

Additional FAQs – Installation Voter Assistance Office

Who is the installation commander? Is it the garrison commander?

The installation commander is the designated post/base/garrison commander. It is recognized that the installation commander may be junior to the commanders of tenant commands. For Joint bases, it is the commander from the lead Service as designated in the joint service agreement.

Can each Service determine the office's hours of operation?

Normal hours of operation can be defined by Service, but must be aligned with the normal hours of operation provided by other installation services (i.e., two days a week, 1100-1200 would not constitute normal hours of operation). The service hours for the office shall be the same as the service hours of the co-located office. Please note that the individual(s) assigned to provide voter assistance at the office may be assigned other/additional responsibilities but must be available to provide the voter assistance within a reasonable timeframe.

On joint installations, should each Service represented on the base have an office?

Generally, a single office would be established and would report to the installation commander for the lead Service. However, there is nothing that prohibits the installation commander from establishing separate offices for each Service represented on base. This might be appropriate if each Service conducts separate check-in/check-out processing. Offices are encouraged to assist individuals from all represented Services.

Is FVAP providing funding for all installations to hire a full-time employee to run the installation voter assistance office?

No, funding for office expenses, including personnel, must be budgeted for by the individual Service..

Could contractors be designated to run this office? If ID cards are being issued by contractors, could this responsibility be written into an existing contract?

There is nothing written in the requirement to suggest that a trained contractor could not do this function.

Can UVAOs continue to have the task of in- and out-processing as long as the responsibility of ensuring this service is being provided to service members, their dependents, and spouses remains with the installation voter assistance office?

UVAOs can assist in processing incoming/detaching members. However, in fulfilling this duty, they must offer to provide assistance in completing and mailing the form to the local election office. Additionally, UVAOs must coordinate their activities with the office and must keep metrics of the voting assistance provided (number of citizens assisted, number of FPCAs and NVRFs provided, number of FPCAs and NVRFs mailed, and number of FPCAs and NVRFs taken away by applicants).

Ultimately, all U.S. citizens on an installation must have access to voter registration services. This includes 1) being provided the form necessary to register (FPCA or NVRF), 2) assistance in filling out the form, and 3) assistance in mailing the form.

If a military member is stationed within his/her voting district, which registration form should they complete?

Local voters, either military or civilian, should register using the NVRF. Local military voters (and their dependents) do not have UOCAVA rights unless they are transferred from their legal voting residence.



When including a visit to the office on in-processing checklists, who is authorized to sign off that line item for the installation voter assistance office? For example, could an individual who is providing another service (e.g., ID Card) ask whether the applicant required voting assistance and if the answer was "No" sign off on a checklist as long as if the answer was "Yes" they directed them to the installation voter assistance office, or got a designated personnel to provide assistance?

No. Only individuals designated to provide voting assistance may sign off on the in-processing checklists.

As part of the metrics requirement, what is meant by providing assistance? If someone comes to the office (as part of in processing) and does not want an FPCA, are they included in the metrics as having been assisted?

Everyone who comes to the installation voter assistance office with a voting-related question or needing a voter registration form should be counted in the "citizens assisted" metric. Individuals who come to the Office to get a signature for their check-in sheet but do not want voting assistance should not be counted as part of that metric

Who receives the monthly metrics?

They should be routed through the SVAO on a monthly basis and provided to FVAP.

Will there be a postage-paid envelope template that can be used for the NVRF? Can the postage-paid template available on www.fvap.gov be used to mail the NVRF?

There is no postage-paid envelope available for the NVRF. Government postage can be used to mail the NVRF, but the postage-paid envelope with the 39 USC 3406 indicia can only be used for UOCAVA voters for election materials, including the FPCA and the FWAB.

How should information saved on a computer during an email transmission be handled?

When sharing a computer used for voting assistance purposes, service level Personally Identifiable Information (PII) requirements should be followed.

There are concerns about completed copies of the forms being in the office for up to 5 days. Will the DoD guidance on operating these offices include guidance on handling and storing personally identifiable information?

The office will have to forward NVRFs and FPCAs to the appropriate election offices within 5 calendar days. If the forms are mailed the same day, there would be no need to store them. However, if they are retained overnight or longer, they should be placed in a locked container if they are not in sealed envelopes or sealed post card applications.

At OCONOS locations, can local nationals (e.g., Japanese citizens) staff the office?

Yes, local nationals can staff the office as long as they have completed the necessary training. However, they may not be able to act as a witness for some State forms.

Can the NVRF be sent through base official mail? Official mail receives an ink stamp rather than a postage stamp, and is not the same as metered mail.

Yes. The official mail processing should indicate the date of mailing on the envelope.



What level of assistance is the IVA Office required to provide to civilians beyond the NVRF? For example, a Wyoming resident may not register to vote through the mail with the NVRF. Must the office provide assistance to this civilian in any other way?

In these cases, the Office should provide information on how to register to vote, how to contact the local election office, and general voting information.

Can/should office personnel complete this form for others (e.g., Commanding Officer or Disabled Individual)?

Office personnel can offer this form of assistance, if the applicant provides his/her personal information to the office. However, the applicant must sign the forms.