



 **VOTERIDERS**

# Getting Started with Voter ID Work

## Training Deck

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# 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 is not easy for many citizens, and an ID is required to vote in many states.
- Barriers to getting ID include costs, limited or no DMV appointments, transportation and the need to have several key documents.
- VoteRiders is committed to helping 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 to get ID.
- 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 voters as possible.



# What VoteRiders Covers

- We pay the fees for birth certificates
- We pay the DMV cost for an ID or driver license
- We will pay for additional copies if lost, but no more than three total unless a later request is a renewal)





# What VoteRiders Does NOT Cover

- We **do not** pay for fines, reinstatement fees or insurance
- We **do not** pay for extra copies
- We typically **do not** pay for priority or expedited shipping



# 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 client know you are working on finding the answer. Only give information that you have confirmed.



# Where We Need You

## In-Person & Virtual Opportunities

- Provide in-person and/or virtual ID support to voters who have requested assistance through our partners or self-referral.
- Help confirm DMV (or other ID-issuing office) appointments and coordinate voter transportation.
- Find direct service providers in key communities where we are working and help us create new partnerships (and help more voters!).
- Provide administrative support: check our mailbox and deliver mail, followup with voters to see if their documents have arrived, etc.





# Where do we get voter leads from?

- VoteRiders receives referrals for eligible voters who may need ID help.
- Our referrals come from:
  - **Individuals** – People who call or text our Helpline
  - **Social Service Organizations** – Shelters and other support orgs
  - **Democracy Organizations** – Leads from Rock the Vote, Black Voters Matter, Florida Rights Restoration Coalition, etc.
  - **In-Person Events** – Some people may express they need ID help during an in-person Voter ID Clinic



# 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  
Salvation Army  
SABER  
**Are you registered to vote in NC?**  
**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: \_\_\_\_\_

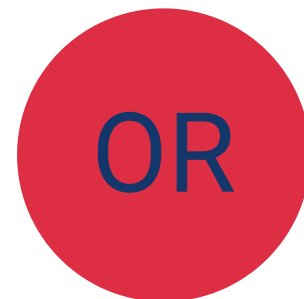
Birth Certificate Requested: \_\_\_\_\_

## • First, get to know your voter!

- o Have the ID Information Form in hand or have Zendesk open and 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 voter needs as specifically as possible. Most voters 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 their state, or if they've just lost their ID/DL and need a replacement.



# Getting Started - Collecting Info



## 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  
 Salvation Army  
 SABER  
**Are you registered to vote in NC?**  
**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*
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- 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: \_\_\_\_\_

Organization (create)
Ronnie
OPEN
Ticket #

Requester
Ronnie

Assignee\*
take it
ID/VoteRiders ID Assist

Followers
follow

Form
ID

Tags
fl x fl x fl\_hep x hep x pending\_initial\_contact x

Client Personal Information

Needs

Person Helping
-

ID\_Progress
Pending Initial Contact

ID\_Progress\_Notes
05/27 VM#1

State\*
FL

Apply macro

ID Referral from FL\_HEP - Client Name: Ronnie
Via API

VoteRiders ID Assist
Assign
Referred by: FL\_HEP
Client name: Ronnie
Client Phone: No Phone
Client Address: Clearwater florida
Alternate Contact:
Alternate Contact Phone: 5944
Needs: Birth Certificate
Born in FL
Other information provided: Clients wants his Birth Certificate mailed/ Contact Case Manger client


VoteRiders ID Assist
Assign
Internal
JSG - called.

Internal note

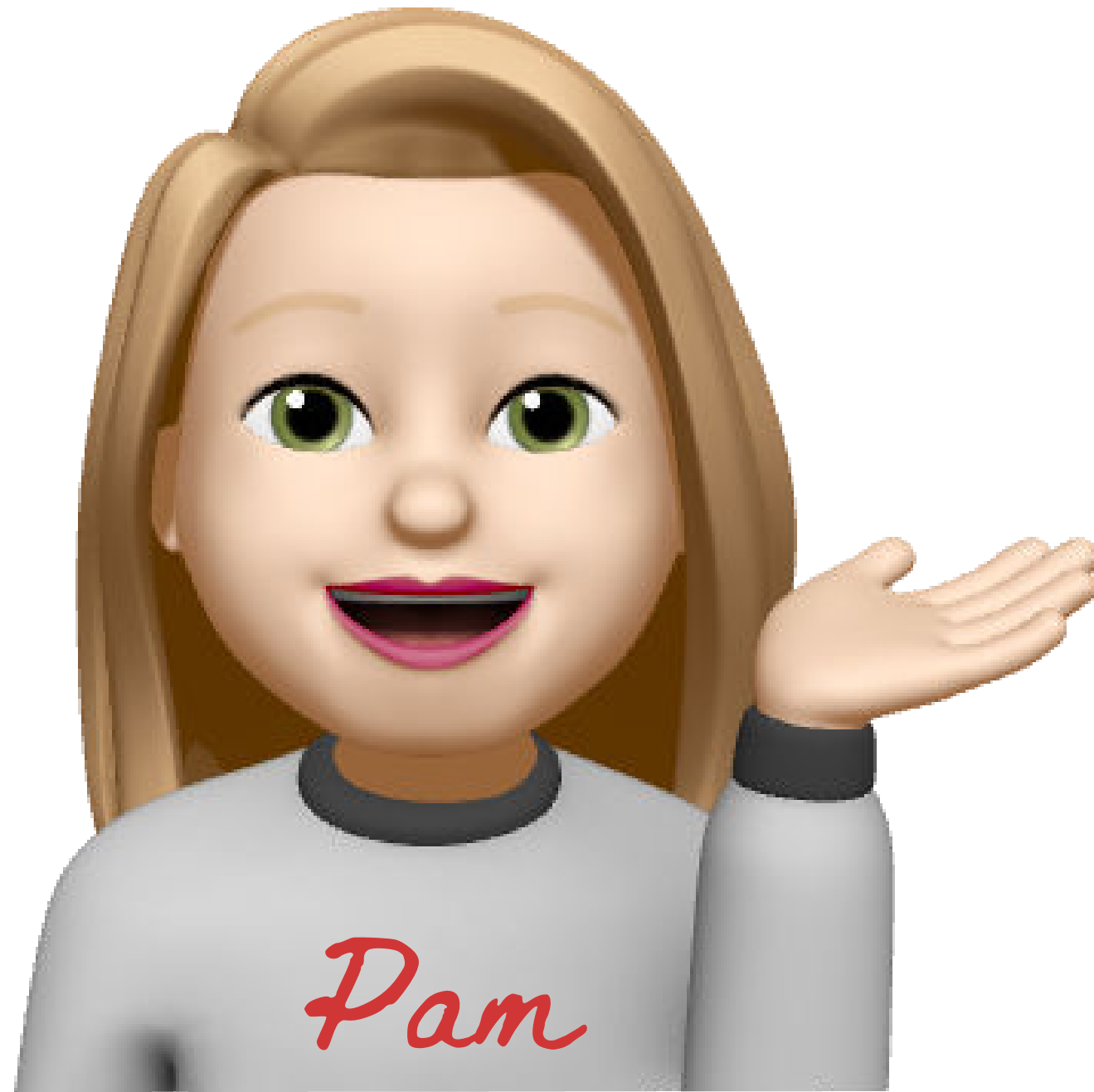



# Getting Started, continued...



- 
- Make sure you get the essential information from your voter:
    - Name
    - Current address (including apartment or room number)
    - Date and place of birth
    - (city, county, state)
    - Social security number
    - Parents' names (including mother's maiden name)
    - Phone number/Email
    - Whether they've had an ID/DL before In the state

# Getting Started, continued...



- 
- We've got your back!
    - Pam Pearson, VoteRiders' National Voter ID Assistance Director, is always available to answer any questions and handle sticky situations or unique problems. Call, text or email her at 704-641-4845 / [pam@voteriders.org](mailto:pam@voteriders.org).
  - For state-specific questions please reach out to the appropriate state-based coordinator or organizer
    - Pam Pearson (NC) [pam@voteriders.org](mailto:pam@voteriders.org)
    - Sylvester Johnson (GA) [sylvester@voteriders.org](mailto:sylvester@voteriders.org)
    - Monica Spencer (GA) [monica@voteriders.org](mailto:monica@voteriders.org)
    - Jazlyn Gallego (FL) [jazlyn@voteriders.org](mailto:jazlyn@voteriders.org)
    - Nick Ramos (WI) [nick@voteriders](mailto:nick@voteriders.org)
    - Selene Gomez (TX) [selene@voteriders.org](mailto:selene@voteriders.org)
  - You've got this!
    - There's a lot to learn, but you can do it
    - Our voters are patient and appreciate you
    - You'll be making a difference in people's lives



# **Most common requirements for getting a state-issued driver license or non-driver ID:**

## **The 4 most common types of documentation needed:**

1. Proof of identity – original documents only
2. Proof of social security number
3. Proof of residency
4. Proof of Citizenship

**[Click here to visit the state-specific appendix to find out what's needed in your voter's state.](#)**



# Getting Proof of Identity - BC Basics

- 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 voter on the ID information form
  - Ask if the voter has an in-state 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 voter had an out-of-state ID that is still valid but has lost it, see if a duplicate can be ordered
- If the voter 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 DMV, you may be able to use it when ordering a birth certificate.*



# Getting Proof of Identity, continued...

- Check to see if the county or state has a website on which a birth certificate can be ordered - this should be the first step and be sure that the site is actually a government site as opposed to a third-party site that has a web address that sounds “official.” (Check state-specific appendix for more information).
  - Ordering directly from a government site will typically be less expensive (and therefore preferred).
  - For example, in North Carolina, most birth certificates can be ordered online directly from the county vital records department for a nominal cost (less than \$15).
- Many states now 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.

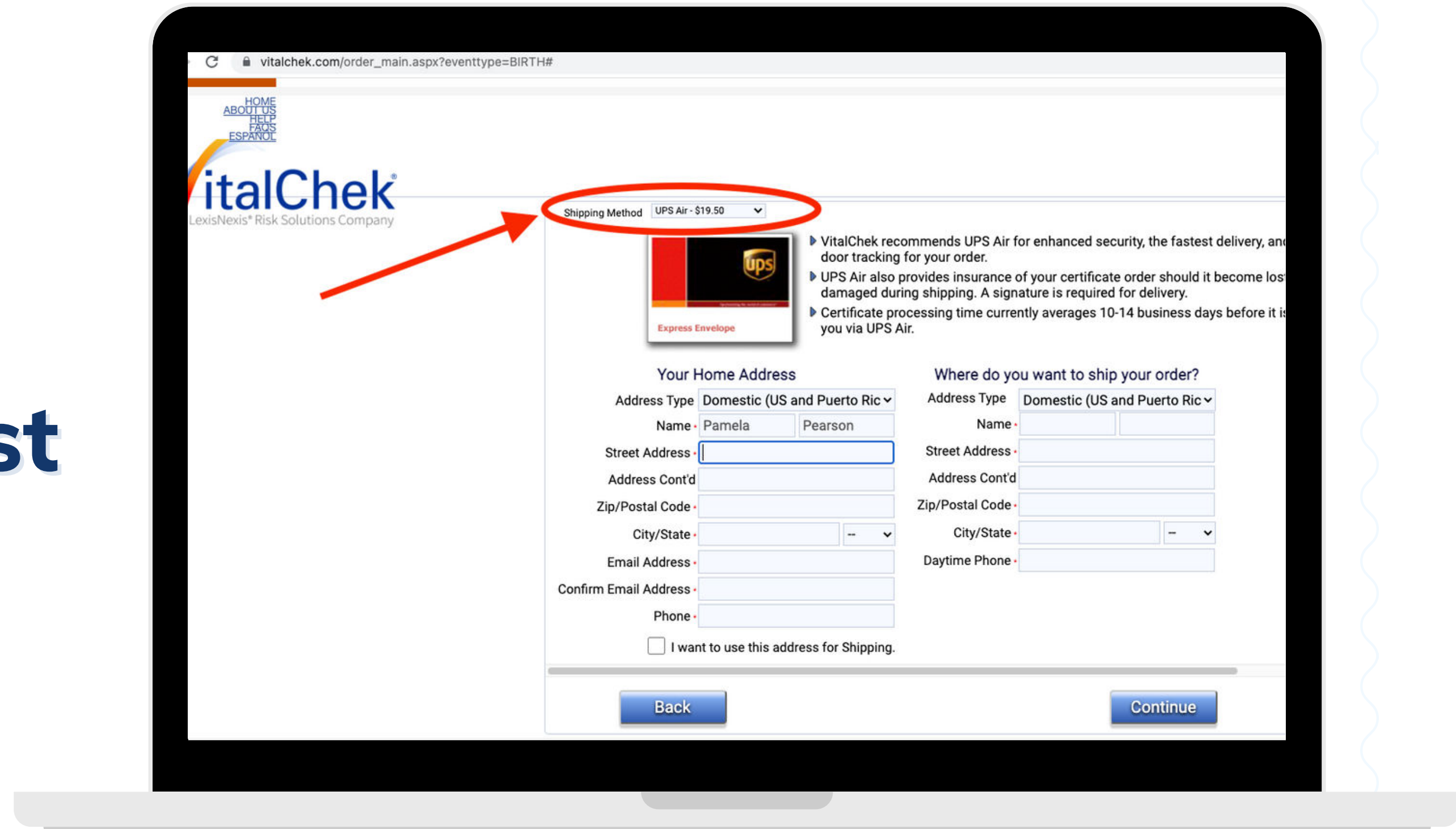


# Sample VitalChek initial order page

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. On the right side of the page, there is an 'Order Summary' section. It includes the heading 'Information about the event:', a thumbnail image of a 'Birth Certificate' with 'Sample' text, and the text 'Government Issued'. Below this, it states: 'VitalChek is a fast and convenient way to order certified government-issued vital records online -- usually taking less than 10 minutes.' and 'For over 20 years, VitalChek has had direct relationships with the agencies issuing vital records, and are currently officially authorized with over 300 state and local governments nationwide.' At the bottom of the summary is an 'Order Tips' section with a link: 'Why do you need to know if I am ordering my own certificate?'.



# VitalChek: Shipping Cost




vitalchek.com/order\_main.aspx?eventtype=BIRTH#

HOME  
ABOUT US  
HELP  
FAQS  
ESPAÑOL

**vitalChek**  
LexisNexis® Risk Solutions Company

Shipping Method: UPS Air - \$19.50

  
Express Envelope

VitalChek recommends UPS Air for enhanced security, the fastest delivery, and door tracking for your order.  
UPS Air also provides insurance of your certificate order should it become lost or damaged during shipping. A signature is required for delivery.  
Certificate processing time currently averages 10-14 business days before it is shipped to you via UPS Air.

**Your Home Address**

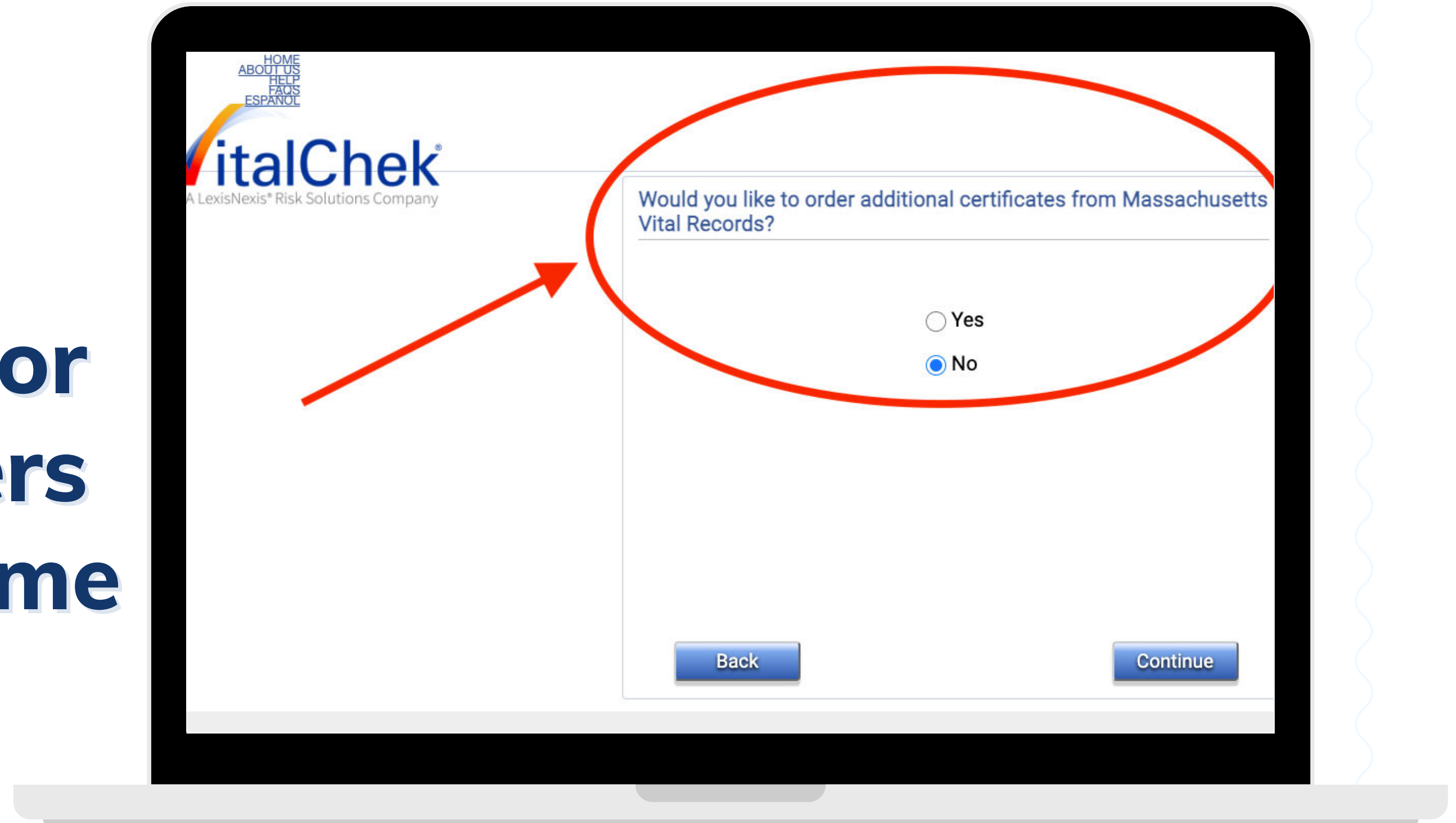
Address Type: Domestic (US and Puerto Rico)  
Name: Pamela Pearson  
Street Address:   
Address Cont'd:   
Zip/Postal Code:   
City/State:  --   
Email Address:   
Confirm Email Address:   
Phone:   
☐ I want to use this address for Shipping.

**Where do you want to ship your order?**

Address Type: Domestic (US and Puerto Rico)  
Name:    
Street Address:   
Address Cont'd:   
Zip/Postal Code:   
City/State:  --   
Daytime Phone:

Back Continue

# **VitalChek:** **Ordering** **multiple BCs for** **family members** **born in the same** **state**



# Getting Proof of Identity - How to Apply

- Birth certificate orders can be placed whether you are working with the voter either in person or over the phone
  - Either way, the voter will need to work with you to complete the application
  - As you begin the process, be sure to ask the voter for permission to complete the form on their behalf
  - As you work through the application, explain to the voter what you are doing, and request permission to type their name into signature fields and initial boxes
  - If the voter 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 Proof of Identity - Challenge Questions

- Many states and counties include “challenge questions” at the end of the application to protect against identity theft, so you must have the voter available either in person or on the phone to answer them
- They often include identifying addresses or counties where the voter has [or has not] lived, area codes and phone numbers that they recognize as theirs, their zodiac sign (!) and the names of close relatives
- If the voter can correctly answer these questions, uploading a copy of ID may not be required and will expedite the ordering process



# Getting Proof of Identity - Contact Info

- Other notes:
  - The application will typically ask for an email address and phone number. Since many voters do not have email that they check regularly, it may make sense to use your email so that you will be alerted if there are issues with the application. If you are going to put your email and/or phone number on the application, ask the voter for permission and explain why you are doing so.
  - The applications usually ask for three addresses: the voter's residential address, a shipping address, and a billing address. Some states require that the shipping address and billing address be the same. In this case, you will have to arrange for the birth certificate to be shipped to you since you will be paying for the birth certificate. Again, be sure to explain to the voter why you are doing this and that you will deliver the birth certificate to them as soon as it arrives.



# Getting Proof of Identity - Finishing Up

- When you get to the payment screen, especially with VitalChek, be sure to select the shipping method “US Mail” if available, to avoid expensive UPS or other next-day shipping costs. The field isn’t always prominent (usually top of the page), and the default is often the more expensive option.
- It’s important to keep a record of the orders you place for voters, both so you can be reimbursed (and VoteRiders can track its expenses) and so you can check the order status as needed. When you complete an order, you should screenshot the page to capture the order number and amount paid, especially if you did not use your email address on the order and so will not be receiving an order confirmation. Save the screenshot or print it out so you can include it with your expense report. You may also want to attach a copy to the voter's ID Information page.





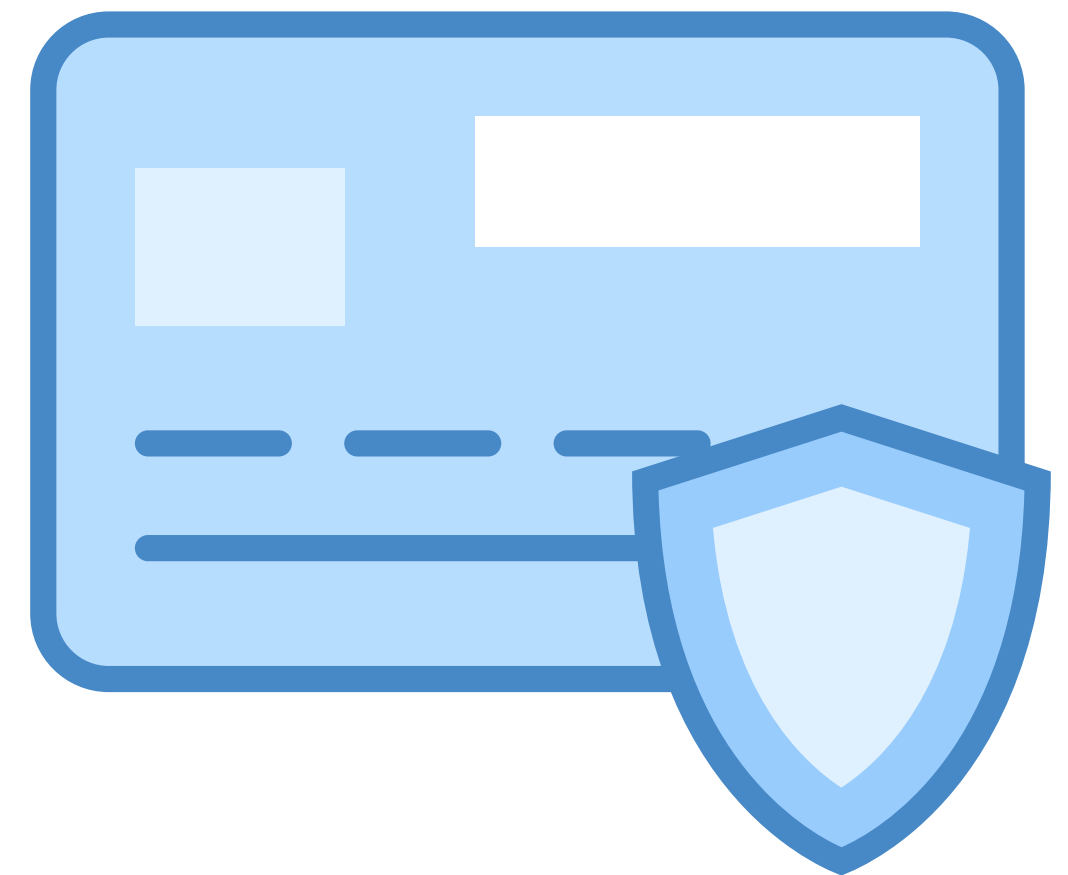
# Getting Proof of Identity - Other Options

- Examples of alternatives to getting a birth certificate for proof of identity\_ (check state-specific appendix for state rules).
  - Certified out-of-state driving record
  - School transcript signed by a school official, or diploma or GED from a school, community college or university
  - Tax forms with the voter's full name and SSN
  - Certain court documents (divorce decree, name change court order, adoption papers)

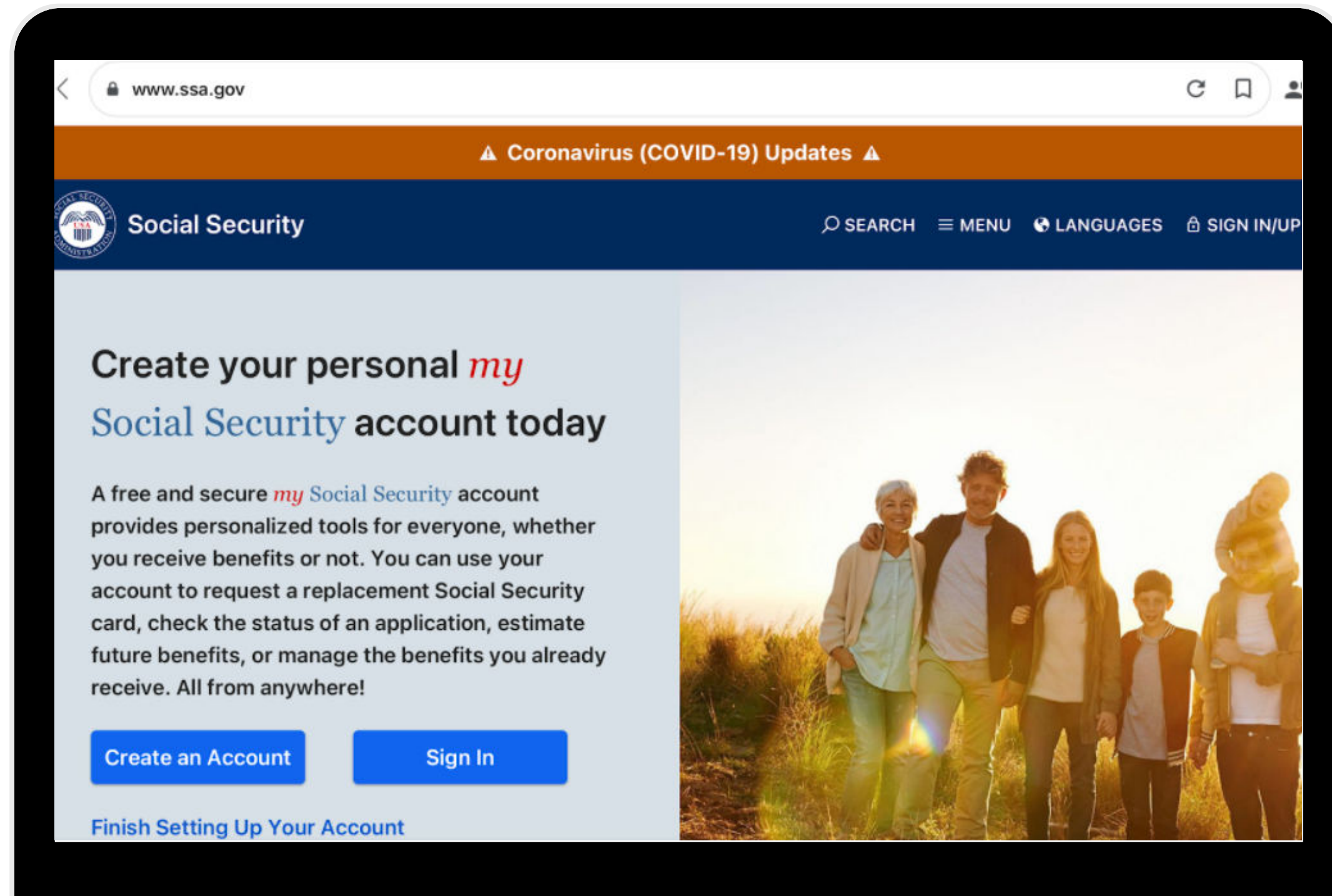


# Getting a Social Security Card with a Credit Card

- 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 WITHOUT a Credit Card

- 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 voter'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 **WITHOUT** a Credit 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 or Medicaid card
- Note: Birth certificates are not accepted, nor are Social Security records



# SS-5 Form

SS-5 (10-2021) UF

11-2019) UF Until Stock Is Exhausted

AL SECURITY ADMINISTRATION

Page 1

OMB No. 0960-

Application for a Social Security Card

|  |  |  |  |
|--|--|--|--|
| NAME<br>TO BE SHOWN ON CARD  | First  | Full Middle Name   | Last   |
| FULL NAME AT BIRTH<br>IF OTHER THAN ABOVE  | First  | Full Middle Name   | Last   |
| OTHER NAMES USED   |  |  |  |
| Social Security number previously assigned to the person listed in item 1  | <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>  |  |  |
| PLACE OF BIRTH<br>(Do Not Abbreviate)  | City   | State or Foreign Country                                   | <div>Office Use Only</div> <div>4</div> <div>DATE OF BIRTH</div> <div>MM/DD/YYYY</div>   |
| CITIZENSHIP<br>(Check One)   | <input type="checkbox"/> U.S. Citizen <input type="checkbox"/> Legal Alien Allowed To Work <input type="checkbox"/> Legal Alien Not Allowed To Work (See Instructions On Page 3) <input type="checkbox"/> Other (See Instructions On Page 3) |  |  |
| ETHNICITY<br>Are You Hispanic or Latino?<br>(Your Response is Voluntary)   | 7  | RACE<br>Select One or More<br>(Your Response is Voluntary) | <input type="checkbox"/> Native Hawaiian <input type="checkbox"/> American Indian <input type="checkbox"/> Other Pacific Islander <input type="checkbox"/> Alaska Native <input type="checkbox"/> Black/African American <input type="checkbox"/> Asian <input type="checkbox"/> White |
| SEX  | <input type="checkbox"/> Male <input type="checkbox"/> Female  |  |  |
| A. PARENT/ MOTHER'S NAME AT HER BIRTH  | First  | Full Middle Name   | Last   |
| B. PARENT/ MOTHER'S SOCIAL SECURITY NUMBER (See instructions for 9B on Page 3)   | <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <input type="checkbox"/> Unknown   |  |  |
| A. PARENT/ FATHER'S NAME   | First  | Full Middle Name   | Last   |
| B. PARENT/ FATHER'S SOCIAL SECURITY NUMBER (See instructions for 10B on Page 3)  | <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <input type="checkbox"/> Unknown   |  |  |
| Has the person listed in item 1 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 12-13) <input type="checkbox"/> No <input type="checkbox"/> Don't Know (If "don't know," skip to question 14.) |  |  |  |
| Name shown on the most recent Social Security card issued for the person listed in item 1  | First  | Full Middle Name   | Last   |



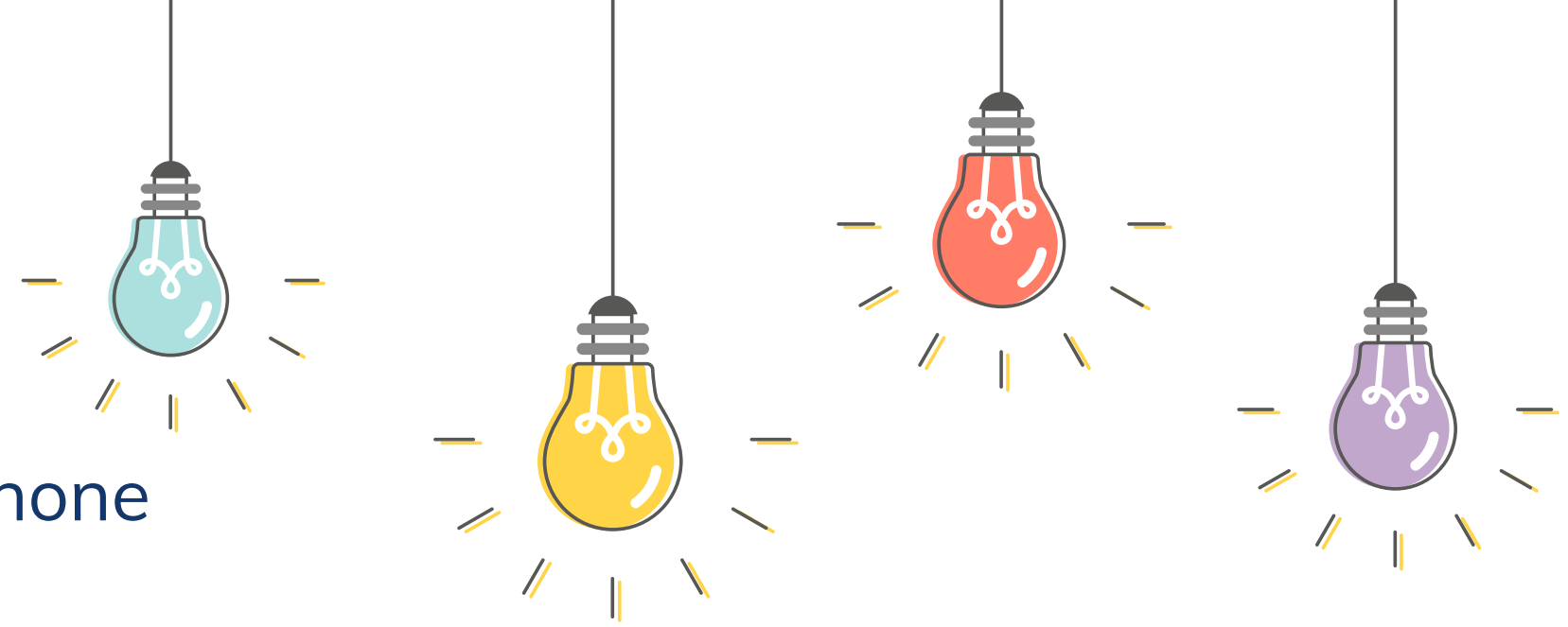
# Getting Your Voter's ID

Visit the [state-specific appendix](#) to learn how to:

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



# DMV/Appointment Tips



- Some voters do not have phone numbers – but a phone number is required
- Only two appointments can be scheduled at a time per phone number, so if you use yours, remember this limitation
- Take a screenshot of the appointment confirmation – you can print and give a copy to a voter without a phone or who may find a visual reminder helpful – this will also help us keep track of upcoming appointments
- We are currently using a shared Google Sheet that tracks all of the upcoming voter appointments and details

# Preparing for Voter DMV Appointments

- VoteRiders supports its voters in obtaining their state-issued ID/DLs
  - We help make the appointments (and remind the voters about them)
  - We schedule and pay for rides to/from the DMV
  - We make sure voters are prepared for their appointments
    - Go over what they need to bring to the appointment
      - Documents
      - Payment (if applicable)



# State ID/Driver License (DL) Costs

- Check [state-specific appendix](#) for ID/DL costs in your voter's state.
- VoteRiders does not pay for fines, reinstatement fees, insurance costs, etc.





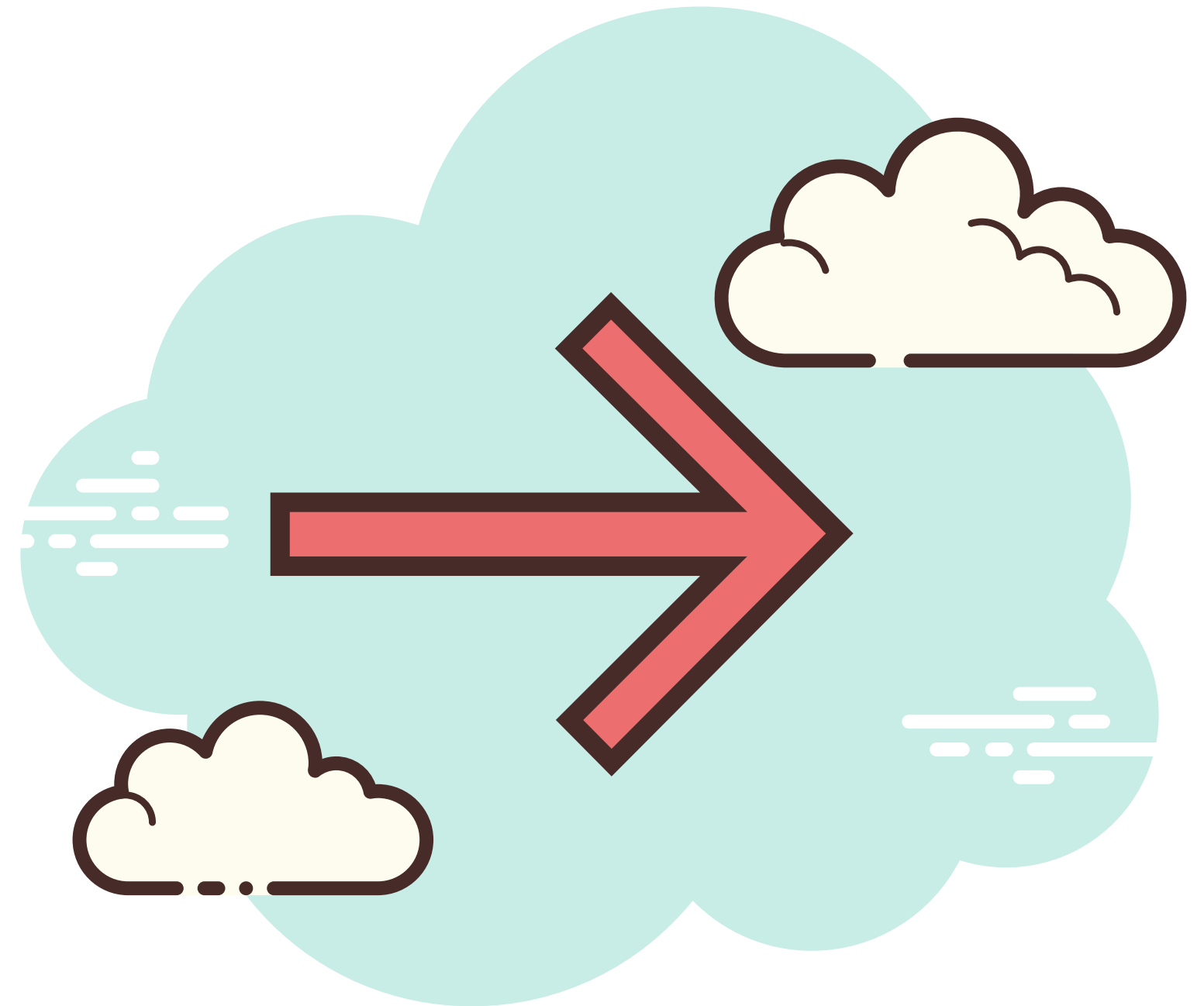
# Lyft & Uber Ride Services

- VoteRiders' services include providing rides to ID-issuing agencies – DMV/SSA
- As an ID Assistance volunteer, you do not need to order or manage voter rides, however, if you are interested, please email [volunteer@voteriders.org](mailto:volunteer@voteriders.org).



# Next Steps

- Review and familiarize yourself with the training deck and your preferred state's appendix.
  - Deck: [voteriders.org/VIDtraining](https://voteriders.org/VIDtraining)
  - State appendices will be linked in follow-up email
- Get a Google Voice number!
- Attend two buddy trainings.
  - Sign up here: [voteriders.org/buddy](https://voteriders.org/buddy)
- Email us your questions!
  - email [Pam@voteriders.org](mailto:Pam@voteriders.org) or [Volunteer@voteriders.org](mailto:Volunteer@voteriders.org)





# Keep in touch!

@voteriders



QUESTIONS:

[pam@voteriders.org](mailto:pam@voteriders.org)

704-641-4845

