



# How to help GA Citizens get State-Issued IDs





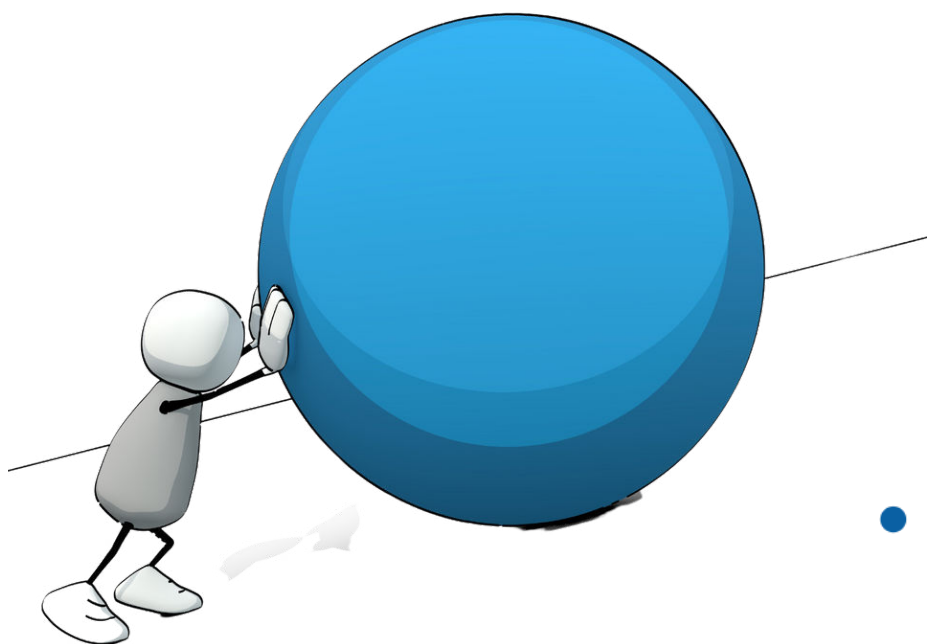
# Mission

TO ENSURE ALL ELIGIBLE  
VOTERS ARE ABLE TO MAKE  
THEIR VOICES HEARD



# Our Goals

- MAKE SURE VOTERS KNOW WHAT ID IS NEEDED TO VOTE IN THEIR STATE
- PROVIDE THE INFORMATION, SUPPORT AND RESOURCES THEY NEED TO EXERCISE THEIR RIGHT TO VOTE



# Background

- Getting a state-issued photo ID in Georgia is not easy for many citizens, and an ID is required to vote in person and by mail.
- Barriers to getting an ID include costs, limited or no DDS access, transportation, and the need to have several key documents.
- VoteRiders is committed to helping GA citizens get their state-issued IDs so that they can vote – and also access healthcare and other services, get housing and utilities, and get on-boarded to jobs.





# What VoteRiders Does

- We provide the financial and logistical support to get the underlying documents needed (typically a birth certificate, social security card, and proof of GA residency) and
- We work one-on-one to help people navigate through the various agencies and platforms that produce the necessary documents.

♥ Your support as a volunteer is an essential part of our work to help as many Georgians as possible.



# Where We Need You

- Provide in-person and/or virtual ID support to voters who have requested assistance, through our partners or self-referral.
- Help confirm DDS appointments and coordinate voter transportation - making appointment reminder calls, scheduling rides to the GA DDS, and managing communications between drivers and voters.



# Code of Conduct

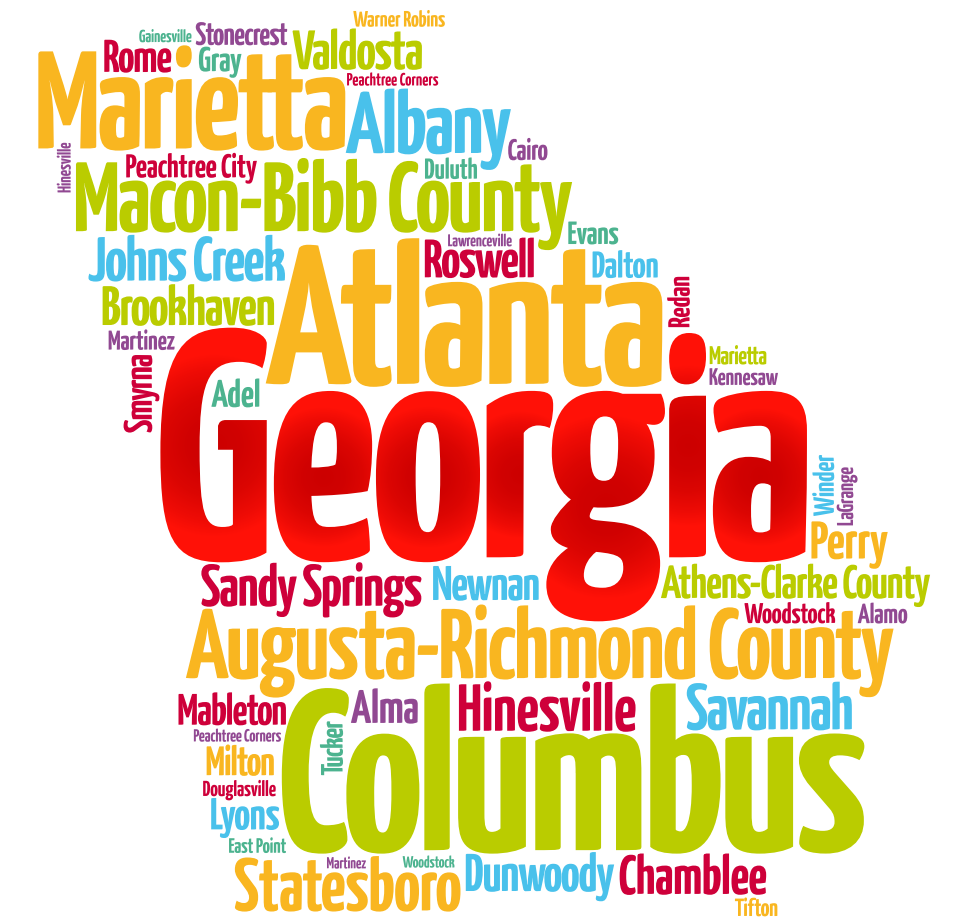
- We are strictly non-partisan. Respect everyone. You are representing VoteRiders.
- Be on time. People are depending on you. If you know you will miss an appointment, contact your coordinator as soon as possible. Communication is KEY.
- Be accurate. You aren't expected to know everything. But any information you give must be correct. Let the voter know you are working on finding the answer. Only give information that you have confirmed.



# Requirements for getting a Georgia state-issued driver license or non-driver ID -

# The 3 types of documentation needed:

1. Proof of identity (client only needs to provide **ONE** record of this kind) – original documents only (no copies or photocopies) – most common:
  - Certified birth certificate
  - Passport (must be valid and unexpired)
  - Consular Report of Birth Abroad
  - Certificate of Naturalization
  - Certificate of Citizenship





# GA ID Requirements

## (continued)

2. Proof of social security number (client only needs to provide **ONE** record of this kind **ONLY** if the SSN failed to verify through DDS system ) – most common:

- Social Security card – Original or copy
- Print-out from SSA with Name and full SSN
- W-2 form
- SSA or non-SSA 1099 form
- Paystub with name and full SSN
- Federal/State Tax Return
- Selective Service Notice
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid or Medicare card with full SSN
- Military Discharge Papers or Military ID



# GA ID Requirements (continued)

3. Proof of residency (must include name and address in GA) – most common (client only needs to provide **TWO** records of this kind):

- Household Information/Utility Bills
- Mail delivered by USPS
- Document Issued by Federal, state or Local Gov't
- Lease
- Financial Statements
- Utility Bills
- Motor Vehicle Information
- Employer Documentation
- School Records
- \*Letter from a shelter; Refugee Address verification Affidavit; Community Supervision Residence Verification Form



# Getting Started

## ID Information

Date: \_\_\_\_\_ Location: Day's Inn (airport)  
160 Meadow St (Monroe)  
Name: Jameson Inn (Monroe)  
America's Best Value Inn  
Phone: Kings on Lamar  
Moore Place  
Email: Motel 6 (airport)  
Dove's Nest  
Date of Birth: Rebound  
Center for Women  
**Are you registered to vote in NC?** Salvation Army  
SABER  
**I need help getting:** Motel 6 (Nation's Ford)  
Other: \_\_\_\_\_

### 1) NC ID/Driver's License

- Have you had a NC ID/DL before? *If yes, you will just need a duplicate. We can apply online right now; if no, we will also make an appointment for you to go to the DMV*
- If not, you will need *each of these*:
  - o Proof of identify (ID from another state, passport, or birth certificate, certified driving record or NC school transcript – some of which can be ordered online)
  - o Proof of your Social Security number (original ss card, W-2, tax or other gov't document with your full SSN)
  - o Proof of residency (utility bill, mail with your name and address, shelter residency letter)

### 2) For a Birth Certificate we will go online and order it now:

- Place of birth (city and state)
- Mother's full name (including maiden name)
- Father's full name
- If you need your birth certificate but don't have ID, do you have family who can request it for you?

### 3) For a Social Security card we will need or help you get:

- A gov't issued ID
- Documents from your doctor with your name and date of birth?
- A transcript from a school you attended (must be sealed in the school's envelope)-----

### DMV Appointment:

Date: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Confirmation No.: \_\_\_\_\_

Duplicate SS card requested: \_\_\_\_\_

Birth Certificate Requested: \_\_\_\_\_




## • First, get to know your client!

- Have the ID Information Form ready to make notes. The form is designed to capture *all* the information you *may* need, but it's important to *first* find out what the client needs as specifically as possible. Most clients will tell you they need an ID or driver's license, but you'll want to ask whether this is the first time they're getting an ID/DL in Georgia, or if they've just lost their ID/DL and need a replacement.



# Getting Started, continued...



- 
- Make sure you get the essential information from your client:
    - Name
    - Current address (including shelter, half-way house, etc. )
    - Date and place of birth (city, county, state)
    - Parents' names (including mother's maiden name)
    - Cellphone number
    - Email address



# Getting Started, continued...



- Second, you are never alone!
  - Sylvester, the GA ID Coordinator for VoteRiders, is always available to answer any questions and handle sticky situations or unique problems. Call, text, or email him at 770-375-5944 / [sylvester@voteriders.org](mailto:sylvester@voteriders.org)
- **Special Note During COVID**
  - Georgia DDS offices may be operating by appointment only, reduced hours, or extended wait times at this time. As a result, it will be important to manage voter expectations regarding delays.

# Getting Proof of Identity

- The most common proof of identity is a birth certificate, which is a valuable document not only for getting ID but also for other purposes like getting onboarded to a job. For this reason, it is the preferred proof of identity.
- Procedures for ordering a birth certificate:
  - Make sure you've obtained the essential information from your client on the ID information form
  - Ask if the client has a GA or out of state ID (including a copy, paper or electronic\*)
    - Many states require a copy of a photo ID in order to request a birth certificate
    - If the client had an out of state ID that is still valid but has lost it, see if a duplicate can be ordered
- If the client lacks an ID, ask if there is a parent or sibling who has ID who can request the birth certificate

*\*Although a photocopy or picture of an ID on a phone isn't acceptable at the DDS, you may be able to use it when ordering a birth certificate.*



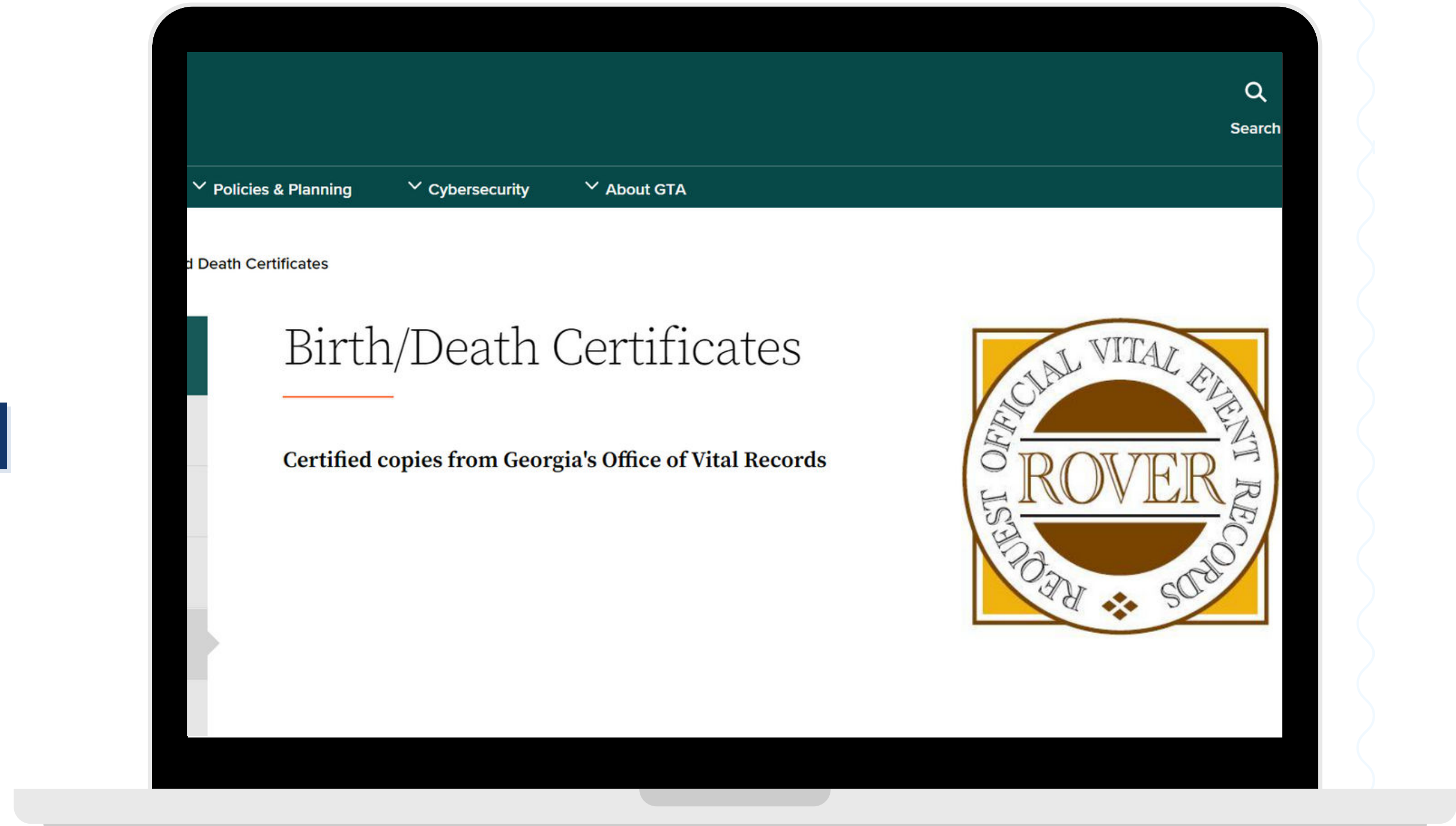
# Getting Proof of Identity, continued...

- Birth certificates in Georgia can be obtained online from the Georgia Department of Public Health or in-person or by mail at local county offices of Vital Records,
- The Georgia Department of Public Health uses these three options to request vital records online.:
  - ROVER (State of GA)
  - GO Certificates (Third Party Vendor)
  - VitalChek (Third Party Vendor)
- Outside of GA, many states outsource the information gathering for birth certificates to outside agencies, but some are not trustworthy. If you need to use an external agency, VitalChek has some quirks but is reputable and secure.





# Sample ROVER initial page

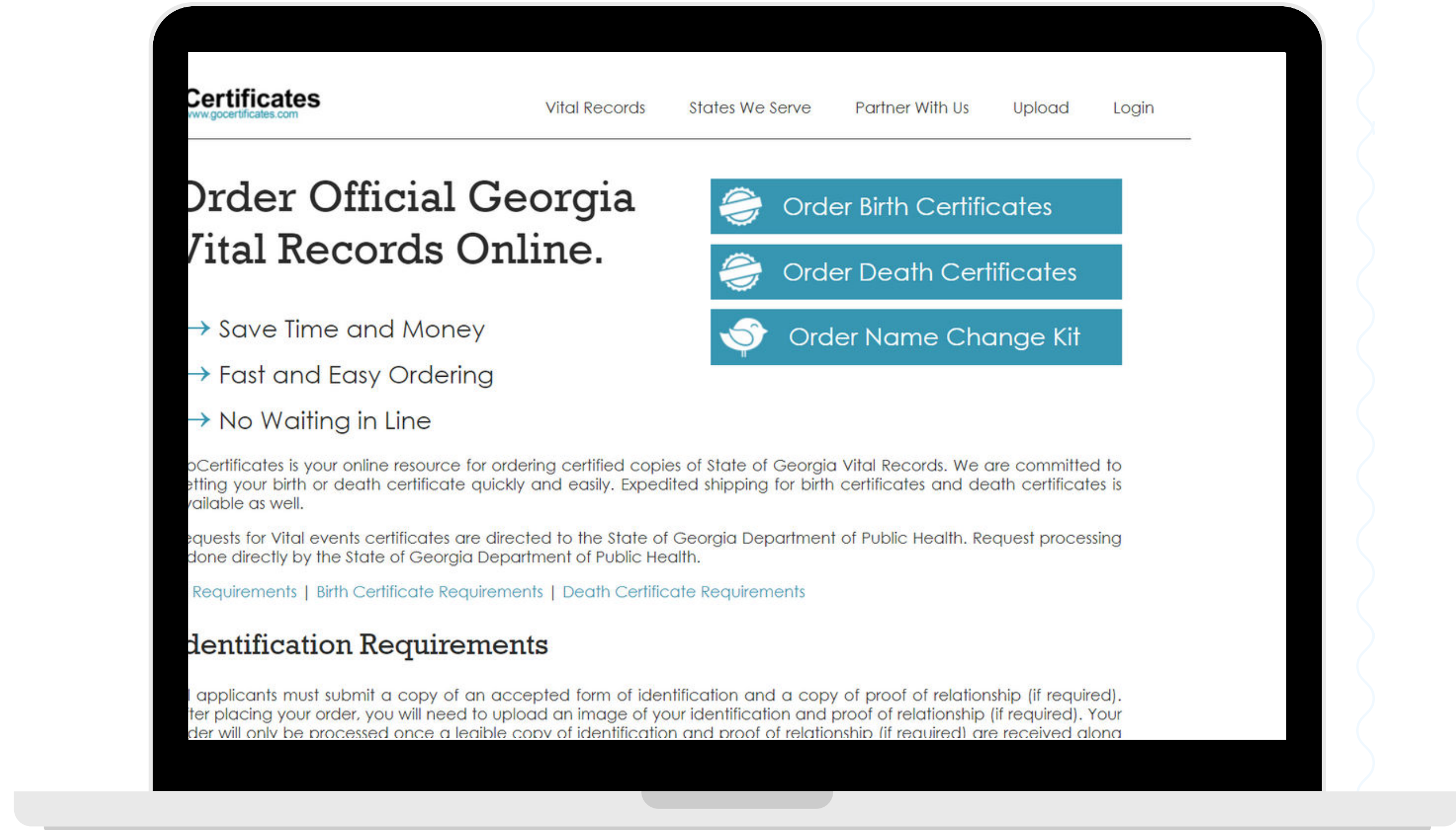




# Sample VitalChek initial order page

The screenshot displays the VitalChek website interface. At the top, the browser address bar shows 'www.vitalchek.com'. The VitalChek logo, with the tagline 'A LexisNexis® Risk Solutions Company', is positioned in the upper left. The main heading asks, 'Whose Birth certificate are you ordering?'. Below this, there are two radio button options: 'My Birth Certificate' (which is selected) and 'Another Person's Birth Certificate'. Underneath, a section titled 'Your Current Legal Name:' contains four input fields labeled 'First', 'Middle', 'Last \*', and 'Suffix'. A note below these fields states: '\* If ordering a Puerto Rico certificate, please include both last names in the last name field.' At the bottom of the form are 'Back' and 'Continue' buttons. To the right of the form, an 'Order Summary' section includes 'Information about the event:' with a thumbnail image of a birth certificate labeled 'Sample', the text 'Government Issued', and a description of VitalChek as a fast and convenient way to order certified government-issued vital records online, usually taking less than 10 minutes. It also mentions that VitalChek has had direct relationships with agencies issuing vital records for over 20 years and is currently officially authorized with over 300 state and local governments nationwide. Below this is an 'Order Tips' section with a link: 'Why do you need to know if I am ordering my own certificate?'.

# Sample GO Certificates page



# Getting Proof of Identity, continued...

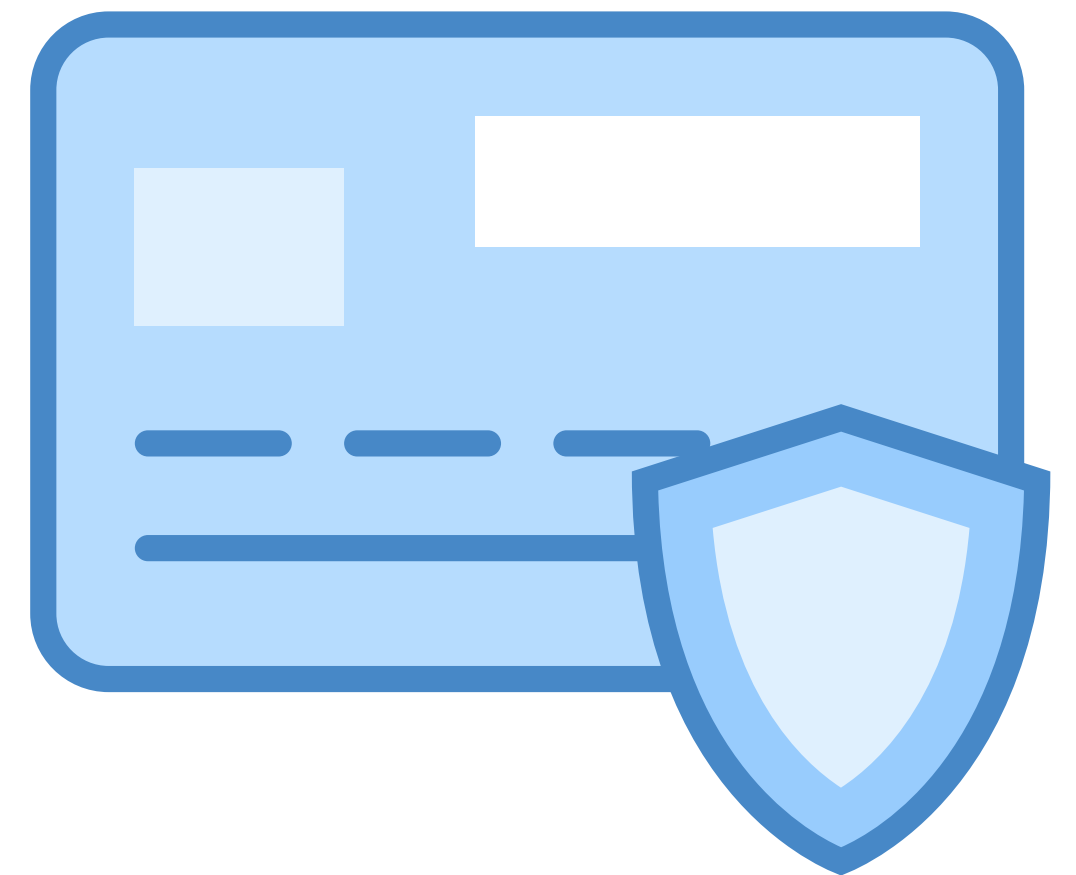
- Birth certificate orders can be placed whether you are working with the client either in person or over the phone
  - Either way, the client will need to work with you to complete the application
  - As you begin the process, be sure to ask the client for permission to complete the form on their behalf
  - As you work through the application, explain to the client what you are doing, and request permission to type their name into signature fields and initial boxes
  - If the client has an email or phone number, the best practice is to send a note confirming what you have done on their behalf, with their permission



# Getting a Social Security Card

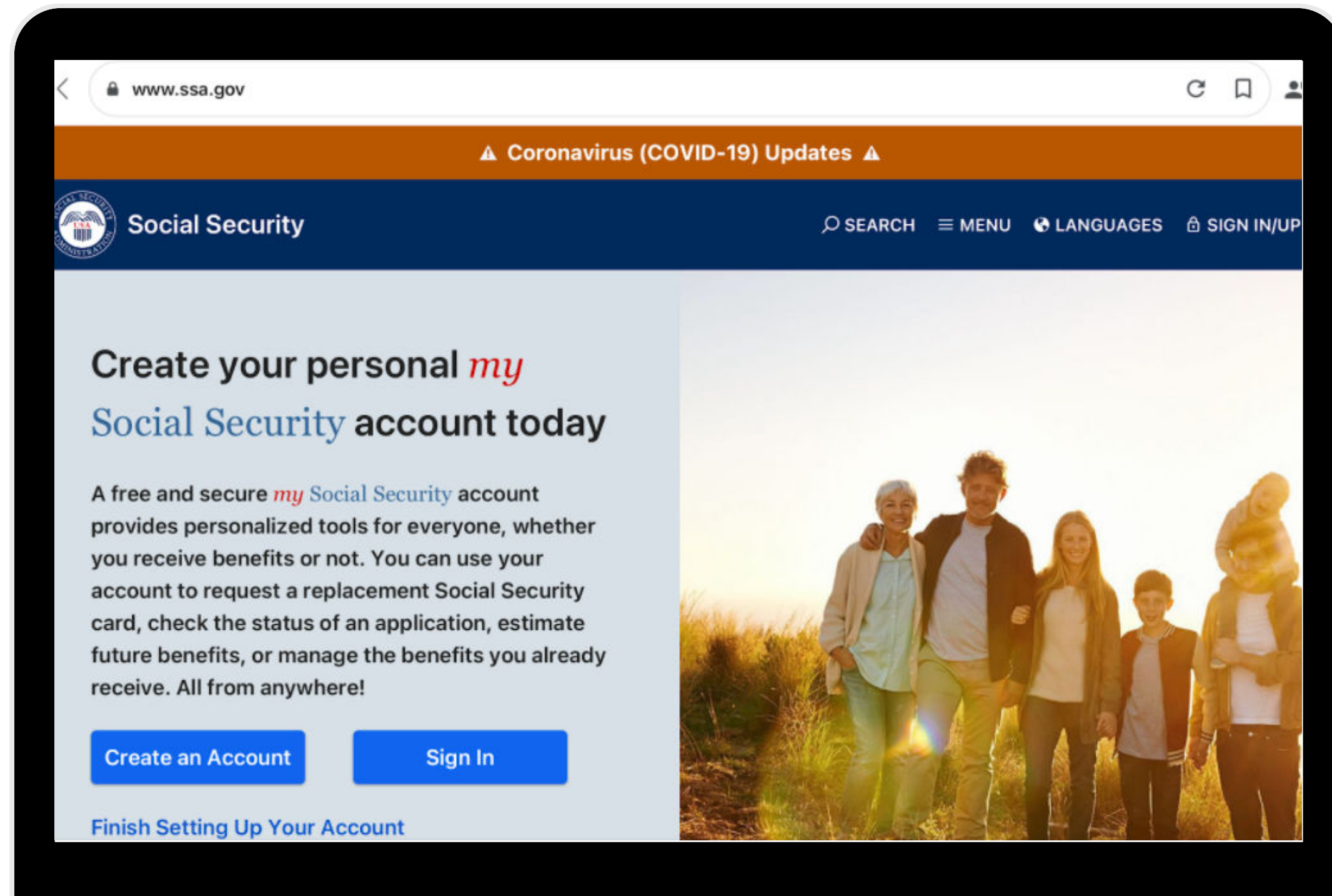
**Special Note During COVID – all of the Social Security Administration offices in GA are currently closed, so the usual easy method of visiting the office is not an option. Although there is a provision for “urgent need” appointments, this apparently means only for the first-time issuance of social security cards (for babies?), not the clients we are serving.**

- For people with credit cards (not debit cards), a MySocialSecurity account can be created online, and a duplicate SS card ordered (the card is used to verify identity). This is rarely an option.
- Note: the non-government sites that offer to get social security cards for a fee should never be used. Social Security cards are free and there is no value to these services.



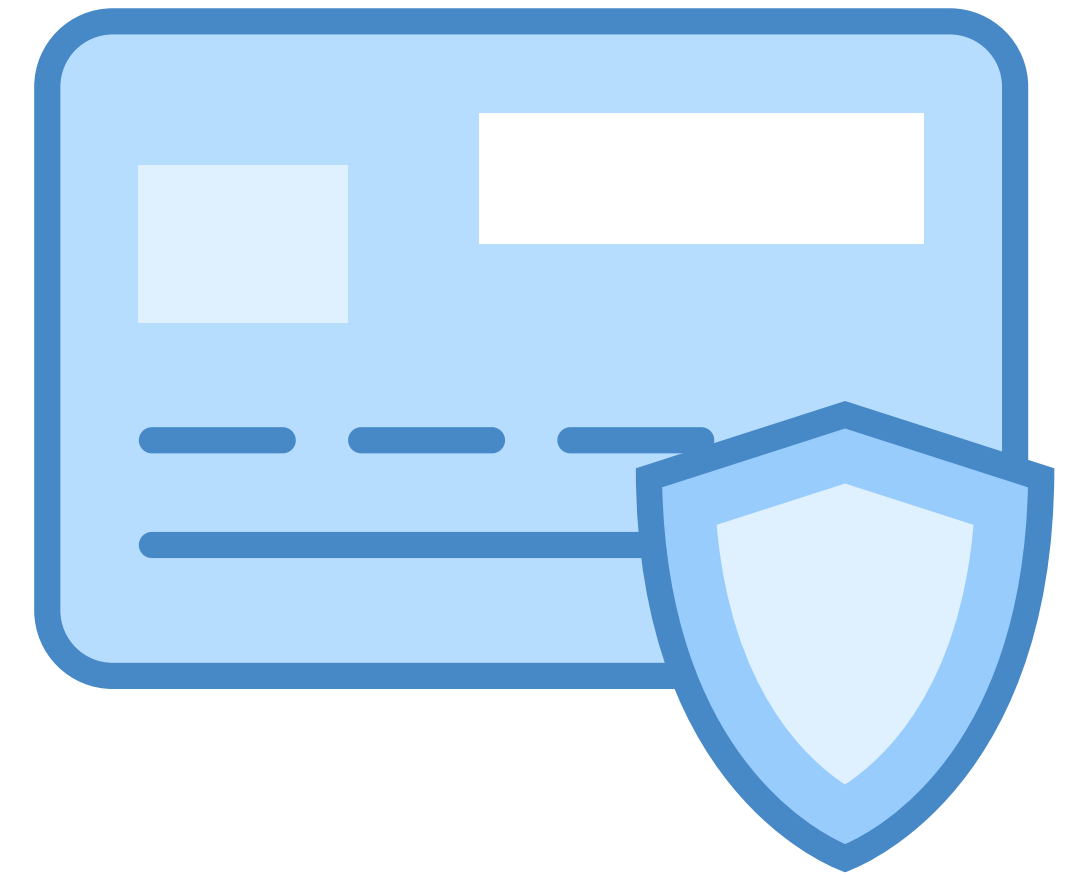


# MySocialSecurity landing page



# Getting a Social Security Card, continued...

- For everyone else, getting a SS card requires that a Form SS-5 be completed and mailed to the local SSA office, along with one of the following:
  - Original, current state-issued ID or driver license
  - Original, current passport
  - A biographical/demographic document from a medical facility (doctor's office, clinic, hospital, ER) with the client's basic information on it – name, address, date of birth. The document does NOT have to include the SS number or any medical or treatment information. The document must be on the medical facility's letterhead and include an original signature, signature stamp or office stamp.
  - An official school transcript, still sealed in the envelope from the institution



# Getting a Social Security Card, continued...

- Other acceptable original proofs of identity (must show legal name, date of birth, age or parents' names):
  - US Military ID card
  - Certificate of Naturalization
  - Employee ID card
  - Insurance, Medicaid or Medicare card
- Note: Birth certificates are not accepted, nor are Social Security records





# SS-5 Form

SOCIAL SECURITY ADMINISTRATION				Form Approved OMB No. 0960-0068	
Application for a Social Security Card					
1	NAME TO BE SHOWN ON CARD	First	Full Middle Name	Last	
	FULL NAME AT BIRTH IF OTHER THAN ABOVE	First	Full Middle Name	Last	
	OTHER NAMES USED				
2	MAILING ADDRESS <small>Do Not Abbreviate</small>	Street Address, Apt. No., PO Box, Rural Route No.			
		City	State	ZIP Code	
3	CITIZENSHIP <small>(Check One)</small>	<input type="checkbox"/> U.S. Citizen <input type="checkbox"/> Legal Alien Allowed To Work <input type="checkbox"/> Legal Alien <b>Not</b> Allowed To Work (See Instructions On Page 2) <input type="checkbox"/> Other (See Instructions On Page 2)			
4	SEX	<input type="checkbox"/> Male <input type="checkbox"/> Female			
5	RACE/ETHNIC DESCRIPTION <small>(Check One Only - Voluntary)</small>	<input type="checkbox"/> Asian, Asian-American or Pacific Islander <input type="checkbox"/> Hispanic <input type="checkbox"/> Black (Not Hispanic) <input type="checkbox"/> North American Indian or Alaskan Native <input type="checkbox"/> White (Not Hispanic)			
6	DATE OF BIRTH <small>Month, Day, Year</small>	7 PLACE OF BIRTH <small>(Do Not Abbreviate)</small> City			Office Use Only
8	A. MOTHER'S NAME AT HER BIRTH	First	Full Middle Name	Last Name At Her Birth	
	B. MOTHER'S SOCIAL SECURITY NUMBER <small>(See instructions for 8B on Page 2)</small>	____-____-____			
9	A. FATHER'S NAME	First	Full Middle Name	Last	
	B. FATHER'S SOCIAL SECURITY NUMBER <small>(See instructions for 9B on Page 2)</small>	____-____-____			
10	Has the applicant or anyone acting on his/her behalf ever filed for or received a Social Security number card before? <input type="checkbox"/> Yes (If "yes", answer questions 11-13.) <input type="checkbox"/> No (If "no," go on to question 14.) <input type="checkbox"/> Don't Know (If "don't know," go on to question 14.)				
11	Enter the Social Security number previously assigned to the person listed in item 1.	____-____-____			
12	Enter the name shown on the most recent Social Security card issued for the person listed in item 1.	First	Middle Name	Last	
13	Enter any different date of birth if used on an earlier application for a card.	____-____-____ <small>Month, Day, Year</small>			

# Getting a Georgia ID

In this section, you will learn how to:

- Order a duplicate ID or DL
- Renew a DL or ID
- Make a DDS appointment

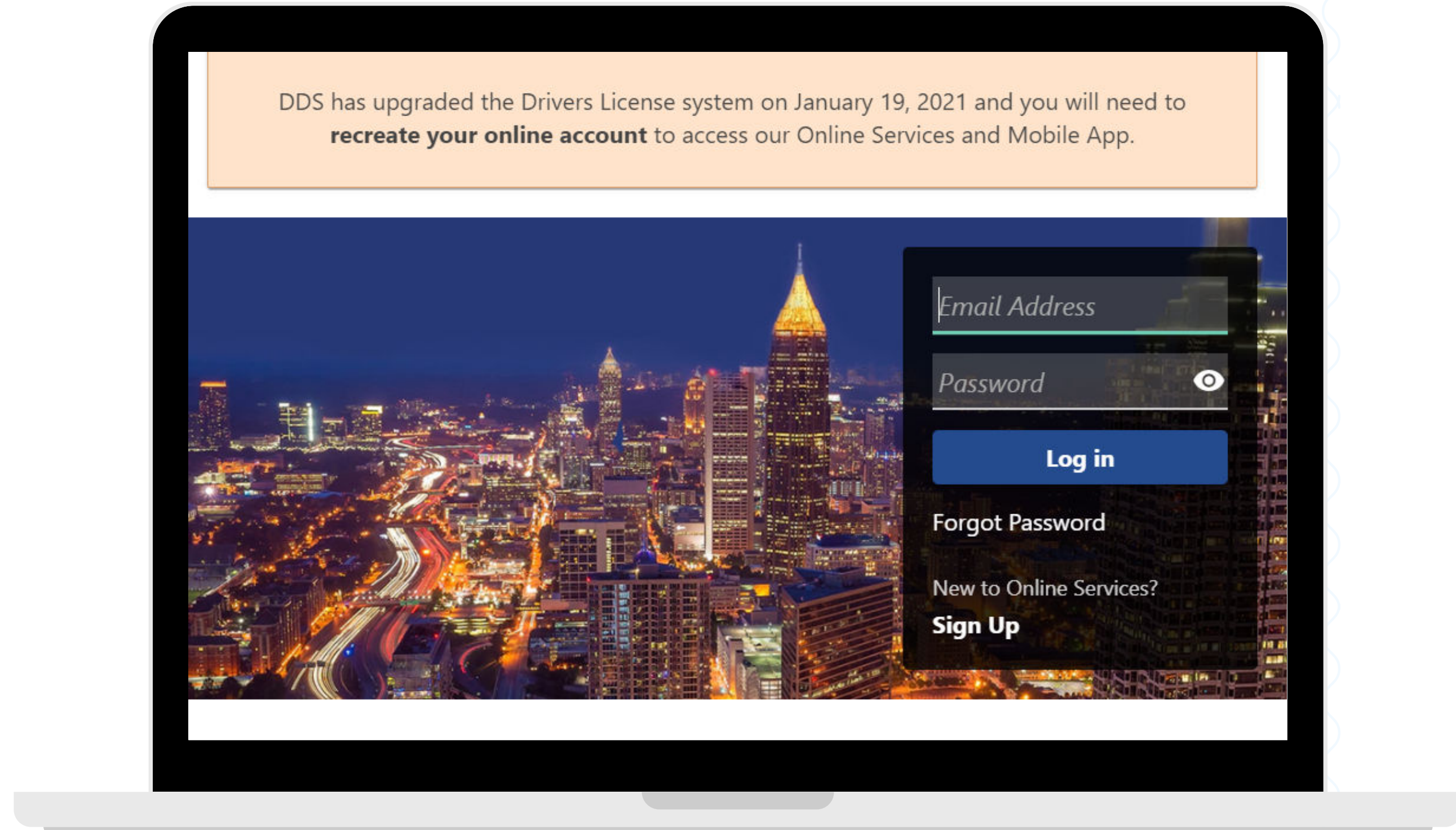


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# Ordering a Duplicate or Renewing ID or DL

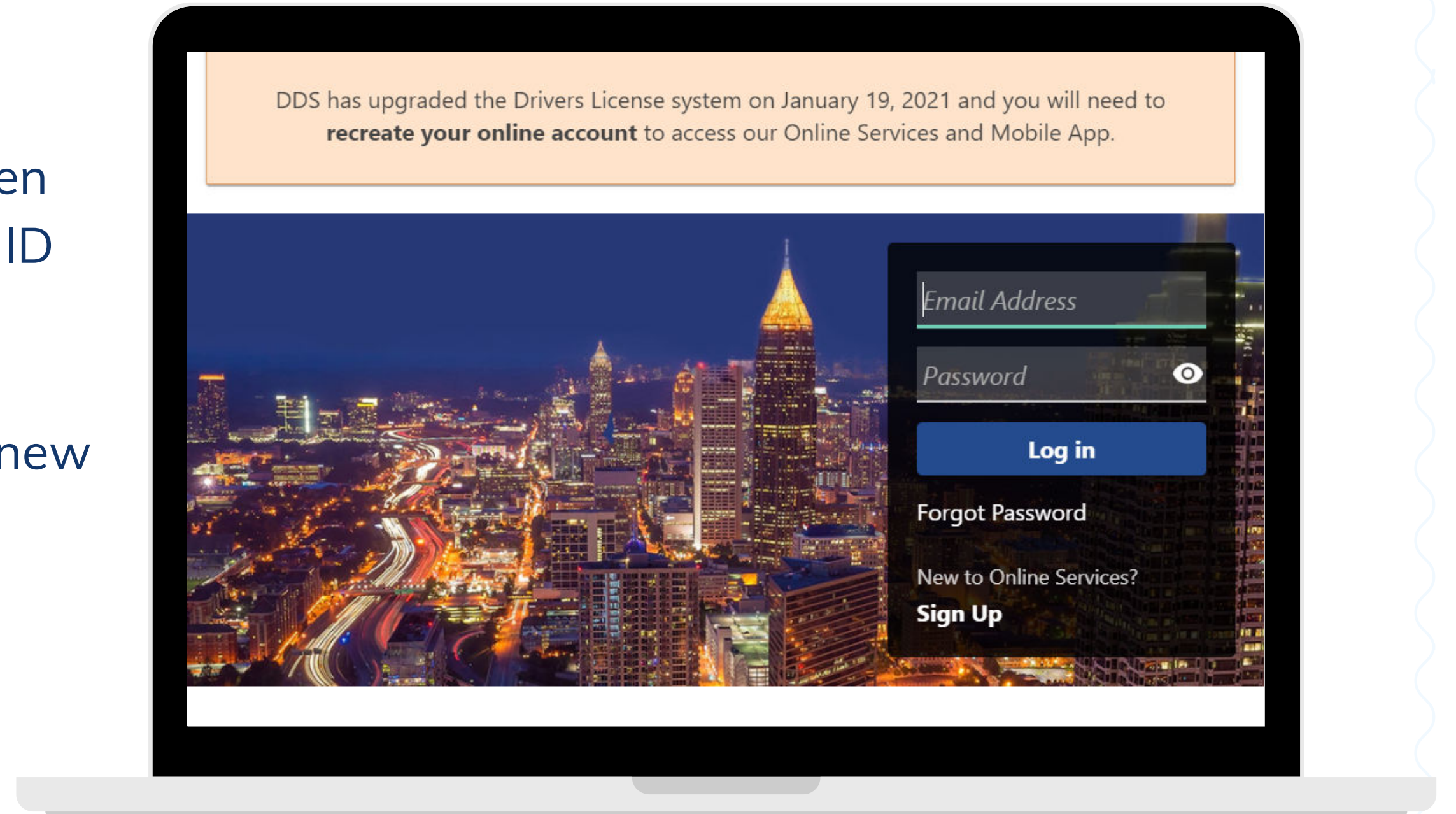
- Go to the DDS Online Services  
<https://dds.drives.ga.gov/> or DDS 2 Go Mobile App
- Create an account or log in
- Choose whether the client needs to order a duplicate ID/DL or renew





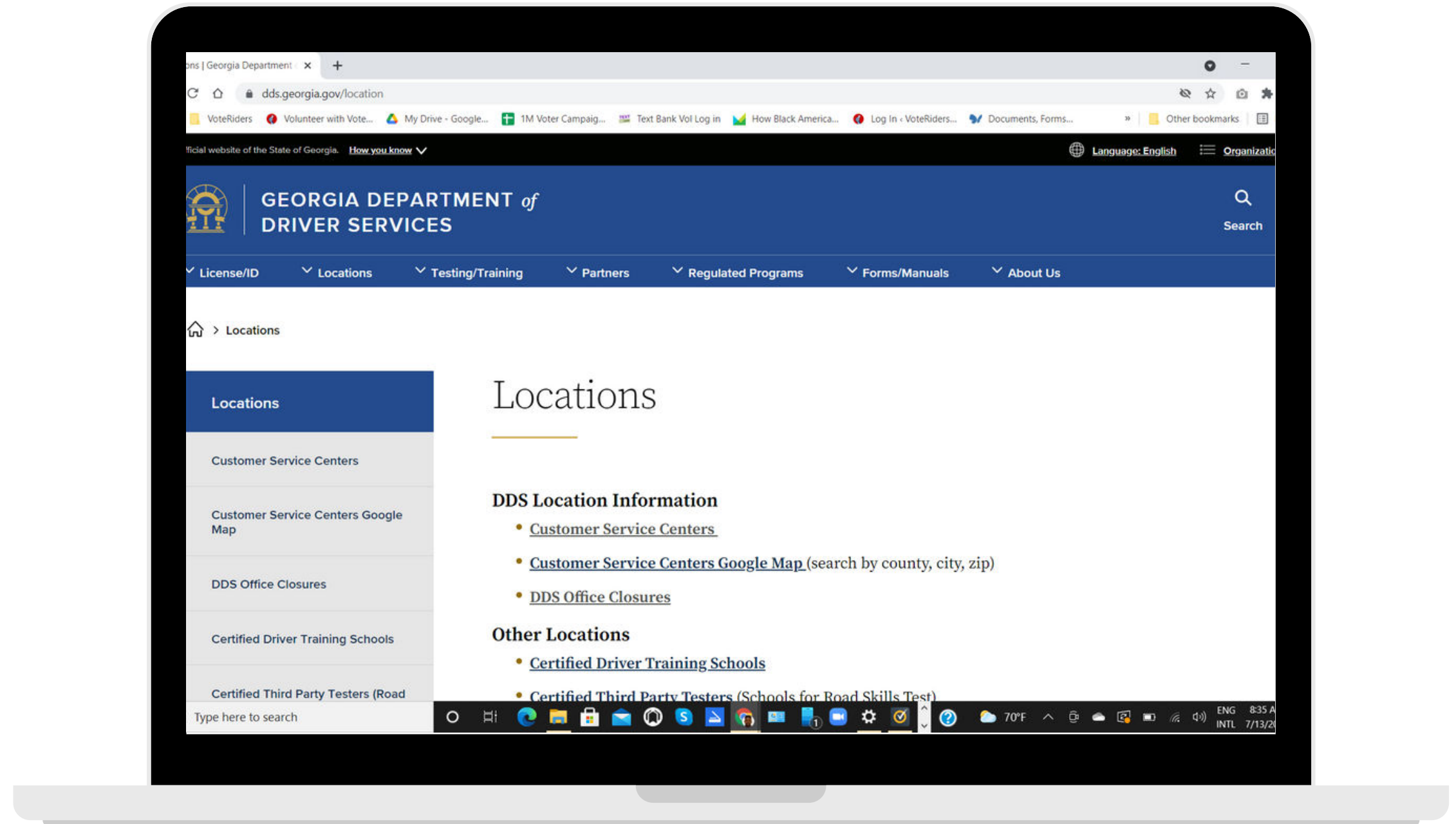
# Renewing an ID

- Make sure that the client meets the renewal conditions
- The DL can be renewed if it has been lost but only if the client knows the ID number
- The cost to renew a DL/ID is \$32
- Drivers age 64 and older cannot renew their license online due to vision requirements



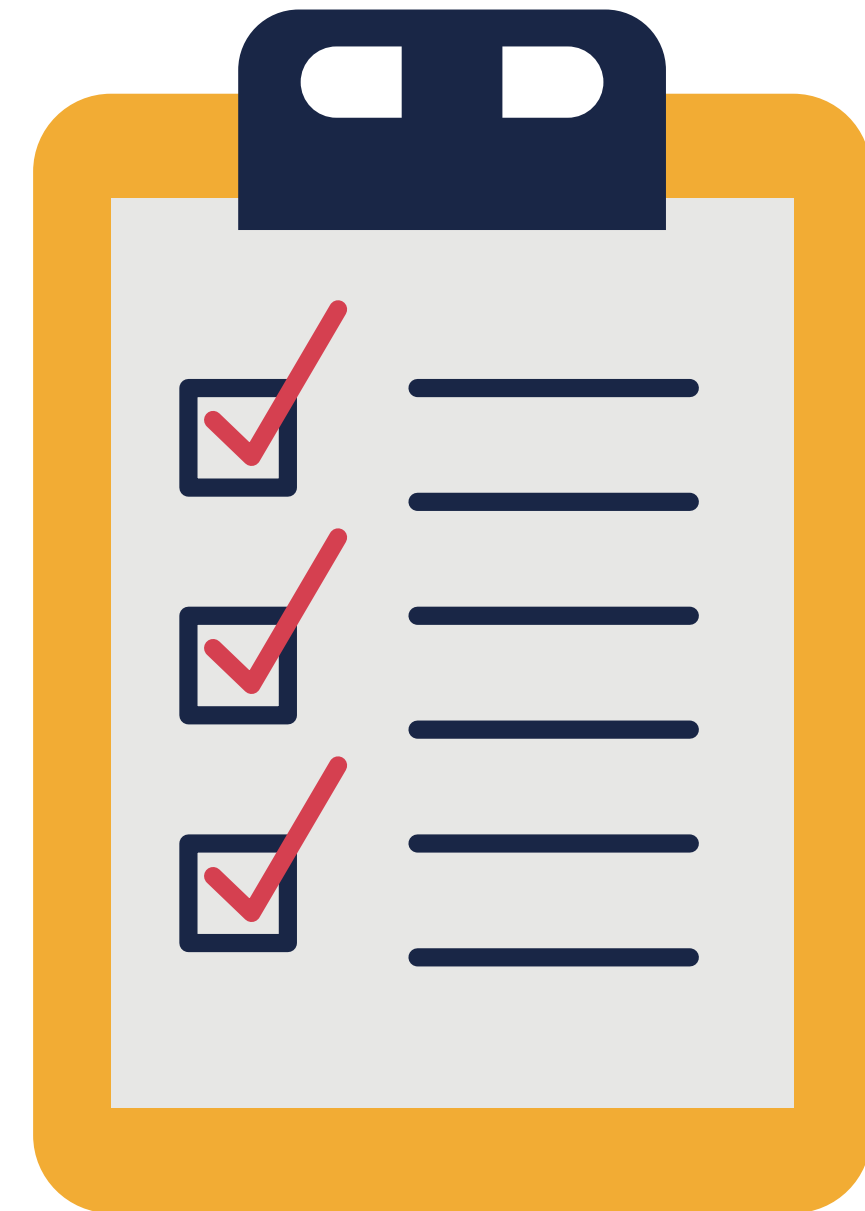
# Select a DDS location

- Note: Some cities/areas have only one DDS site, some have more. Use the zip code search feature for the client's location to determine available options.



# Preparing for Voter DDS Appointments

- VoteRiders supports its clients in obtaining their state-issued ID/DLs
  - We help make the appointments (and remind the clients about them)
  - We schedule and pay for rides to/from the DDS
  - We make sure clients are prepared for their appointments
    - Go over what they need to bring to the appointment
      - Documents
      - Payment (if applicable)
- We do our best to ensure a successful experience and outcome
  - Remind the client to bring your phone number with them to DDS so they can call if there are any problems
  - Remind the client to call when they are done at the DDS so you can send a ride to bring them back (if they don't have a phone, the DDS personnel will often make the call)





# GA ID/Driver License (DL) Costs

- At present, GA state IDs are \$32 – both new issuance and duplicates
- GA DL are \$32 for a standard license – new issuance or renewal
- VoteRiders does not pay for fines, reinstatement fees, insurance costs, etc.



# Lyft and Uber Ride Services

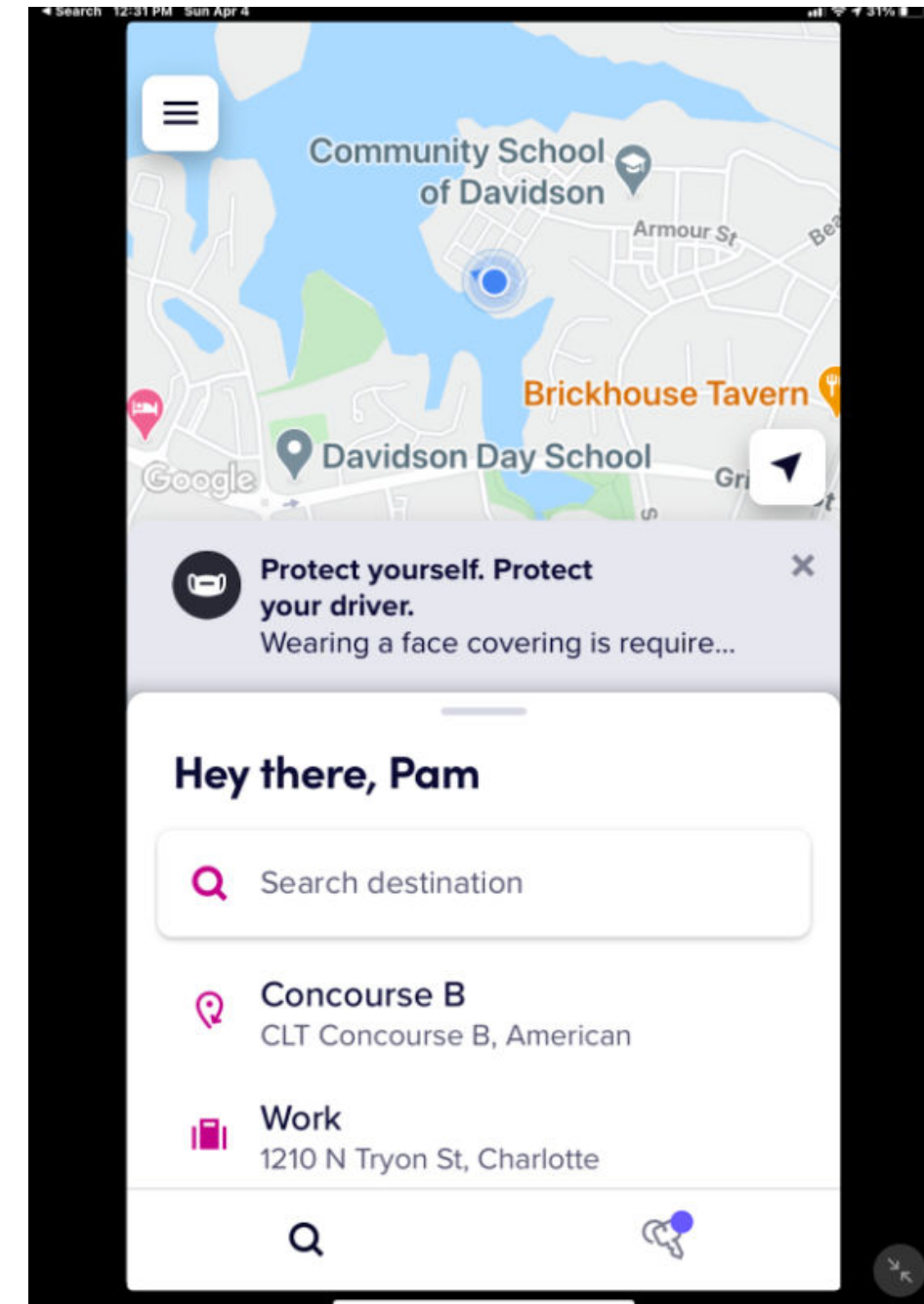
## (\*\*RideShare2Vote in the near future\*\*)

- VoteRiders' services include providing rides to ID-issuing agencies – in GA, this means the DDS
- Managing client rides can be challenging – both because the clients are not always reliable and accessible AND because the ride companies aren't always reliable
- For insurance reasons, VoteRiders does not directly provide voter transportation. Voter transportation is managed through partner organizations and vendors.
  - Surcharges or extensive distances or needs like handicap-accessible vehicles require approval from the ED.



# Tips for sending Clients to/from DDS

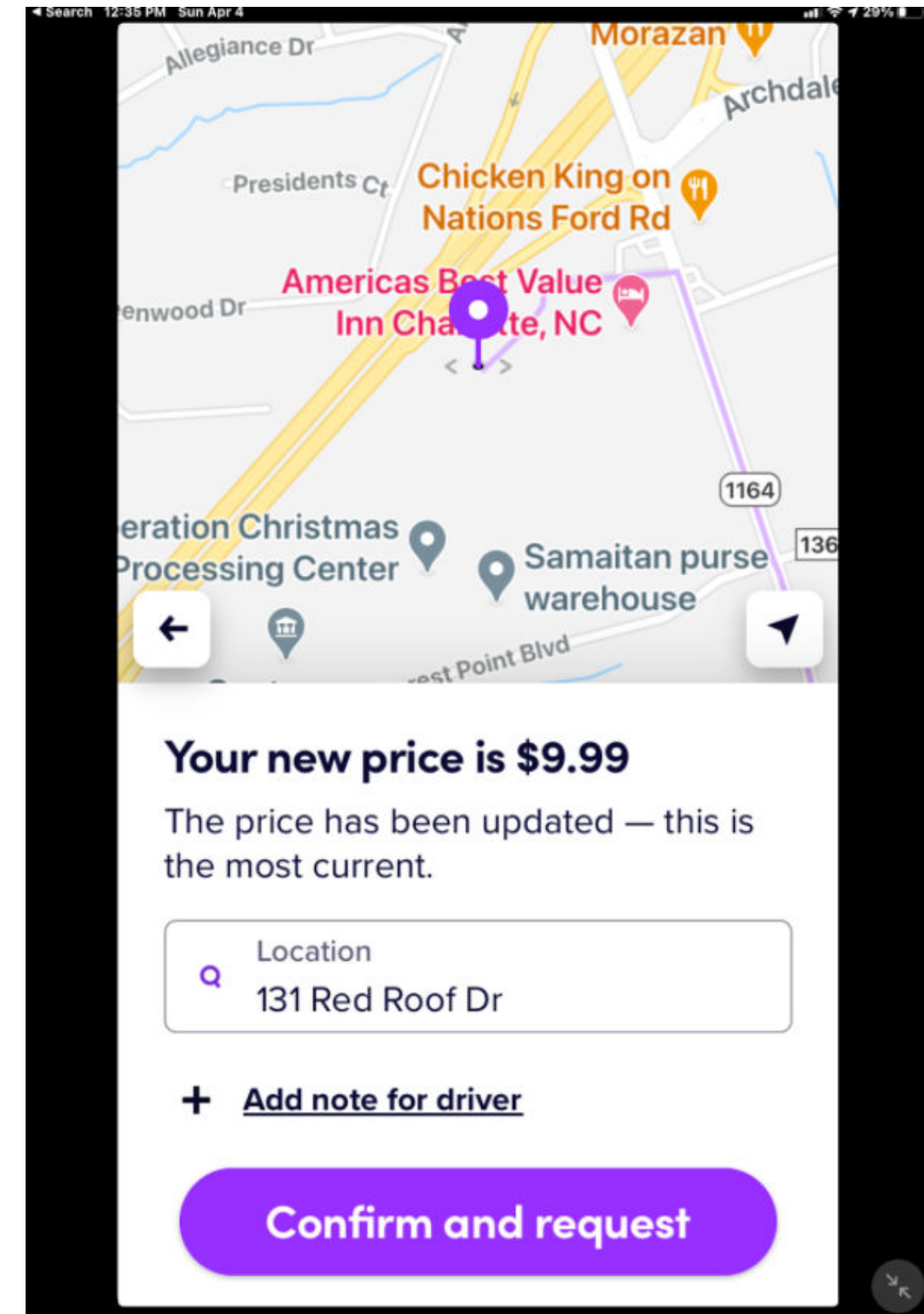
- Always call to remind the client the day before the appointment to make sure they can still make it – confirm all the details. Tell the voter to be ready up to 15 minutes earlier
- About 15 minutes before the agreed pick-up time, log into the Lyft/Uber app and plug in the pick-up and drop-off addresses (be sure that you've used the client's address,





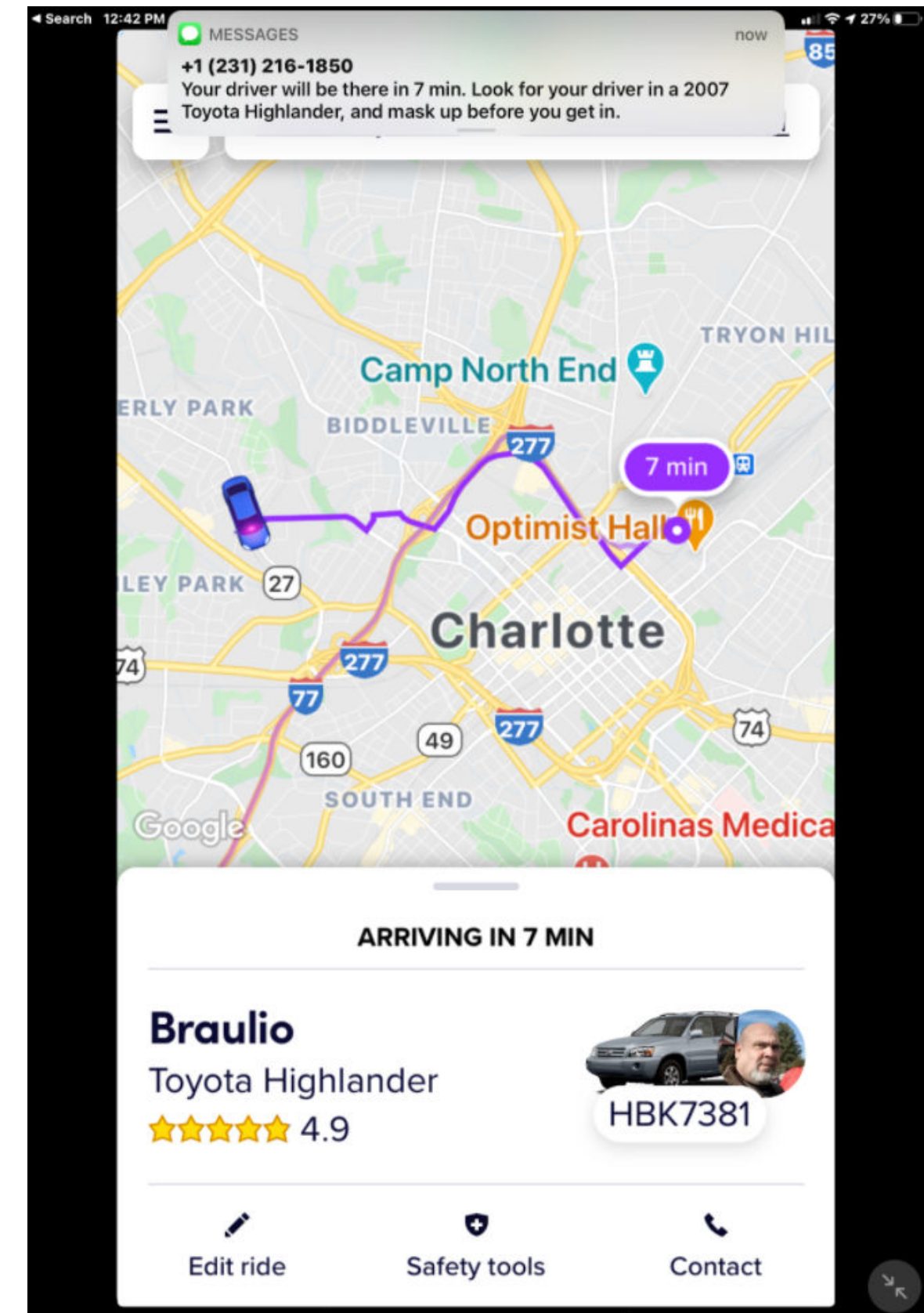
# Tips, continued...

- Generally, you should use the standard ride option
- The app will confirm the pick-up location and the price
- Click on “Add a note for driver” and type in “you’ll be picking up [Client] to go to the DDS”
- Click Confirm and Request



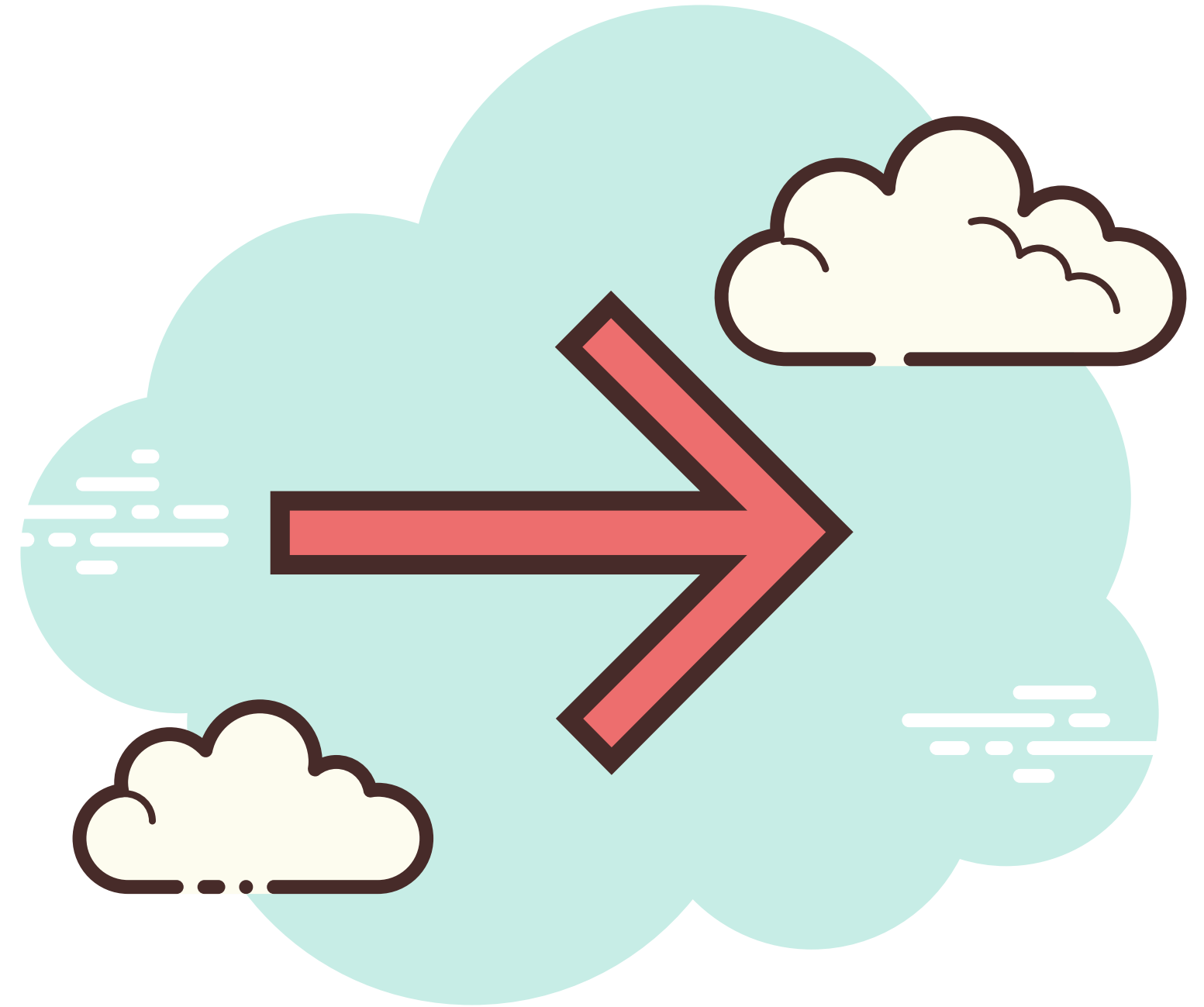
# Tips, continued...

- Call the client to confirm the ride has been ordered and that they need to go wait outside for their pickup
- Provide driver's name and make and color of the car
- Ask what the client is wearing so this information can be provided to the driver
- Remind the client to bring their documents and your phone number so that they can call you if there are problems and to get a ride back
- DDS personnel are generally willing to make this call



# Your Next Steps

- Review and familiarize yourself with the training deck
- Email us your questions!
  - email [volunteer@voteriders.org](mailto:volunteer@voteriders.org), so we can address them at the follow-up call
- Attend the follow-up call
  - if you are unavailable please email [sylvester@voteriders.org](mailto:sylvester@voteriders.org)





# Keep in touch!

@voteriders



QUESTIONS:

[georgia@voteriders.org](mailto:georgia@voteriders.org)  
[sylvester@voteriders.org](mailto:sylvester@voteriders.org)



 **VOTERIDERS**

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