agency-base voter registration plan will be incorporated at BIC's sole office, 100 Church Street, 20th Floor; the Licensing Unit will be the hub of implementing and complying with the voter registration Law.
- Voter registration forms are made available at the agency reception desk and waiting area. The agency website has been outfitted with the Voter Button as provided by City Hall and the NYC Campaign Finance Board (CFB).
- BIC's frontline staff will be involved, including: the agency receptionist and four Licensing Specialists, all of whom deal directly with the public. The Director of Licensing will oversee implementation and compliance.
- BIC's frontline staff was trained on all aspects of the Agency-Based Voter Registration as well as the policies and guidelines set forward by the BOE. All the relevant materials were reviewed as well as mock encounters ensured the staff was prepared for a variety of scenarios.
- Initially BIC's implementation plan included providing voter registration forms in our mailings, however, since we have moved to email based communication with BIC applicants.



Mindy Tarlow
Director
mtarlow@cityhall.nyc.gov

253 Broadway
10th Floor
New York, NY 10007

+1 212 788 8821 tel
+1 212 788 1665 fax

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: Administration for Children Services

Name of Agency Reporter: Kaytlin Simmons, Esq. / Stephanie Rewatiraman

Phone: (212) 341-2718/ (212) 341-8992

Email: Kaytlin.Simmons@acs.nyc.gov; Stephanie.Rewatiraman@acs.nyc.gov

.....
of people served: 30000

of applications distributed: 880

of applications collected and sent to Board of Elections: 16

of front line staff trained: 150

of "clicks" on homepage voter registration button: 42

1. List the locations and types of agency operations where voter registration was actually offered

Queens	Abbott House 25-23 99th Street, East Elmhurst, NY 11369
Bronx	Beach Avenue, 1101-1103 Beach Avenue, Bronx, NY 10472
Dobbs Ferry	Children's Village Louis Cottage, One Echo Hills, Dobbs Ferry, NY 10522
Brooklyn	Crossroads Juvenile Center , 17 Bristol St, Brooklyn, NY 11212
Bronx	Episcopal Carpenter 612 East 228th St Bronx, NY 10466
Bronx	Episcopal New Bridge 2604 Davidson Avenue Bronx, NY 10468
Bronx	Episcopal New View 3620 Marolla Place Bronx, New York 10466
Manhattan	Episcopal New Way 131 West 132nd Street, New York, NY 10027
Bronx	Episcopal Social Services, 301 East 162nd Street, Bronx NY 10451
Bronx	Episcopal Social Services, 2615 Whiteplains Road, Bronx NY 10467
Bronx	Episcopal Social Services, 3675 Marolla Place, Bronx NY 10466
Brooklyn	Good Shepherd Barbara Blum , 262 Ninth Street, Brooklyn, NY 11215
Bronx	Good Shepherd Nelson Mandela, 2207 University Avenue Bronx, NY 10453
Bronx	Good Shepherd Peter J. Sharp, 1315 Plimpton Avenue, Bronx, NY 10452
Bronx	Horizon Juvenile Center, 560 Brook Ave, Bronx, NY 10455
Bronx	Leake and Watts, 634 Manida Street, Bronx NY 10474
Brooklyn	Lutheran Clinton Avenue , 521 Clinton Avenue Brooklyn, NY 11238
Queens	Martin De Porres, 101-30 92nd Street, Ozone Park
Queens	Martin De Porres, 41-56 Judge Street, Elmhurst NY 11373
Queens	Martin De Porres, 89-28 207th Street, Queens Village NY, 11427
Queens	SCO, 90-39 189th Street, Queens, NY 11423
Brooklyn	SCO, 280 Shepherd Ave, Brooklyn NY, 11208
Queens	SCO, 336 Beach 38th Street, Far Rockaway, NY 11691
Bronx	SCO, 1250 E. 229th Street, Bronx NY, 10466

Queens	SCO, 133-25 128th Street, South Ozone Park, NY 11420
Bronx	SCO, 1250 E. 229th Street, Bronx NY, 10466
Brooklyn	SCO Sunset Park, 339 49th Street Brooklyn NY 11220
Queens	St. John's, 130-20 107th Avenue Richmond Hill, NY 11419
Queens	St. John's Residence for Boys, 150 Beach 110th Street, Rockaway Park NY 11694

2. Describe how training was provided
 - a. ACS partnered with the Campaign Finance Board and Board of Elections to provide online training. ACS also participated in Train-the-Trainer training hosted by the Mayor's Office of Operations and the Campaign Finance Board. Train-the-Trainer trainees provide individual ad hoc training as necessary.

3. Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - a. ACS currently offers this form to new clients when they are filling out paperwork and in reception areas. We are exploring distributing forms to clients directly during follow-up appointments.
 - b. ACS currently makes forms available at some ACS facilities and is working to expand availability in facilities that were previously exempt from the directive such as our detention centers.

4. Describe special registration activities, if any
 - a. ACS conducts an annual voter registrations drive in collaboration with the Campaign Finance Board.
 - b. ACS distributes voter registration forms to all Interns assigned to our College/Graduate Intern, Ladder for Leaders and SYEP Programs
 - c. ACS also distributes voter registration forms in the new employee orientation packet

5. Indicate whether voter registration link has been placed on agency home page:
 - a. ACS routinely places links (provided by the Campaign Finance Board) to the Board of Elections website and gives notices regarding: Primaries, General Elections, Registration deadlines, etc.

6. Describe challenges, both resolved and unresolved:

- a. Because ACS is such a large Agency with many of our frontline staff off-site or working in the field it is difficult to assemble everyone to conduct an in person training. Also since CFB online training cannot be tracked it is difficult to account and verify which employees have indeed completed the training.
- b. Tracking how many forms we distribute
- c. Counting completed forms since clients are not always returning the forms to ACS staff
- d. Families are distrustful of ACS, and appear to believe that we have another motive other than to ensure that they are registered to vote.
- e. Clients and visitors show no interest in Voter Registration information
- f. Families are distrustful of ACS, and appear to believe that we have another motive other than to ensure that they are registered to vote.
- g. Clients and visitors show no interest in Voter Registration information



DEPARTMENT OF CITY PLANNING
CITY OF NEW YORK

Marisa Lago, *Director*
Department of City Planning

Agency-Based Voter Registration – January 1 – June 30, 2017

Agency: Department of City Planning

Name of Agency Reporter: Dana Cohen

Phone: (212) 720-3650

Email: dcohen@planning.nyc.gov

.....
of people served: 0

of applications distributed to individuals: 0 (approximately)

of applications collected and sent to Board of Elections: 0

of front line staff trained: 0

of “clicks” on home page voter registration button 0

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
- Describe how training was provided
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
- Describe special registration activities, if any
- Describe challenges, both resolved and unresolved

While the button was added to our agency's website on May 6, 2016, it was removed in November 2016, as directed by the NYC Campaign Finance Board. However, I recently learned in August that it was never restored. I have asked that it be restored immediately, so we expect to see more activity during the next six months.

While we now have applications at all of our Outer Borough Offices, there have not been requests for applications.

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: DCAS

Name of Agency Reporter: Latesha Parks

Phone: 212-386-6313

Email: Imparks@dcas.nyc.gov

.....
of people served: 19,951

of people receiving application from exams: 9,703

of applications distributed to individuals: 12

of applications collected and sent to Board of Elections: 0

of front line staff trained: 18

of “clicks” on home page voter registration button 2,543

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
- Describe how training was provided
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
- Describe special registration activities, if any
- Indicate whether voter registration link has been placed on agency home page (Note to team: this will only appear if I get the link from CFB this week)
- Describe challenges, both resolved and unresolved
- List the locations and types of agency operations where voter registration was actually offered

In-Person Applications

All of the following DCAS walk-in centers have voter registration forms available to visitors.

1. City Store: Manhattan City Clerk’s Office and 1 Centre Street locations.
2. Vendor Relations: 1 Centre Street, 18th Floor.
3. Brooklyn Computer-based Testing and Applications Center (CTAC): 210 Joralemon.
4. Manhattan Computer-based Testing and Applications Center (CTAC): 2 Lafayette Street.
5. Civil Service Certifications: 1 Centre Street, 21st Floor.
6. Civil Service Exams Customer Service Window: 1 Centre Street, 14th Floor.

Online Applications

DoITT created a page on nyc.gov for agencies affected by this Directive. This page allows the public to request a voter registration form directly. DCAS added this link to all our public-facing webpages. The page is up and running.

Paper Applications

DCAS created an internal process to handle all requests for voter registration cards. We added a check-box to all our hardcopy forms to request a registration card, which are then mailed to the requestors on a monthly basis.

- Describe how training was provided

Training was provided in a classroom setting using a DCAS developed PowerPoint, business process flow, and LL29 Voter registration training materials from the New York City campaign Finance Board.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

None.

- Describe special registration activities, if any

None.

- Indicate whether voter registration link has been placed on agency home page (Note to team: this will only appear if I get the link from CFB this week)

Link has been placed on the DCAS website at

<http://www.nyc.gov/html/dcas/html/home/home.shtml>

<http://www.nyccfb.info/voterguide>

<http://www.nyccfb.infor/nyc-votes/agency-registering-vote>

- Describe challenges, both resolved and unresolved

None.

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: CIVILIAN COMPLAINT REVIEW BOARD, 100 Church Street, New York NY 10007

Name of Agency Reporter: Jeanine Marie, Deputy Executive Director of Administration

Phone: 212 912 2092

Email: jmarie@ccrb.nyc.gov

.....
of people served: 0

of applications distributed to individuals: 0

of applications collected and sent to Board of Elections: 0

of front line staff trained: 0

Traffic outflow to Campaign Finance Board site 0

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
- Describe special registration activities, if any
- Describe challenges, both resolved and unresolved

Proposed Activities: July 1 – December 31, 2017

Walk- Ins and scheduled interviews are conducted in our main offices. Registration materials will be conspicuously posted and made available.

Over the past two years, the CCRB has maintained a case load in excess of 4300 complaints. For any case there can be multiple civilian interviews conducted. The majority of these interviews are conducted in our offices where voter registration materials will be made available.

Our outreach team conducts over 400 presentations annually with an excess of 8,000 participants.

Voter Registration materials will be placed in all of our outreach tabling events, with the exception of school presentations where the participants are under age for registration.

Please note that we a number of our events are conducted for school age participants – who will not of voting age.

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: Department of Consumer Affairs

Name of Agency Reporter: Mary Cooley

Phone: 212-436-0392

Email: mcooley@dca.nyc.gov

.....
of people served: 52,217

of applications distributed to individuals: 13,152

of applications collected and sent to Board of Elections: 20

of front line staff trained: 9

Traffic outflow to Campaign Finance Board site 69

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
 - DCA's licensing center at 42 Broadway
 - Financial Empowerment Centers
 - DCA's website, with links on numerous pages
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - Voter registration cards were included in 13,152 renewal application packets
- Describe special registration activities, if any
 - N/A
- Describe challenges, both resolved and unresolved
 - We are not aware of any challenges for this reporting period.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov



**Environmental
Protection**

*Vincent Sapienza, P.E.
Acting Commissioner*

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: DEP

Name of Agency Reporter: Corinne Martin

Phone: 718-595-5843

Email: CorMartin@dep.nyc.gov

of people served: 23,584

of applications distributed to individuals: 10,348

of applications collected and sent to Board of Elections: 58

of front line staff trained: 2

Traffic outflow to Campaign Finance Board site 15 (Our IT person said that we tend to get more clicks from our newsletter, if you have an extremely important issue coming up please let our IT people know and they can include in our weekly newsletter or post on our social media)

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
 - Our five borough offices, where customers can pay their water bills in person:
 - Bronx: 1932 Arthur Avenue - 6th Floor
 - Brooklyn: 250 Livingston Street - 8th Floor
 - Manhattan: 1250 Broadway - 8th Floor
 - Queens: 96–05 Horace Harding Exp. - 1st Floor
 - Staten Island: 60 Bay Street - 6th Floor
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - Our Bureau of Customer Service distributes a postage paid copy of the voter registration form with Customer Registration Form (CRF) mailings to one to three family homeowners who request a CRF
- Describe special registration activities, if any
 - N/A
- Describe challenges, both resolved and unresolved



- As of now, we haven't had any challenges. So far everything for our front line staff has been very smooth.

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: NYC Department of Finance

Name of Agency Reporter: Scott Adlerberg

Phone: 212-602-7044

Email: Adlerbergs@finance.nyc.gov

.....
of people served: _____18,367_____

of applications distributed to individuals: _____18,367_____

of applications collected and sent to Board of Elections: _____

of front line staff trained: _____

Traffic outflow to Campaign Finance Board site _____

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
- Describe special registration activities, if any
- Describe challenges, both resolved and unresolved

Narrative:

- In each of the five Finance Business Centers, voter registration cards were put out for customers to take if they wanted to take one. Cards were also sent out by the SCRIE and DRIE units with each SCRIE and DRIE renewal notice.
- No major challenges to report.
- Finance has not been looking to track links that go outside of the agency website, so Finance has not been counting the number of clicks on the "Register to vote button" on its homepage. The agency will start counting clicks going forward from now on, however.

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: FDNY

Name of Agency Reporter: Maryana Chouchereba

Phone: 718-999-1102

Email: chouchm@fdny.nyc.gov

.....
of people served: _____59,705_____

of applications distributed to individuals: _____9_____

of applications collected and sent to Board of Elections: _____2_____

of front line staff trained: _____27_____

Traffic outflow to Campaign Finance Board site _____34_____

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered

The voter registrations are distributed at the testing center located on the ground level of the FDNY headquarters.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

An electronic welcome screen displays posters and hard copies are posted on the walls in different languages informing the public to pick up voter registration applications. Applicants also have the prompt to pick up a voter registration at the end of each exam on the computer screen.

- Describe special registration activities, if any

All registration forms were distributed upon request the standard way.

- Describe challenges, both resolved and unresolved
None

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov



NEW YORK CITY DEPARTMENT OF
HEALTH AND MENTAL HYGIENE
Mary T. Bassett, MD, MPH
Commissioner

Oxiris Barbot, M.D.
First Deputy Commissioner
obarbot@health.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: Department of Health and Mental Hygiene

Name of Agency Reporter: Barry J. Novack

Julie A. Friesen
Deputy Commissioner
Division of Administration
jfriesen@health.nyc.gov

Phone: 347-396-6416

Email: bnovack@health.nyc.gov

Gotham Center,
42-09 28th Street
CN-29A, Room 16-59
Queens, NY 11101-4132
1.347.396.6509 tel

.....
of people served: N/A

(Mostly passive distribution taken as visitors passed through lobby areas of Health Centers.)

of applications distributed to individuals: 768

of applications collected and sent to Board of Elections: 0

of front line staff trained: 15

Traffic outflow to Campaign Finance Board site N/A (see below)

During this reporting period we have re-established designated Voter Registration liaisons in each our divisions that have public facing offices. The divisional liaisons will help ensure that form distributions are reported, identify staff that need training, share VR info amongst staff, monitor form supplies, and identify areas where forms can be added.

With the recent completion of renovations at the Vital Records Public Service Office (at 125 Worth Street) we have added a VR forms display rack for access by visitors. In addition, front line staff have been trained to provide assistance when needed. Forms distribution tracking will start in July and will be reflected in our next report.

Forms distribution has continued at our Health Centers. Forms are available in the lobby of most locations, as well as some program offices. The Health Centers were also sent copies of the Organ Donor FAQ sheet to place next to (or close by) where VR forms are being offered.

The DOHMH home page continues to feature the same Register to Vote link (to the Campaign Finance Board) that appears on the main nyc.gov page. We are unable to report on the number of clicks on the link because it is an offsite exit script that is not within the nyc.gov domain.

Last year's presidential election put a constant media focus on voting, which helped increase forms distribution. This year form distributions has been considerably lower (-53% January thru June 2017 vs. 2016) without the constant media attention on elections.

C: J. Friesen



Department of Social Services

Human Resources Administration

Department of Homeless Services

Office of Legal Affairs

Steven Banks
Commissioner

Martha A. Calhoun
General Counsel

Aaron Goodman
Deputy General Counsel

150 Greenwich Street, 38th Floor
New York, NY 10007

929-221-8577

Agency-Based Voter Registration – January 1- June 30, 2017

Agency: New York City Department of Homeless Services

Name of Agency Reporter: Rubaiyat Mahboob, Agency Attorney, DSS

Phone: 929-221-5598 Email: mahboobr@hra.nyc.gov

.....

of people served: See Section III below.

of applications distributed to individuals: 935.

of applications collected and sent to Board of Elections: 21.

of front line staff trained: Not yet determined.

Traffic outflow to Campaign Finance Board site: 35 clicks.

SUMMARY

I. Code 9 Voter Registration Forms Availability

Individuals and families seeking shelter in New York City can apply for Temporary Housing Assistance at the following locations:

30th Street Intake Center (Single Men)
400-430 East 30th Street
New York, NY 10016

HELP Women’s Shelter (Single Women)
116 Williams Avenue (between Liberty Avenue and Glenmore Avenue)
Brooklyn, NY 11207

Franklin Women’s Shelter (Single Women)
1122 Franklin Avenue (near 166th Street)
Bronx, NY 10456

Adult Family Intake Center (AFIC) (Adult Families)
400-430 East 30th Street
New York, NY 10016

Prevention Assistance and Temporary Housing (PATH) (Families with Children)

151 East 151st Street
Bronx, NY 10451

As of August 2014, the Department of Homeless Services (“DHS” or the “Agency”) supplied each of its shelter intake centers with Code 9 Voter Registration Forms (“Code 9 Forms”) in the following languages: English, Spanish, Chinese, Korean and Bengali. Shelter intake staff at each facility makes Code 9 forms available to each family and individual applying for shelter services. DHS staff coordinates ordering Code 9 forms from the Board of Elections and ensures intake centers have an ample number of Code 9 Forms on hand, and designated DHS staff orders additional Code 9 Forms or as needed. Beginning in March 2016, DHS has hosted a link on its website homepage to the CFB website, which leads to an electronic voter registration form.

II. Training and Distribution of Information to Clients

In an effort to ensure client access to voter registration forms at all stages in the sheltering process, DHS distributed a memorandum to all shelter providers. This memorandum informs shelter providers about Section 1057-a compliance, and includes detailed instructions on how each shelter provider can request Code 9 Forms from the Board of Elections. Since distributing this memorandum, DHS Legal has provided guidance to shelter providers regarding inquiries on compliance. Since 2011, DHS has distributed a pamphlet which outlines important voter registration deadlines, informs homeless clients how to register to vote, and informs clients that the services of DHS are not conditioned on being registered to vote.

III. Reporting

DHS operates intake centers 365 days a year and seven days a week across the five boroughs, serving a transient population who can reapply numerous times at the intake centers. Applicants may avail themselves of a voter registration form multiple times during their shelter application process. Applicants also may choose not to take a voter registration form when visiting intake. Therefore, DHS is not able to capture an accurate statistic on the number of people served.

MARIA TORRES-SPRINGER
Commissioner
DON SHACKNAI
First Deputy Commissioner
Melissa Hester
Assistant Commissioner

Division of Human Resources
100 Gold Street
New York, N.Y. 10038

nyc.gov/hpd

Agency-Based Voter Registration – January 1- June 30, 2017

Agency: Housing Preservation & Development

Name of Agency Reporter: Ericka M. Williams

Phone: 212-863-8231

Email: willier@hpd.nyc.gov

.....
of people served: ~31,200

of applications distributed to individuals: see below

of applications collected and sent to Board of Elections: see below

of front line staff trained: n/a

of "clicks" on home page voter registration button 21

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
 - Voter registration cards (in all available languages) are obtainable in our client services areas at 100 Gold Street and in site offices. These areas generally service the Section 8 program participants and property owners. The forms are on open display for all to take.
 - There is also a voter registration button on our home page and intranet.
 - HPD included voter spotlight links on our website and intranet.
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - Voter registration cards are available when clients drop off or pick up documentation at the front desk and during appointments with property owners and managers.
 - HPD included voter spotlight links on our website and intranet for our employees.

- Describe special registration activities, if any
 - n/a

- Describe challenges, both resolved and unresolved
 - Our biggest challenge is while servicing over 4,000 clients every month, we do not have the resources to track this particular type of manual data. When cards are filled out, clients are able to drop them in the onsite mailbox or any outgoing mailbox without the assistance of front line staff.
 - Voter cards are made available to the public, employees and vendors. There is no way to manually track how many are taken and sent to the BOE.
 - Our next challenge is the ability to offer the forms electronically to staff and clients.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration – Semi-Annual Report
(January 1 – June 31, 2017)

Agency: DSS | HRA

Name of Agency Reporter: Erin Drinkwater

Phone: 929.221.8516

Email: drinkwatere@hra.nyc.gov

Human Resources Administration Summary

	# ppl served	# ppl served - CA	# ppl served - non-CA SNAP	# applications distributed	# applications distributed - CA	# applications distributed - non-CA SNAP	# of applications collected and sent to Board of Elections	# of front line staff trained	# of "clicks" on home page voter registration button
FIA*		203,928	279,816		7,196	3,022	3124	0	0
HCSP	5406			807			40	27	0
MICSA	2,136,378**			430,446			13,389	24	0
HASA	12,592			8,896			828	12	0
OCSE	38,684			2,391			176	51	0
APS	57,485			12043			500	301	0
total	2,192,799	195,743	767,921	465,333	132,003	189,332	12,105	483	0

*include Domestic Violence Programs

** through Nov 2016

Summary by Program Area:

Family Independence Administration:

of people served:

203,928 average monthly Cash Assistance cases January – June 2017

279,8166 average monthly Non-Cash Assistance SNAP cases January – June 2017

of applications distributed to individuals:

7,196 total Cash Assistance applications January – June 2017

3,022 total Non-Cash Assistance SNAP applications January – June 2017

of applications collected and sent to Board of Elections:

through January – June 2017 (from Job Centers from SNAP Centers)- 3,124

of front line staff trained: 0

of "clicks" on home page voter registration button: 0

HRA does not currently have a Voter Registration button on its website but is evaluating where would be an appropriate place to include such a button

Narrative:

- List the locations and types of agency operations where voter registration was actually offered
 - All HRA centers that administer Cash Assistance (aka Public Assistance) and Supplemental Nutrition Assistance Program (aka SNAP) benefits.
 - The Voter Registration form is also included in the PDF for all online CA and SNAP applications and recertification submissions. The PDF is saved in the client's account on ANYC and accessible at any time (client would need to print then submit the form.) Totals for SNAP and CA online submissions between January and June 31, 2017 are below:
 - SNAP E-Apps = 134,516
 - SNAP E-Recerts = 63,891
 - CA E-Apps = 11,628
 - CA E-Recerts = 4,680
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - Voter Registration included in all application and recertification kits, which are provided to all applicants for Public Assistance and available to recipients of Public Assistance.
 - Voter Registration included in online CA and SNAP applications.
 - Voter Registration forms provided at all Front Door Reception areas at the FIA Operations centers.
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - Voter registration forms are distributed when clients complete applications and recertification documents or change of address documents. At each face to face encounter as part of the application process or Face to Face Recertification (FFR) process with a client the opportunity to register to vote is offered. The NYS Agency-Based Voter Registration form is attached at the end of every application and FFR form.
- Describe special registration activities, if any
 - Advised staff to promote and ask about Voter Registration at all points of interactions with clients, and in particular, when providing application and recertification kits.
- Describe challenges, both resolved and unresolved

- None reported

Special Services/Home Care Services Program (HCSP):

of people served:

5145 (each was offered voter registration assistance)

of applications distributed to individuals:

804

of applications collected and sent to Board of Elections:

34

of front line staff trained:

318

of "clicks" on home page voter registration button: **Not Applicable**

Narrative:

- List the locations and types of agency operations where voter registration was actually offered

HCSP offers Voter Registration during the Home Visit for assessments, change of hours/service requests and reauthorizations. Forms are offered in English, Spanish, Chinese, Korean and Bengali. Field staff also has mail registration forms available in the five languages.

The Locations

HCSP has six (6) Field Office locations throughout the five boroughs in which voter registration was offered when Home Visits were conducted:

- Bronx CASA- 888 Garrison Ave 3rd floor Bronx NY 10474
- Brooklyn CASA- 88 Third Ave 3rd Floor Brooklyn NY 11217
- Queens CASA- 165-08 88th Avenue 6th floor Jamaica NY 11432
- Staten Island CASA- 215 Bay Street 2nd Floor Staten Island, NY 10301
- Manhattan CASA – 132 W 125th Street 5th Floor NY 10027
- HCSP/Central Office- 785 Atlantic Ave 7th floor Brooklyn NY 11238

Agency Operations

HCSP provides Medicaid funded long-term care service. The service includes Housekeeping Services such as Cleaning, Shopping, Laundry and Meal Preparation to all Medicaid Eligible

Consumers and Home Attendant Services to Medicaid eligible clients that meet the following exemption criteria; Nursing Home Transition Diversion Program (NHTD) waiver, Office of People with Developmental Disabilities(OPWDD) waiver, Traumatic Brain Injury (TBI) Waiver, Hospice Participants, Medicaid Surplus Cases without Medicare and Medicaid Advantage/Dual Eligible Plan Cases.

- Describe how training was provided

Training was provided by the State Board of Elections during July 1-Dec 31 2016 .HCSP NVR Training was provided on 10/13/16 and 10/14/16. On 10/18/16 the State Board of Elections confirmed 13 HCSP NVRA Liaisons staff, including two of the HCSP trainers, attended the Agency Based Voter Registration training held at the State Building, 250 Broadway 19th floor, New York. Training was also provided by the Special Services Home Care Services Program Trainers/Curriculum Developers to 93 frontline staff during the month of December 2016. The Field Offices continue to provide on-site training. Field office Directors meet monthly with the HCSP Executive Director of Field Operations and NVRA (Agency Based Voter Registration/National voters Registration Act) was included on the Agenda. The Field Office Directors in turn discuss and provide NVRA training during their monthly meetings with their Field staff all resulting in a total of 318HCSP staff receiving NVRA training. Any communiques from the State Board of Elections are shared with the Field Directors and their NVRA Site Liaisons. HCSP NVRA Site Liaisons from all HCSP sites and the HCSP Trainers will attend the State Board of Elections Training, as always, when it is offered.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

HCSP's targeted distribution of applications is when the Home Visit is conducted for an assessment, a change request or reauthorization.

- Describe special registration activities, if any
 - N/A
- Describe challenges, both resolved and unresolved

None during this time period.

Special Services/Home Care Services Program (HCSP):

of people served: 5406

of applications distributed to individuals: 807

of applications collected and sent to Board of Elections: 40

of front line staff trained: 27 trained by the Trainers during January 2017 (a total of 120 HCSP staff completed the NVRA training during December 2016 and January 2017)

of "clicks" on home page voter registration button

(Not Applicable)

Narrative: One to 2 pages maximum. Bullets OK.

- **List the locations and types of agency operations where voter registration was actually offered**

HCSP offers Voter Registration during the Home Visit for assessments, change of hours/service requests and reauthorizations. Forms are offered in English, Spanish, Chinese, Korean and Bengali. Field staff also has mail registration forms available in the five languages.

The Locations - HCSP has six (6) Field Office locations throughout the five boroughs in which voter registration was offered when Home Visits were conducted.

Bronx CASA- 888 Garrison Ave 3rd floor Bronx NY 10474

Brooklyn CASA- 88 Third Ave 3rd Floor Brooklyn NY 11217

Queens CASA- 165-08 88th Avenue 6th floor Jamaica NY 11432

Staten Island/CASA IV- 215 Bay Street 2nd Floor Staten Island, NY 10301

Manhattan CASA – 132 W 125th Street 5th Floor NY 10027

HCSP/Central Office- 785 Atlantic Ave 7th floor Brooklyn NY 11238

Agency Operations -HCSP provides Medicaid funded long-term care service. The service includes Housekeeping Services such as Cleaning, Shopping, Laundry and Meal Preparation to all Medicaid Eligible Consumers and Home Attendant Services to Medicaid eligible clients that meet the following exemption criteria; Nursing Home Transition Diversion Program (NHTD) waiver, Office of People with Developmental Disabilities(OPWDD_ waiver, Traumatic Brain Injury (TBI) Waiver, Hospice Participants, Medicaid Surplus Cases without Medicare and Medicaid Advantage/Dual Eligible Plan Cases.

- **Describe how training was provided –**

The HCSP Trainers provided NVRA training to a total of 27 staff during the month of January 2017. This was a continuation of the 2016 NYS Agency Based Voter Registration Process for HCSP Staff Training (Course ID # in OTTS:238) which began in December 2016 and a total of 120 HCSP staff were trained over the two months. The Field Offices continue to provide on-site training. Field office Directors meet monthly with the HCSP Executive Director of Field Operations and NVRA (Agency Based Voter Registration/National Voters Registration Act) was included on the Agenda. The Field Office Directors in turn discuss NVRA during their

monthly meetings with their Field staff. Any communiques from the State Board of Elections are shared with the Field Directors and their NVRA Site Liaisons. HCSP NVRA Site Liaisons from all HCSP sites and the HCSP Trainers attend the State Board of Elections Training, as always, when it is offered.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

HCSP's targeted distribution of applications is when the Home Visit is conducted for an assessment, a change request or reauthorization.

- Describe special registration activities, if any Not Applicable
- Describe challenges, both resolved and unresolved

HCSP developed a method to capture monthly NVRA statistics in order to facilitate NVRA reporting.

Medical Insurance and Community Services Administration (MICA):

July-December 2016 Data:

- People Served- 2,136,378
- Applications distributed- 430,446
- Applications collected and sent to the Board of Election- 3,389
- # of Frontline staff trained- 24

of "clicks" on home page voter registration button

HRA does not currently have a Voter Registration button on its website but is evaluating where would be an appropriate place to include such a button

Narrative:

- List the locations and types of agency operations where voter registration was actually offered

The MICA Community office locations are as follows:

BRONX

LINCOLN HOSPITAL MEDICAID OFFICE - 234 East 149th Street

NORTH CENTRAL BRONX HOSPITAL MEDICAID OFFICE - 3424 Kossuth Avenue

MORRISANIA MEDICAID OFFICE - 1225 Gerard Avenue

BROOKLYN

BROOKLYN SOUTH MEDICAID OFFICE - 785 Atlantic Avenue

EAST NEW YORK MEDICAID OFFICE - 2094 Pitkin Avenue

CONEY ISLAND MEDICAID OFFICE - 3050 West 21st Street

KINGS COUNTY HOSPITAL MEDICAID OFFICE - 441 Clarkson Avenue

MANHATTAN

CHINATOWN MEDICAID OFFICE - 115 Chrystie Street
METROPOLITAN HOSPITAL MEDICAID OFFICE - 1901 First Avenue
MANHATTANVILLE MEDICAID OFFICE - 520-530 West 135th Street

QUEENS

QUEENS COMMUNITY MEDICAID OFFICE (Long Island City) - 45-12 32nd Place

STATEN ISLAND

STATEN ISLAND MEDICAID OFFICE - 215 Bay Street

Voter registration forms are offered when clients enter a community office, and distributed with applications and recertification documents or change of address documents. At each face to face encounter as part of the application process or renewal process with a client the opportunity to register to vote is offered. The NYS Agency-Based Voter Registration form is attached at the end of every application and renewal form.

- Describe how training was provided

The training was provided by supervisors who taught the staff a set of four questions to ask the consumers. The four questions are:

1. Are you a citizen
2. Are you registered to vote
3. Are you registered to vote at your current address
4. Do you want to register with us or do you prefer to take the application and mail it

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

MICSA includes the voter registration forms in all Medicaid Eligibility Renewal mailings to the non-Cash/non-SSI Medicaid consumer base (MA-only consumers). These mailings go out monthly and include all consumers whose current MA coverage is about to expire. With these targeted mailings, all MA-only consumers receive and have an opportunity to complete a voter registration form on an annual basis.

- Describe special registration activities, if any

N/A

- Describe challenges, both resolved and unresolved

The ongoing challenges at the sites are the range of languages, presenting to non-citizens, and the reactions from consumers that do not want to register.

HIV/AIDS SERVICES ADMINISTRATION

of people served:

10,157 (Number of public assistance applications taken and recertification's completed)

of applications distributed to individuals: 1623

of applications collected and sent to the Board of Elections: 106

of front line staff trained: None during the period of this report January 1, 2017 through June 30th 2017. The Board of Elections has not given any training yet in 2017. Training is in October 2017 as per The Board of Elections. It will be mandatory for me and all front line staff

of "clicks on home page voter registration button:

HRA does not currently have a Voter Registration button on its website but is evaluating where would be an appropriate place to include such a button

Narrative

List of locations and types of agency operations where voter registration was actually offered:

HASA CENTERS

- 19 CROTONA HASA 1790 Grand Concourse 3rd FL. BX 10457
- 24 AMSTERDAM HASA 400 8th Ave 3rd NYC 10001
- 41 GRAND CONCOURSE HASA 1790 Grand Concourse 4th FL. BX 10457
- 43 KINGSBRIDGE HASA 888 Garrison Ave. 3rd FL BX 10474
- 48 JEROME HASA 888 Garrison Ave. 3rd FL. BX 10474
- 51 QUEENSBORO HASA 33-28 Northern Blvd. 2nd FL QUEENS 11101
- 72 HAMILTON HASA 530 West 135th 3rd FL NYC 10031
- 73 BROWNSVILLE HASA 94 Flatbush Ave. 3rd FL BK 11217
- 85 GREENWOOD HASA 88 3rd Ave. 2nd FL BK 11217
- 14 WAVERLY 12 WEST 14th St. 1st FL NYC 10011
- 49 CONEY ISLAND HASA 3050 West 21st St 1st BK 11224
- 93 STATEN ISLAND HASA 207 Bay St 1st FL 10301

All the above are HASA Public Assistance offices

Describe any targeted distributions of applications:

- Given to all application applicants
- Given to all recertification applicants

Describe special registration activities:

- N/A

Describe challenges, both resolved and unresolved:

- Additional training needed for liaisons
- Will work with Board of Elections to have additional training scheduled
- Collecting the information. The correct numbers are not being collected or submitted
- Transmittal are submitted with all zero's or one's. The numbers should match the number of applicants or recerts
- Correct completion of the transmittal
- NVRA numbers are being changed or omitted
- NVRA dates are being omitted or duplicated
- Transmittal are being submitted to New York Board of Elections with incorrect numbers therefore the center is not getting credit and the reports are coming back stating that they haven't received information from said centers
- I don't receive the transmittal weekly form all centers. I receive some semimonthly or monthly.

Office of Child Support Enforcement (OCSE):

1) # of people served:

Total: 47,403

- Family Court Support Offices: 24,000
- Customer Service Walk-In Center 23,403

2) # of applications distributed to individuals:

Total: 2,161

- Family Court Support Offices: 2,021
- Customer Service Walk-In Center: 140

The variance between the number of people served and the number of applications distributed is due to customers refusing the application because they are already registered voters or refusing the application for other reasons.

3) # of applications collected and sent to Board of Elections:

Total: 579

- Family Court Support Offices: 554
- Customer Service Walk-In Center: 25

Some customers in the Customer Service Walk-In Center asked to mail in the application, rather than complete and return it while in the office.

4) # of front line staff trained:

Total: 61

- Family Court Offices: 9
- Customer Service Walk-In Center: 52

5) # of “clicks” on home page voter registration button

N/A

Narrative:

- **List the locations and types of agency operations where voter registration was actually offered**

The voter registration applications were offered at 6 OCSE locations where clients are seen.

- 1) The OCSE Family Court Support Offices in each borough serve as the point of entry into the child support program for custodial parents who are not receiving cash assistance. Families are assisted with opening a child support case, locating missing noncustodial parents, and filing a petition.
- 2) The OCSE Customer Service Walk-in Center in Manhattan responds to custodial parents’ and noncustodial parents’ questions and assists them with the resolutions of problems identified with their child support case. OCSE’s debt reduction programs designed to assist low-income noncustodial parents with lowering child support arrears owed to DSS, and other special initiatives are implemented through this operation.

- **Describe how training was provided**

Training was provided directly by the Board of Elections to staff in our Family Court Offices. Training was also provided by the location Director to the front line staff in the office. Training was provided by the Director to through unit meetings for Customer Service Walk-In staff.

- **Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)**

Applications were distributed in the OCSE Family Court Offices at the reception desks as clients checked in. In the Customer Service Walk-In Center, all customers were offered voter registration forms during the child support interview. Extra emphasis was applied at our Customer Service Walk-In Center for National Voter Registration Day.

- **Describe special registration activities, if any**
None
- **Describe challenges, both resolved and unresolved**
Many customers in the Customer Service Walk-In Center indicate that they are either already registered voters or are not open to accepting the form.

Adult Protective Services:

of people served:

57485 clients (new referrals and accepted cases are included in this figure), January 2017 to June 2017

of applications distributed to individuals:

12043 applications distributed (each newly referred client was offered voter registration assistance during the initial home visit), January 2017 to June 2017

of applications collected and sent to Board of Elections:

500 applications through June 2017

of front line staff trained:

301 trained from January to present

of "clicks" on home page voter registration button

HRA does not currently have a Voter Registration button on its website but is evaluating where would be an appropriate place to include such a button

Narrative:

List the locations and types of agency operations where voter registration was actually offered

APS offers Voter Registration during initial Home Visits for assessments, and monthly home visits for eligible clients.

The Locations

HCSP has seven (7) Field Office locations throughout the five boroughs in which voter registration was offered when Home Visits were conducted:

Bronx APS – Halsey Street, Bronx NY 10474

Brooklyn APS (North and South) - 250 Livingston Street, 3rd floor, Brooklyn NY 11201

Queens APS- 165-08, 88th Avenue – 6th Floor, Jamaica, NY 11435

Staten Island CASA- 215 Bay Street 2nd Floor Staten Island, NY 10301

Manhattan APS (North and South) 400 8th Avenue, 6th, New York, NY 10001

Agency Operations

APS seeks to resolve promptly the risks faced by eligible clients by arranging for services and support that will enable these individuals to live independently and safely within their communities. APS works collaboratively with many community organizations to provide comprehensive services to this vulnerable population.

Describe how training was provided:

The initial State Board of Elections training was conducted in October 2016. NVRA site liaisons from all APS sites, director of training and the director of procedures were trained by State Board of Elections. Additional field staff was trained by the APS Director of training. An on-line training has been designed and completed, APS staff receive automated training which began June 23, 2017.

•Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

APS will continue to target client through home visits and on rare occasions, office visits.

Describe special registration activities, if any

N/A

Describe challenges, both resolved and unresolved

APS continues to face the challenge of offering voter registration to clients who are not capable of making decisions or unwilling to cooperate with the process due to mental illness.



Agency-Based Voter Registration –January 1- June 30, 2017

Agency: NYC Commission on Human Rights

Name of Agency Reporter: Milagros Navarro-Tilley

Phone: (212) 416-0157 Email: mnavarro@cchr.nyc.gov

of people served: 734

of applications distributed to individuals: 734

of applications collected and sent to Board of Elections: 0

of front line staff trained: 0

Traffic outflow to Campaign Finance Board site 13

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered

Pursuant to City Charter § 1057-a, the New York City Commission on Human Rights (“Commission”) distributed registration forms during meetings, resource fairs, workshops, presentations, while providing technical assistance in our Community Services Centers located in the five boroughs. Registration forms in English, Spanish, Chinese, Korean, and Bengali are available in our Community Service Centers.

As a distribution strategy, Commission staff leveraged their daily field visits with service partners and interaction with large groups of people to distribute registration forms during these events to make the process accessible and easy. For the period covering January 1, 2016 to June 30, 2016, Commission Staff provided voter registration forms to individuals at the following locations and events:

- Central Office Reception area (22 Reade Street, New York, NY)
- Naturalization Ceremony at Brooklyn Federal Courthouse (25 Cadman Plaza East Brooklyn, NY)
- Bronx County Re-Entry Task Force (809 Westchester Avenue, Bronx, NY 10455)

4. NYS Department of Labor – Workforce 1 (400 East Fordham Rd., Bronx, NY 10458)
5. Osborne Association Bronx, NY (809 Westchester Avenue, Bronx, NY 10455)
6. University Neighborhood Housing Program (2715 University Avenue, Bronx, NY)
7. Bronx Parent Housing Network (1802 Crotona Ave., Bronx, NY 10457)
8. Bronx Housing Court (167th St. and Grand Concourse, Bronx, NY 10451)

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

Staff distributed voter registration forms at various community meetings, forums, and events that were either co-sponsored by the Commission or where the Commission was represented.

- Describe special registration activities, if any

N/A

- Describe challenges, both resolved and unresolved

Because, the public usually takes the forms home and mail them directly, it is difficult to track the completed voter registration forms.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: New York City Department of Parks and Recreation

Name of Agency Reporter: Stephanie Jones

Phone: (212) 360-8181

Email: stephanie.jones@parks.nyc.gov

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of people served:
About 1.8 million.

of applications distributed to individuals:
About 105,000, based on sales and visits figures at Recreation Centers, Permit Offices and Nature Centers during this period.

of applications collected and sent to Board of Elections:
Parks does not collect and send applications to the Board of Elections at this time.

of front line staff trained:
No front line staff were trained during this period. However, about 20 new, front line staff will be trained at the end of August. In September, two more front line staff trainings will be held: 60-80 at a division-wide staff development event and 30-40 at a refresher course covering recreation center operations. In total, about 140 will be trained.

Traffic outflow to Campaign Finance Board site:
340,902 views of the Parks homepage. Clicked on 63 times.

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered

<u>Recreation Centers</u>	St. James Recreation	<i>Brooklyn</i>
<i>Bronx</i>	Center	Brownsville Recreation
Hunts Point Recreation	St. Mary's Recreation Center	Center
Center	Williamsbridge Oval	Fort Hamilton Senior
Owen Dolen	Recreation Center	Center
Recreation Center		

Herbert Von King
Cultural Arts Center
McCarren Play Center
Metropolitan
Recreation Center
Red Hook Recreation
Center
St. John's Recreation
Center
Sunset Park
Recreation Center

Manhattan
Alfred E. Smith
Recreation Center
Asser Levy Recreation
Center
Chelsea Recreation
Center
Gertrude Ederle
Recreation Center
Hamilton Fish
Recreation Center
Hansborough
Recreation Center
Highbridge Recreation
Center
J. Hood Wright
Recreation Center
Jackie Robinson
Recreation Center

Pelham Fritz Recreation
Center
Recreation Center 54
Thomas Jefferson Recreation
Center
Tony Dapolito Recreation
Center

Queens

Al Oerter Recreation
Center
Flushing Meadows Corona
Park Pool & Rink
Lost Battalion Hall
Recreation Center
Roy Wilkins Recreation
Center
Sorrentino Recreation
Center

Staten Island

Faber Park Field House
Greenbelt Recreation
Center
Lyons Pool Recreation
Center
Ocean Breeze Track &
Field Athletic Complex

Permit Offices

Arsenal West Permit
Office, Manhattan

Arsenal Permit Office and
Store, Manhattan
Queens Permit Office
Queens Ballfield Permit
Office
Brooklyn Permit Office
Bronx Permit Office
Staten Island Permit Office

Nature Centers

Alley Pond Environmental
Center
Audobon Center
Belvedere Castle Visitor
Center
Blue Heron Nature Center
Crotona Park Nature
Center
Forest Park Visitor Center
Fort Greene Park Visitors
Center
Fort Totten Visitors Center
Greenbelt Nature Center
High Rock Nature Center
Orchard Beach Nature
Center
Pelham Bay Nature Center
Van Cortlandt Nature
Center
Salt Marsh Nature Center

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

Voter registration forms are fully incorporated into all our Recreation Center membership application forms. The membership application forms are available in 10 languages, including all those in which the voter registration forms are translated: English, Bengali, Chinese, Korean and Spanish.

The voter registration form is distributed during:

- Recreation Center membership sign ups (once or twice a year, depending on package purchased)
 - Recreation Center membership renewals (once or twice a year, depending on package purchased)
 - Recreation Center membership change of contact information
 - Permit Office visits
 - Nature Center visits
-
- Describe special registration activities, if any

During this period, no special registration activities were reported. Parks plans to participate for its third year in the upcoming National Voter Registration Day on September 26.

- Describe challenges, both resolved and unresolved

The most commonly reported challenges are: lack of interest from the public, time constraints when serving the public and lack of understanding about the form, specifically from non-citizens. Walking people through the voter registration form can be challenging when there is a long line of people waiting for you to provide a service. Patrons who are not United States citizens have been confused and put off by the inclusion of the voter registration form in our application materials. Although staff try to explain, sometimes language barriers make it difficult to convey that completion of the voter registration form is not a condition to obtaining our service.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: NYC Probation

Name of Agency Reporter: Stephen Cacace

Phone: 718-802-4500

Email: scacace@probation.nyc.gov

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of people served: 2,531 January –June

of applications distributed to individuals: 94

of applications collected and sent to Board of Elections: 0

of front line staff trained: 15

Traffic outflow to Campaign Finance Board site-clicks 60

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
- Describe special registration activities, if any
- Describe challenges, both resolved and unresolved

- **We have 5 Locations throughout NYC that we currently distribute Voter Registration Applications through our Intake Process at DOP. We also have Voter registration materials available in our HUBS (waiting rooms) citywide.**

- **No new training was offered to staff at this time**

- **Targeted distribution occurs at Intake - a client receiving Probation and meeting with a Probation Officer receives a Voter registration packet**

- **No challenges at this time**

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency: [Faint text]

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DEPARTMENT OF RECORDS & INFORMATION SERVICES
 31 Chambers Street, Room 304
 New York, NY 10007 (212)341-6022 Fax (212)788-8625
LaTonya C. Jones, Special Assistant to the Commissioner/EEO Officer
LCJones@records.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: NYC Department of Records and Information Services

Name of Agency Reporter: LaTonya C. Jones

Phone: 212-341-6022

Email: LCJones@records.nyc.gov

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of people served: _____5_____

of applications distributed to individuals: _____5_____

of applications collected and sent to Board of Elections: _____0_____

of front line staff trained: _____0_____

Traffic outflow to Campaign Finance Board site _____ Unknown _____

Narrative: One to 2 pages maximum. Bullets OK.

- **List the locations and types of agency operations where voter registration was actually offered**

Voter registration is offered Monday through Friday during normal business hours at our main office located at 31 Chambers Street, Room 103, NYC.

- **Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)**

Voter registration forms are made available at the agency’s on-site public programming and WomensActivism NYC events.

- **Describe special registration activities, if any**

The agency is currently developing two exhibitions – one detailing the history of social movements in NYC , with particular attention to civil/human rights, (opens in fall of 2017) and one that details history of women’s suffrage/ballot exhibition in NYC (opens in summer



of 2017). The corresponding public programming and marketing will be tied to agency's voter registration efforts.

- **Describe challenges, both resolved and unresolved**

The agency's challenge remains the same: our agency is a small one and does not receive significant foot traffic. Moreover, many of the patrons who are receiving agency services are either already registered or not eligible because they live outside of New York City.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1, 2017 through June 30, 2017

Agency: Department of Small Business Services

Name of Agency Reporter: Tim Currier

Phone: 212-513-6412

Email: tcurrier@sbs.nyc.gov

.....
of people served: 61,287

of applications distributed to individuals: 310

of applications collected and sent to Board of Elections: 95

of front line staff trained: 43

of “clicks” on home page voter registration button: n/a we are in the process of updating our website.

Narrative: Voter Registration Forms were distributed at 20 Workforce1 (WF1) Career Centers & 6 NYC Business Solutions Center (BSC);

- Brooklyn
 - Downtown Brooklyn (WF1)
 - Brooklyn (BSC)
 - Coney Island (WF1)
 - Brooklyn Industrial & Transportation Center (BAT) (WF1)
 - East New York (WF1)
- Queens
 - Jamaica (WF1)
 - Flushing (WF1)
 - Far Rockaway (WF1)
 - Long Island City (WF1)
 - Queens (BSC)
 - Industrial & Transportation (Jamaica) (WF1)
- Bronx
 - Fordham Rd (WF1)
 - Hunts Point (WF1)

- West Farms (WF1)
 - Bronx Industrial & Transportation Center (Port Morris) (WF1)
 - Bronx (BSC)
 - Manhattan
 - Upper Manhattan (WF1)
 - Upper Manhattan/Washington Heights (BSC)
 - Washington Heights (WF1)
 - Midtown (WF1)
 - Healthcare (Lower Manhattan) (WF1)
 - Lower Manhattan (BSC)
 - Staten Island
 - North Shore (WF1)
 - South Shore (WF1)
 - Staten Island Industrial & Transportation Center (WF1)
 - Staten Island (BSC)
- **Staff Training:** Workforce1 & NYC Business Solutions center manager staff was trained at a session facilitated by the Campaign Finance Board on Feb 4th, 2015, at 100 Church Street. Subsequent trainings took place at SBS during monthly meetings with various Workforce1 & NYC Business Solutions Operations & Career Services staff members.
 - **Targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.);** SBS has instructed Workforce1 & NYC Business Solutions staff to incorporate information regarding voter registration into their Introduction to Services presentation that all new customers receive. Proper signage is posted at the front desk & in resource rooms, high traffic areas of the centers. Line staff was also trained to ask customers about voter registration during one-on-one appointments.

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov

Agency-Based Voter Registration –January 1- June 30, 2017

Agency: Taxi and Limousine Commission

Name of Agency Reporter: Jugba Santi

Phone: 212-676-1204

Email: santij@tlc.nyc.gov

.....
of people served: 89,000

of applications distributed to individuals: 60

of applications collected and sent to Board of Elections: 0

of front line staff trained: 2

Traffic outflow to Campaign Finance Board site n/a

Narrative: One to 2 pages maximum. Bullets OK.

- List the locations and types of agency operations where voter registration was actually offered
 - At our Inspection Facility in Woodside
 - At our office at 33 Beaver Street
 - Externally at community events
- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)
 - New hire packets
- Describe special registration activities, if any
 - None
- Describe challenges, both resolved and unresolved
 - NA

Email to: Bonda Lee-Cunningham at bleecunningham@cityhall.nyc.gov



Agency-based Voter Registration
Under Local Law 29 and Mayoral Directive No. 1:
Reporting Period: Jan 1 – June 30, 2017

Agency: New York City Department of Transportation
Name of Agency Reporter: Eleanor DiPalma, Ph.D., Executive Director
Customer Service/Language Access
Phone/Email: (212) 839-7108/edipalma@dot.nyc.gov

No. of people served ¹ :	33,813
311 Service Requests:	9,427
Visitors to Public Service Centers:	24,386
No. of applications distributed (in connection with 311 literature requests) ² :	16,481
No. of applications distributed (provided to Public Service Centers) ^{2a} :	8,000
No. of applications collected and sent to Board of Elections:	N/A
No. of Front Line staff trained:	45
No. of "clicks" on home page voter registration button:	1,146
No. of "clicks" on voter registration buttons on other DOT webpages:	76

¹DOT uses the number of Service Requests made during the reporting period as one component and the number of visitors to these Public Service Centers as the second component of the total # of people served."

² number of VR applications actually distributed by CS/LA during the reporting period in connection with 311 Service Requests for literature

^{2a}number of VR applications CS/LA gave to the Public Service Centers by CS/LA during the reporting period.

- List the locations and types of agency operations where voter registration was actually offered

There are (8) nine locations – Public Service Centers – where voter registration forms are available to the public:

1. 55 Water Street, Manhattan – Permit Management (Permits)
2. 59 Maiden Lane, Manhattan – Highway Inspection and Quality Assurance (HIQA)
3. 16 Court Street, Brooklyn – Permits and HIQA
4. 1400 Williamsbridge Road, Bronx – Permits and HIQA
5. 10 Richmond Terrace, Staten Island – Permits and HIQA
6. 120-55 Queens Blvd., Kew Gardens, Queens – Permits and HIQA
7. 30-30 Thomson Ave, Long Island City, Queens – Parking and Permits (*new location*)
8. St. George Ferry Terminal, Staten Island Ferry – Passenger Service Office

- Describe how training was provided

Due to the success of establishing Voter Registration Assistance in a computer-based eLearning format program during the second half of 2016, CS/LA utilized the same format to administer agency mandated “Language Access Policies and Procedures” eLearning in February 2017. Forty-five (45) Public Service Center employees received this training.

In the second half of 2017, mandated “Language Access Policies and Procedures” eLearning will include Voter Registration Assistance training modules.

- Describe any targeted distributions of applications (e.g., at annual sign-ups or renewals, etc.)

Plans are underway to coordinate targeted distribution of Voter Registration Forms at one of DOT’s August 2017 Summer Strolls on 3rd (Council District 43). DOT (CS/LA and DOT lead manager of Summer Strolls, Andrew Ronan) is arranging a targeted distribution with Sean O’Leary, Field Coordinator and Youth Voter Coordinator, Summer Griffin, NYC Campaign Finance Board for voter outreach and education by the “Street Team” (high school and college interns).

- Describe challenges, both resolved and unresolved

Literature Distribution FY'17 4th Quarter Surge

Due to the revamping of parking application guidelines for people with disabilities, in particular the discontinuation of the DOT's State Parking Permit application, there was a significant increase in the number of customers served during the fourth quarter. Of special note is the upsurge of customer literature requests and the corresponding increase in Voter Registration applications mailed directly to customers.

Voter Registration applications are included in weekly mailings when fulfilling literature requests for a diverse language population in compliance with Mayoral Directive #1. During the 4th quarter, CS/LA mailed 11,741 Voter Registration applications to customers:

- 11,610 – English
 - 131 forms – Other Languages
(100) Spanish, (20) Chinese, (7) Bengali (4) Korean
- Because of the FY 2017 - 4th quarter literature request surge, CS/LA significantly increased its supply of Voter Registration (VR) forms. Since 2015, CS/LA's yearly average applications-pick up from the Board of Election (BOE) has been approximately 15,000. However, during this quarter the increased demand for customer literature required doubling that average. Two pick-up's were scheduled during this quarter with the Board of Elections: 15,000 applications in March 2017 and an additional applications in June 2017.

2017-2016 Comparison Chart of Language Assisted Customers Served

Voter Registration Tracker 2017								Voter Registration Tracker 2016									
Languages								Languages									
Date Range		English	Spanish	Chinese	Korean	Bengali	Weekly	Monthly	Date Range		English	Spanish	Chinese	Korean	Bengali	Weekly	Monthly
Start	End	(Russian, Italian, Haitian Creole)						Total per month	Start	End	(Russian, Italian, Haitian Creole)						Total per month
1/1/2017	1/7/2017	591	5	1	0	0	0	597	1/1/2016	1/9/2016	791	26	4	0	7	828	
1/8/2017	1/14/2017	495	7	2	0	0	0	504	1/10/2016	1/16/2016	576	39	0	0	2	617	
1/15/2017	1/21/2017	389	9	1	0	0	0	399	1/17/2016	1/23/2016	320	21	3	1	0	345	
1/22/2017	1/31/2017	559	5	0	0	0	0	564	1/24/2016	1/31/2016	274	22	4	0	1	301	2,091
2/1/2017	2/4/2017	222	5	1	0	0	0	228	2/1/2016	2/6/2016	395	42	0	0	0	437	
2/6/2017	2/11/2017	319	6	0	0	0	0	325	2/7/2016	2/13/2016	373	6	0	0	2	381	
2/12/2017	2/18/2017	339	4	3	0	0	0	346	2/14/2016	2/20/2016	294	11	1	0	0	306	
2/19/2017	2/28/2017	374	14	1	0	0	0	389	2/21/2016	2/27/2016	329	22	0	0	0	351	
3/1/2017	3/4/2017	211	1	0	0	0	0	212	2/28/2016	2/29/2016	95	15	1	0	0	111	1,586
3/5/2017	3/11/2017	297	0	0	0	1	298		3/1/2016	3/5/2016	259	2	0	1	0	262	
3/12/2017	3/18/2017	201	3	0	0	0	0	204	3/6/2016	3/12/2016	265	36	1	0	0	302	
3/19/2017	3/25/2017	360	2	0	0	0	0	362	3/13/2016	3/19/2016	366	22	1	0	2	391	
3/26/2017	3/31/2017	311	1	0	0	1	312	1388	3/20/2016	3/26/2016	341	19	2	0	0	362	
4/1/2017	4/8/2017	329	5	0	0	0	0	334	3/27/2016	3/31/2016	284	9	0	1	0	294	1,611
4/9/2017	4/15/2017	498	12	6	0	0	0	510	4/1/2016	4/9/2016	360	37	0	0	0	397	
4/16/2017	4/22/2017	856	12	3	0	0	0	871	4/10/2016	4/16/2016	256	56	0	0	0	312	
4/23/2017	4/30/2017	1083	7	0	0	0	0	1090	4/17/2016	4/23/2016	267	41	0	0	0	308	
5/1/2017	5/8/2017	1253	6	5	0	2	1265	2805	4/24/2016	4/30/2016	276	4	0	0	0	280	1,297
5/7/2017	5/13/2017	1372	13	2	0	0	0	1387	5/1/2016	5/7/2016	362	13	2	0	0	377	
5/14/2017	5/20/2017	1434	8	2	0	0	0	1444	5/8/2016	5/14/2016	293	11	0	0	0	304	
5/21/2017	5/27/2017	1306	1	0	0	3	1310		5/15/2016	5/21/2016	329	7	0	0	0	336	
5/28/2017	5/31/2017	602	2	0	0	0	0	600	5/21/2016	5/28/2016	335	7	0	0	0	342	
								6006	5/29/2016	5/31/2016	84	4	0	0	0	88	1,447

The tables below show monthly 311 Service Request (SR's) or callers/customers in relation to VR applications distributed for 4th quarter. In 2017, 6839 customers were served compared to 2589 in 2016.

2017

Language	April	
	SR's	VR Forms
English	1606	2760
Spanish	21	36
Chinese	7	9
Korean	0	0
Bengali	0	0
Grand Total	1634	2805

Language	May	
	SR's	VR Forms
English	3467	5962
Spanish	15	30
Chinese	3	9
Korean	0	0
Bengali	2	5
Grand Total	3487	6006

Language	June	
	SR's	VR Forms
English	1693	2888
Spanish	19	34
Chinese	2	2
Korean	2	4
Bengali	2	2
Grand Total	1718	2930

2016

Language	Apr-16	
	SR's	VR Forms
English	673	1159
Spanish	45	138
Chinese	0	0
Korean	0	0
Bengali	0	0
Grand Total	718	1297

Language	May-16	
	SR's	VR Forms
English	829	1403
Spanish	26	42
Chinese	2	2
Korean	0	0
Bengali	0	0
Grand Total	857	1447

Language	Jun-16	
	SR's	VR Forms
English	1003	1678
Spanish	11	17
Chinese	0	0
Korean	0	0
Bengali	0	0
Grand Total	1014	1695

- DOT continues to ensure easy access for the public to find voter registration applications and information; for example, DOT has included a link to the NYC Campaign Finance Board website (<http://www.nycfb.info/nyc-votes/agency-registering-vote>) on the home page of DOT's website. Since the last reporting period of this Voter Registration report, DOT has included the link on more than 900 pages of DOT's website.

c: C. Browne, Chief Communications Officer



Bill Chong
Commissioner

2 Lafayette Street, 19th Floor
New York, NY 10007

646 343 6800 tel

www.nyc.gov/dycd

Memo:

To: Bonda Lee-Cunningham

From: Andrew Miller

Date: August 1, 2017

Subject: Agency-Based Voter Registration Report

Dear Ms. Lee-Cunningham:

Please find DYCD's report for voter registration activity reported by CBOs from January 1 - June 30.

	January 1 - June 30, 2017	July 1 - December 31, 2016
# served	76,993	31,064
# voter forms distributed	12,280	12,035
# returned to BOE	953	4,210
# staff training	409	412

We received a total of 20 Hits at: <http://www.nyccfb.info/nyc-votes/agency-registering-vote> -- "Voter Registration" link on our website, this was for January 1 - June 30, 2017.

