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**Sent:** Wednesday, October 21, 2009 12:19 PM  
**To:** 'Doug Hess'  
**Cc:** Nicole Kovite; Teresa James; Yolanda Sheffield  
**Subject:** RE: Revised Colorado Voter Registration form for NVRA agencies

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As always, if you have any questions do not hesitate to contact us.

Regards,

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## Research Intern

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I hope you find this information useful. As always, if you have any questions, please let us know.

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**Sent:** Wednesday, October 28, 2009 7:35 PM  
**To:** Nicole Kovite  
**Cc:** Christi Heppard; Teresa James; Yolanda Sheffield; Wayne Munster  
**Subject:** Re: Revised Colorado Voter Registration form for NVRA agencies

That is amazing, Christi. Does the mailing all go out at once in November? I assume if people are going to return the forms they would return it fairly soon (i.e., in the first week or two at most), so perhaps a few counties might notice and be able to report a surge in forms?

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Thank you for the update and for considering our suggestions. The 42,000 mailer is wonderful news! Congratulations!

Nicole

On 10/28/09 6:07 PM, "Christi Heppard" <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)> wrote:

Nicole,

Thank you for providing your feedback on the voter registration application that will be centrally mailed with all of Colorado's service renewal/recertification applications. We appreciate your comments and like you, we look forward to releasing the "new" voter registration form, which is currently in the public comment period.

To answer questions presented in your email below:

1. At this time, we are not planning to include a cover sheet with these centrally mailed forms. However, we would be happy to discuss the proposal with you.
2. We are not currently planning on sending a "self-mailer envelope", but would be happy to discuss that, as well.
3. Because of your concern regarding the placement of information for returning/mailing the completed application back to the agency or county clerk, we added additional emphasis to the return instructions.

The first central mailing of this application will be included with CDHS' November mailing; we expect to reach approximately 42,000 individuals with each month's mailing.

I hope you find this information useful. As always, if you have any questions, please let us know.

Regards,

*Christi Heppard*  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)

[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

**From:** Nicole Kovite [<mailto:nkovite@projectvote.org>]  
**Sent:** Thursday, October 22, 2009 4:42 PM  
**To:** Christi Heppard; Doug Hess  
**Cc:** Teresa James; Yolanda Sheffield  
**Subject:** Re: Revised Colorado Voter Registration form for NVRA agencies

Christi:

Thank you for your patience while we reviewed the form. Unfortunately, you sent your initial request for review on a day and time when the entire Project Vote staff was on a plane to a meeting, so the email got buried. Our apologies.

Here are our comments:

1. The Identification section asks for the last 4 digits of the social security number, but the box for the applicant to fill out has spaces for the entire SSN. This may be confusing to some voters. We suggest you ask for the last 4 digits and leave 4 blank spaces for the applicant to fill in (with an obvious instruction that the 4 spaces are for the last 4 of the SSN – we understand the original thinking behind including all 9 spaces is probably that people would most easily recognize that space as requiring SSN information.
2. Will there be a cover sheet that includes instruction on what the form is and where to send it? (“If you are not registered to vote or are not registered to vote where you live now, you can register by filling out the attached application and mailing to: \_\_\_\_\_. You can also return the completed form to any CDHS office where staff are available to assist you in filling out the form.”) We understand that the mailing address is on the back of the current form, but it is quite buried in a lot of text. Many applicants may be too overwhelmed by the amount of text on this form to read through it carefully to try and locate the instructions for where to send it. If you choose not to include a separate page with the basic instructions on where to mail, we would encourage you to move the mailing information to the top of the form in bold print or with some other way to make it stand out from the rest of the text. (It took us a while to find the mailing information, and we are quite accustomed to reading VR applications.) Is there a self-mailer envelope? Are clients encouraged to return the form in the packet they use to mail their recertification materials? This may simplify the mailing process for the client.
3. While we understand your intent to use the new, designed form to replace this form in the future, we would urge you to adopt the self-affirmation language in the new form immediately. The current agency form has a disclaimer under the “READ, SIGN AND DATE” line that includes an affirmation that “You intend to claim the present address as your sole legal place of residence, and in so doing, abandon claim to any other legal residence....” It then goes on to talk about taxes and concludes with the warning that if the self-affirmation is not true, you could be prosecuted. This paragraph is confusing and feels threatening as a result. (Do I have another “legal residence?” What would I be abandoning? How does this affect my tax return?) We noticed that the new, designed form does not include the wording of this particular paragraph – instead, the new form includes a fairly innocuous affirmation of claiming no other place as a legal resident. We think the new form is a great design and the wording of the disclaimer should do nothing to deter anyone from registering. We would urge you to use the self affirmation language from the new form in the current agency form in this mailing.

4. Needless to say, this form is "busy." We fully support moving to the new, designed form as soon as possible.

Thank you for giving us the opportunity to contribute feedback. Please let us know if we can assist further.

Nicole

---

On 10/22/09 12:27 PM, "Christi Heppard" <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)> wrote:  
Doug,

We just received an update from our state print shop. If I can get this approved form to them by tomorrow, Friday, October 23, 2009, we can make the November mailing for CDHS (approximately 42,000 mailings). Otherwise we will have to wait for the December mailing. As such, do you think you guys can get us comments by the end of the day?

-Christi

**From:** Christi Heppard  
**Sent:** Wednesday, October 21, 2009 12:19 PM  
**To:** 'Doug Hess'  
**Cc:** Nicole Kovite; Teresa James; Yolanda Sheffield  
**Subject:** RE: Revised Colorado Voter Registration form for NVRA agencies

Doug,

To clarify, the voter registration application will be changing to light green and we will track the amount of forms mailed through the state DHS office (which will supplement the Survey Monkey figures). Currently, about 42,000 packets are mailed monthly. Let me know if you need anything else.

-Christi

**From:** Doug Hess [<mailto:douglasrhess@gmail.com>]  
**Sent:** Wednesday, October 21, 2009 12:09 PM  
**To:** Christi Heppard  
**Cc:** Nicole Kovite; Teresa James; Yolanda Sheffield  
**Subject:** Re: Revised Colorado Voter Registration form for NVRA agencies

Hey, all. Should we discuss this tomorrow? I think the most important thing is that data is tracked from these mailings. So the form needs to be identifiable. I think they said they were going to use a color for these, but I forget. I may have sent around some earlier comments as well, but if not I can resend them.

Doug Hess  
202-277-6400 (cell)

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On Wed, Oct 21, 2009 at 2:06 PM, Christi Heppard <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)> wrote:

Project Vote team,

I haven't received any feedback regarding the proposed interim agency-based voter registration application and wondered if you needed additional time to review or if you had no recommended modifications. We would like to submit this print order in the next few days so that the applications can be included in CDHS' upcoming batch of centrally-mailed renewal of service packets. Please let me know if you need more time to respond or if you are comfortable with the draft as proposed.

As always, if you have any questions do not hesitate to contact us.

Regards,

Christi

***Christi Heppard***  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

**From:** Christi Heppard  
**Sent:** Tuesday, October 13, 2009 5:08 PM  
**To:** 'Nicole Kovite'; Teresa James; Yolanda Sheffield; Doug Hess  
**Cc:** Judd Choate; Wayne Munster  
**Subject:** Revised Colorado Voter Registration form for NVRA agencies

Project Vote team,

As we have discussed on several occasions, Colorado will begin including a voter registration application with the centrally-mailed applications for renewal of services sent to the state's DHS clients, thereby relieving local offices from sending a separate mailing. You may also be aware that Colorado has contracted with a professional usability firm to completely redesign our standard voter registration application; I believe we have solicited your comments on the proposed design. We will apply that design to the agency registration form next year after design is finalized. In the meantime, we are proposing to utilize Colorado's current agency form for the centralized mailings. We have shortened this form from two pages to one page, with agency-related information on the back, in order to lessen the impact on mailing and printing costs. As such, please review the attached agency voter registration application we propose to use for central mailings on an interim basis. We



welcome your comments and suggestions, particularly on the second page where various information, including mandatory language required by the NVRA, is included.

As a side note, we will be switching the color of the application from yellow to green because CDHS already utilizes yellow colored paper for another document contained in the renewal application. Our county clerks have been made aware of the color change to ensure proper handling and coding.

Because we would like to begin including the agency voter application with the renewal packets as soon as possible, please provide your comments and suggestions to us no later than Tuesday, October 20, 2009.

Finally, please note that I have included Judd Choate, Colorado's new Elections Director, on this email. While Wayne and I will remain your points of contact for NVRA matters, Judd will oversee our efforts. Should you have any questions, do not hesitate to contact us.

Thanks,  
Christi

***Christi Heppard***  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Tuesday, March 15, 2011 5:59 PM  
**To:** 'Nicole Kovite Zeitler'  
**Cc:** Paris Nelson  
**Subject:** RE: SCORE Data

Nicole,

I don't think I do have the information by county, by month, but I can ask our database person for it. It will probably take a couple of days. As to earlier years, SCORE wasn't implemented until mid-2008 and since we rolled it out in phases, some counties were still using their legacy systems (meaning the data would be an inaccurate representation until all 64 counties were moved to SCORE). However, I think we should be able to get the numbers starting in 2009 – just keep in mind that counties may not have been using the proper codes that identified these applications as coming from a designated-agency. You may recall that we re-emphasized that to our county clerks because of some inconsistencies in coding. Nonetheless, I'll talk to the SCORE team and see what we can get for you.

-Christi

---

**From:** Nicole Kovite Zeitler [<mailto:nkovite@projectvote.org>]  
**Sent:** Tuesday, March 15, 2011 3:40 PM  
**To:** Christi Heppard  
**Cc:** Paris Nelson  
**Subject:** Re: SCORE Data

Christi:

Thank you so much for the quick response and the updates! This is very helpful. Do you by chance have this score data by month? I actually have the previous data in an excel sheet by month (it is enclosed) and was hoping to analyze it that way. I am not sure if you were keeping the SCORE data monthly as early as 2007, but of course, we would be interested in seeing the monthly charts as early as you have them.

Thanks so much!

Nicole

**Research Intern**

---

**From:** Christi Heppard  
**Sent:** Tuesday, March 15, 2011 5:30 PM  
**To:** 'Nicole Kovite Zeitler'  
**Cc:** Paris Nelson  
**Subject:** RE: SCORE Data

Nicole,

The table below represents numbers from SCORE from 2007 - 2010. If it doesn't have everything you need, let me know.

No word on the screenshots from OIT. Paris is regularly checking in with them about the screenshots and the last information we had was that they should be received in a couple of weeks.

Also, I'm still waiting for final authorization to release our 2010 End of Year report. I'm cautiously optimistic that will happen late next week; we will make sure you get a copy.

For the rest of this week both Lisa and I will be out in one of our counties so I won't be able to respond to emails until Tuesday. And thanks for the "Happy Spring" - it's been beautiful here and things are starting to turn green. I hope you enjoy your Spring, as well.

Thanks,  
 Christi

*Christi Heppard*  
**Colorado Department of State**  
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[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

<b>Voter Registration Received From NVRA- Designated Agencies</b>				
<b>County</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Adams	729	283	1,368	2,526
Alamosa	66	139	82	142
Arapahoe	270	1,797	2,303	6,291
Archuleta	0	2	1	35
Baca	2	85	36	35
Bent	1	4	47	66
Boulder	6	3,575	422	1,424
Broomfield	385	82	152	185
Chaffee	6	11	21	28

Cheyenne	4	2	8	8
Clear Creek	4	4	35	27
Conejos	14	32	17	83
Costilla	16	5	86	53
Crowley	7	81	37	34
Custer	0	2	7	13
Delta	12	74	154	285
Denver	280	21	7,601	8,624
Dolores	0	5	17	11
Douglas	38	28	268	211
Eagle	2	65	199	69
El Paso	14	792	1,844	5,050
Elbert	327	15	73	33
Fremont	51	21	155	587
Garfield	45	18	65	149
Gilpin	0	2	19	31
Grand	0	42	102	22
Gunnison	0	112	41	57
Hinsdale	0	0	8	1
Huerfano	36	92	42	29
Jackson	0	3	7	0
Jefferson	19	87	1,553	1,067

Voter Registration Received From NVRA- Designated Agencies				
County	2007	2008	2009	2010
Kiowa	0	1	0	17
Kit Carson	0	19	4	22
La Plata	4	43	285	478
Lake	3	2	25	56
Larimer	527	462	570	899
Las Animas	0	20	50	114
Lincoln	98	13	50	1
Logan	22	27	139	175
Mesa	0	118	282	831
Moffat	0	64	55	121
Montezuma	0	44	215	209
Montrose	3	18	144	316
Morgan	5	68	111	117
Otero	20	58	33	85
Ouray	0	31	29	13
Park	15	6	47	110
Phillips	85	37	17	15
Pitkin	0	7	17	10
Prowers	29	36	47	48
Pueblo	101	100	210	1,299
Rio Blanco	0	17	13	25
Rio Grande	0	111	97	206
Routt	0	3	39	46
Saguache	3	98	28	2 94

**From:** Nicole Kovite Zeitler  
[\[mailto:nkovite@projectvote.org\]](mailto:nkovite@projectvote.org)  
**Sent:** Tuesday, March 15, 2011 3:16 PM  
**To:** Christi Heppard  
**Subject:** SCORE Data

Christi:

I am writing to find out if you have updated SCORE data that reflects the number of agency

voter registrations since July 2010. (You gave us an excel sheet a while ago that shows VR numbers from January 2009 through July 2010. I believe this was SCORE data.)

We do receive the Survey Monkey analysis, of course, but it is my understanding that the SCORE data would be a more accurate way to gauge actual voter registrations originating from public assistance agencies in CO.

Could you let me know if I am correct about this and if you have updated, county-by-county data? Also, any word on those screen shots?

I hope you are having a nice Spring,  
Nicole

--  
Nicole Kovite Zeitler  
Director, Public Agency Voter Registration Program  
Project Vote  
737 ½ 8th Street SE  
Washington, DC 20003  
Tel (202) 546-4173 Ext. 303  
Fax (202) 543-3675  
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**Research Intern**

---

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Morgan	5	68	111	117
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Ouray	0	31	29	13
Park	15	6	47	110
Phillips	85	37	17	15
Pitkin	0	7	17	10
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## Research Intern

---

**From:** Nicole Kovite Zeitler <nkovite@projectvote.org>  
**Sent:** Tuesday, March 15, 2011 5:40 PM  
**To:** Christi Heppard  
**Cc:** Paris Nelson  
**Subject:** Re: SCORE Data  
**Attachments:** SCORE Monthly-July10NVRA Statistics 20100830\_1545.xls; ATT156830.htm

Christi:

Thank you so much for the quick response and the updates! This is very helpful. Do you by chance have this score data by month? I actually have the previous data in an excel sheet by month (it is enclosed) and was hoping to analyze it that way. I am not sure if you were keeping the SCORE data monthly as early as 2007, but of course, we would be interested in seeing the monthly charts as early as you have them.

Thanks so much!

Nicole

## Research Intern

---

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**Sent:** Tuesday, March 15, 2011 5:59 PM  
**To:** 'Nicole Kovite Zeitler'  
**Cc:** Paris Nelson  
**Subject:** RE: SCORE Data

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Thanks so much!

Nicole

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Wednesday, March 23, 2011 5:00 PM  
**To:** 'Nicole Kovite Zeitler'  
**Cc:** Paris Nelson; 'Ali Cochran'  
**Subject:** RE: SCORE Data  
**Attachments:** 2010\_NVRA\_Counts\_by\_County.xlsx

Nicole,

Here is the spreadsheet of voter registrations by county, by month for 2010. When our database administrator sent me the file, I noticed that it listed quite a few more voters than the table I was provided earlier (and shared with both you and Ali). The bad news is that the reports didn't match; the good news is that is because when our DBA ran the table she did not include all of the NVRA codes on the first run – there are 3 codes in SCORE and for some reason one was not included on the table created initially. The result is that we actually had more registration applications last year than what the table/data I sent earlier reflected.

In any event, let me know if the attached spreadsheet is what you are looking for. We have to correct the figures in our draft End of Year report, so it will be a bit longer before it can be released, unfortunately.

I hope this all makes sense but if not, give me a call and we can discuss.

Thanks,  
Christi

*Christi Heppard*  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Nicole Kovite Zeitler [<mailto:nkovite@projectvote.org>]  
**Sent:** Tuesday, March 15, 2011 3:40 PM  
**To:** Christi Heppard  
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**Subject:** Re: SCORE Data

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Thanks so much!

Nicole

---

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Friday, February 25, 2011 2:41 PM  
**To:** 'Ali Cochran'  
**Subject:** RE: Data question

You get the sneak preview of the report. ☺ Let me know if you need anything else.

---

**From:** Ali Cochran [<mailto:acochran@projectvote.org>]  
**Sent:** Friday, February 25, 2011 12:38 PM  
**To:** Christi Heppard  
**Subject:** Re: Data question

Christi this is great!!! It's even more than what I needed, thank you :)

Alice Cochran  
Research & Compliance Manager  
Project Vote  
737½ 8th St. SE  
Washington, DC 20003-2802  
(Office) 202.546.4173 x305 or 1-888-546-4173  
(Fax) 202.543.3675

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On Feb 25, 2011, at 2:36 PM, Christi Heppard wrote:

Ali,

I'm not sure if I have those specific timeframes but will the following charts help? They are from our End of Year report that will be released soon. The numbers reflect actual registrations received by county clerks, as opposed to the number of times registration was offered (just so you know what you are looking at)

I can ask our database people to pull the EAC report information if that would be more helpful, particularly since the reporting periods may be closer to what you are looking for. If this information doesn't help, let me know and I'll keep digging around for you.

-Christi

<image003.png>

<b>Voter Registration Received From NVRA-Designated Agencies</b>				
<b>County</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
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Bent	1	4	47	66
Boulder	6	3,575	422	1,424
Broomfield	385	82	152	185
Chaffee	6	11	21	28
Cheyenne	4	2	8	8
Clear Creek	4	4	35	27
Conejos	14	32	17	83
Costilla	16	5	86	53
Crowley	7	81	37	34
Custer	0	2	7	13
Delta	12	74	154	285
Denver	280	21	7,601	8,624
Dolores	0	5	17	11
Douglas	38	28	268	211
Eagle	2	65	199	69
El Paso	14	792	1,844	5,050
Elbert	327	15	73	33
Fremont	51	21	155	587
Garfield	45	18	65	149
Gilpin	0	2	19	31
Grand	0	42	102	22
Gunnison	0	112	41	57
Hinsdale	0	0	8	1
Huerfano	36	92	42	29
Jackson	0	3	7	0
Jefferson	19	87	1,553	1,067

<b>Voter Registration Received From NVRA-Designated Agencies</b>				
<b>County</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Kiowa	0	1	0	17
Kit Carson	0	19	4	22
La Plata	4	43	285	478
Lake	3	2	25	56
Larimer	527	462	570	899
Las Animas	0	20	50	114
Lincoln	98	13	50	1
Logan	22	27	139	175
Mesa	0	118	282	831
Moffat	0	64	55	121

**From:** Ali Cochran  
[\[mailto:acochran@projectvote.org\]](mailto:acochran@projectvote.org)  
**Sent:** Friday, February 25, 2011 12:21 PM  
**To:** Christi Heppard  
**Subject:** Data question

Hi Christi,

It was great talking with you earlier this week!

I'm preparing a simple chart for some partners and need some help with some of the data. In the 2008 CO NVRA Report, on page 4 there is a chart with the number of voters registered in CO PAAs from Nov. '04 - Oct. '06, and from Dec. '06 - Nov. '08. I'm trying to add one more bar on this chart - Dec. '08 - Nov. '10. Do you know the number for this period? And is this the data that was sent to the EAC?

Thanks so much,

**Research Intern**

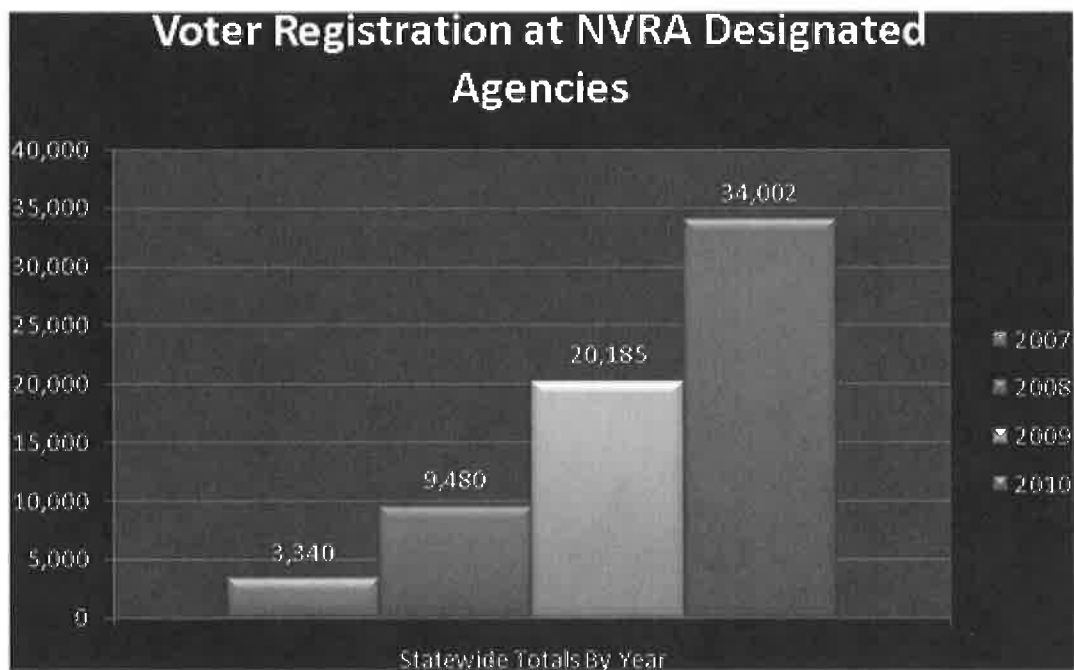
**From:** Christi Heppard  
**Sent:** Friday, February 25, 2011 2:36 PM  
**To:** 'Ali Cochran'  
**Subject:** RE: Data question

Ali,

I'm not sure if I have those specific timeframes but will the following charts help? They are from our End of Year report that will be released soon. The numbers reflect actual registrations received by county clerks, as opposed to the number of times registration was offered (just so you know what you are looking at)

I can ask our database people to pull the EAC report information if that would be more helpful, particularly since the reporting periods may be closer to what you are looking for. If this information doesn't help, let me know and I'll keep digging around for you.

-Christi



Voter Registration Received From NVRA-Designated Agencies				
County	2007	2008	2009	2010
Adams	729	283	1,368	2,526
Alamosa	66	139	82	142
Arapahoe	270	1,797	2,303	6,291
Archuleta	0	2	1	35
Baca	2	85	36	35



Bent	1	4	47	66
Boulder	6	3,575	422	1,424
Broomfield	385	82	152	185
Chaffee	6	11	21	28
Cheyenne	4	2	8	8
Clear Creek	4	4	35	27
Conejos	14	32	17	83
Costilla	16	5	86	53
Crowley	7	81	37	34
Custer	0	2	7	13
Delta	12	74	154	285
Denver	280	21	7,601	8,624
Dolores	0	5	17	11
Douglas	38	28	268	211
Eagle	2	65	199	69
El Paso	14	792	1,844	5,050
Elbert	327	15	73	33
Fremont	51	21	155	587
Garfield	45	18	65	149
Gilpin	0	2	19	31
Grand	0	42	102	22
Gunnison	0	112	41	57
Hinsdale	0	0	8	1
Huerfano	36	92	42	29
Jackson	0	3	7	0
Jefferson	19	87	1,553	1,067

### Voter Registration Received From NVRA-Designated Agencies

County	2007	2008	2009	2010
Kiowa	0	1	0	17
Kit Carson	0	19	4	22
La Plata	4	43	285	478
Lake	3	2	25	56
Larimer	527	462	570	899
Las Animas	0	20	50	114
Lincoln	98	13	50	1
Logan	22	27	139	175
Mesa	0	118	282	831
Moffat	0	64	55	121
Montezuma	0	44	215	209
Montrose	3	18	144	316
Morgan	5	68	111	117
Otero	20	58	33	85
Ouray	0	31	29	13
Park	15	6	47	110
Phillips	85	37	17	15
Pitkin	0	7	17	10
Prowers	29	36	47	48
Pueblo	101	100	210	1,299
				2

**From:** Ali Cochran  
 [mailto:[acochran@projectvote.org](mailto:acochran@projectvote.org)]  
**Sent:** Friday, February 25, 2011 12:21 PM  
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Thanks so much,

## Research Intern

---

**From:** Andrea Gyger  
**Sent:** Friday, October 02, 2009 2:53 PM  
**To:** 'Nicole Kovite'  
**Subject:** RE: Draft Voter Registration Application for Written Comment

Hello Nicole,

A link is available on the SOS homepage under Current News, but the direct link is:

<http://www.sos.state.co.us/pubs/elections/vote/draftVoterRegApp.htm>

To view the form, click the first bullet on that page.

If you have additional question, please let me know.

Thank you,  
Andrea

---

**From:** Nicole Kovite [mailto:nkovite@projectvote.org]  
**Sent:** Friday, October 02, 2009 12:50 PM  
**To:** Andrea Gyger; ysheffield@projectvote.org; tjames@projectvote.org; douglasrhess@gmail.com  
**Cc:** Hilary Rudy; Christi Heppard  
**Subject:** Re: Draft Voter Registration Application for Written Comment

Thank you, Andrea. Could you tell us where in particular the draft form is located on your website?

On 10/2/09 2:46 PM, "Andrea Gyger" <Andrea.Gyger@SOS.STATE.CO.US> wrote:

Good afternoon,

Earlier this year, the Colorado Secretary of State accepted a project proposal from a usability and information design specialist. This project involves thorough evaluation and redesign of the Colorado Voter Registration Application. A primary goal of the project is to ensure that the application is user friendly. Therefore, the Secretary of State's Office requests your review and comment on the current draft form. For more information and to view the draft form, please visit the Colorado Secretary of State website at: [www.sos.state.co.us](http://www.sos.state.co.us) <<http://www.sos.state.co.us>>

Thank you,

**Andrea Gyger**  
Colorado Secretary of State  
Elections Division - Legal Specialist  
1700 Broadway, Suite 270  
Denver, Colorado 80290

Phone: 303-894-2200 x6329  
Fax: 303-869-4861  
Email: [Andrea.Gyger@sos.state.co.us](mailto:Andrea.Gyger@sos.state.co.us)

## Research Intern

---

**From:** Andrea Gyger  
**Sent:** Monday, October 12, 2009 12:30 PM  
**To:** 'Nicole Kovite'  
**Subject:** RE: Draft Voter Registration Application for Written Comment

Hi Nicole,

Please send all comments by October 30<sup>th</sup>.

Thank you,  
Andrea

---

**From:** Nicole Kovite [<mailto:nkovite@projectvote.org>]  
**Sent:** Monday, October 12, 2009 10:29 AM  
**To:** Andrea Gyger  
**Subject:** Re: Draft Voter Registration Application for Written Comment

Andrea:

Project Vote will be sending our comments on the VR form shortly. Is there a deadline for comments?

Thanks,  
Nicole

--  
Nicole Kovite  
Director, Public Agency Voter Registration Program  
Project Vote  
739 8th Street, SE  
Washington, DC 20003  
Tel (202) 546-4173 Ext. 303  
Fax (202) 543-3675  
[www.projectvote.org](http://www.projectvote.org)



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Andrea

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**From:** Nicole Kovite [mailto:nkovite@projectvote.org]

**Sent:** Friday, October 02, 2009 12:50 PM

**To:** Andrea Gyger; ysheffield@projectvote.org; tjames@projectvote.org; douglasrhess@gmail.com

**Cc:** Hilary Rudy; Christi Heppard

**Subject:** Re: Draft Voter Registration Application for Written Comment

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Thank you,

**Andrea Gyger**

Colorado Secretary of State

Elections Division - Legal Specialist

1700 Broadway, Suite 270

Denver, Colorado 80290

Phone: 303-894-2200 x6329

Fax: 303-869-4861

Email: [Andrea.Gyger@sos.state.co.us](mailto:Andrea.Gyger@sos.state.co.us)

## Research Intern

---

**From:** Doug Hess <douglasrhess@gmail.com>  
**Sent:** Tuesday, September 08, 2009 11:27 AM  
**To:** Christi Heppard  
**Cc:** Nicole Kovite; Yolanda Sheffield; Teresa James; Wayne Munster; Angela Lawson  
**Subject:** Re: Flow chart for Online Voter Registration - Colorado

Thanks! This is very helpful.

Quick questions:

1) What does CBMS stand for?

2) If somebody doesn't provide an ID code but they are in the SCORE database already--for instance, somebody that is registered but is updating their address--will the system detect them and allow them to update their registration without being sent to the PDF?

In the end, I think our goal will be to see if there is talent, interest, and resources (technology and staff time or \$) to make this even more seamlessly integrated into the clients' experiences at the agency. By that I mean: clients will not leave the agency website, their information doesn't have to be entered twice, etc. Is something that we should work to achieve in 2010, even if only piloted in some counties or agencies?

(Also, although many people may have signatures on file through state ID, it will be interesting see how many don't and what can be done about that without only sending them to the PDF printout.)

-Doug

On Tue, Sep 8, 2009 at 11:13 AM, Christi Heppard <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)> wrote:

Doug,

As requested, please see the attached flow chart illustrating how online voter registration will be designed in Colorado. Let me know if you have any questions.

-Christi

*Christi Heppard*  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

--

Doug Hess  
Research Consultant, Project Vote  
202-277-6400 (cell)  
202-546-4173 ext.307 (office)

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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Tuesday, September 08, 2009 1:01 PM  
**To:** 'Doug Hess'  
**Cc:** Nicole Kovite; Yolanda Sheffield; Teresa James; Wayne Munster; Angela Lawson  
**Subject:** RE: Flow chart for Online Voter Registration - Colorado

Doug,

Please see the responses below.

-Christi

---

**From:** Doug Hess [<mailto:douglasrhess@gmail.com>]  
**Sent:** Tuesday, September 08, 2009 9:27 AM  
**To:** Christi Heppard  
**Cc:** Nicole Kovite; Yolanda Sheffield; Teresa James; Wayne Munster; Angela Lawson  
**Subject:** Re: Flow chart for Online Voter Registration - Colorado

Thanks! This is very helpful.

Quick questions:

1) What does CBMS stand for?

Colorado Benefits Management System. It is the system that CDHS uses for benefits tracking.

2) If somebody doesn't provide an ID code but they are in the SCORE database already--for instance, somebody that is registered but is updating their address--will the system detect them and allow them to update their registration without being sent to the PDF? The applicant/voter must have a Colorado Driver's License or ID card or they must use the PDF form. This requirement was in our legislation and therefore, we don't have much flexibility at this point. However, if online voter registration works as well as we hope, we may wish to consider loosening the legislative requirement – but that is up to the General Assembly. I'm not sure if Secretary Buescher would be supportive of such a change. My guess is that he would be as long as removing the requirement didn't create an opportunity for voter registration fraud.

In the end, I think our goal will be to see if there is talent, interest, and resources (technology and staff time or \$) to make this even more seamlessly integrated into the clients' experiences at the agency. By that I mean: clients will not leave the agency website, their information doesn't have to be entered twice, etc. Is something that we should work to achieve in 2010, even if only piloted in some counties or agencies? We agree that it would be even more helpful if the information entered for benefits could be "pushed" to our statewide voter registration system, SCORE. We will continue working towards that goal but as of now, it appears that such functionality won't be available for a year or two due to the fast rollout of the CBMS system. It sounds like it is simply too late in the process to make that happen with the new CBMS features that will be available in the spring.

(Also, although many people may have signatures on file through state ID, it will be interesting see how many don't and what can be done about that without only sending them to the PDF printout.)

-Doug

On Tue, Sep 8, 2009 at 11:13 AM, Christi Heppard <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)> wrote:



Doug,

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-Christi

***Christi Heppard***  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

--

Doug Hess  
Research Consultant, Project Vote  
202-277-6400 (cell)  
202-546-4173 ext.307 (office)

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## Research Intern

---

**From:** DougRHess3@aol.com  
**Sent:** Thursday, January 08, 2009 10:54 AM  
**To:** Angela Lawson; krista.dann@state.co.us; liz.mcdonough@state.co.us; Mary.Roberto@state.co.us; nkovite@projectvote.org; sarah.roberts@state.co.us  
**Cc:** Christi Heppard; Wayne Munster  
**Subject:** Re: Detailed Report of November Survey Statistics and WIC Report

Hey, Angela and Wayne.

Has your office considered doing a short report, not just statistical, reviewing NVRA in Colorado for 2008? I think given the data it could be very insightful and would be useful as there are still some outstanding issues.

Doug Hess  
NVRA Consultant,  
Project Vote [www.projectvote.org](http://www.projectvote.org)  
cell: 202-277-6400

In a message dated 1/6/2009 5:00:01 P.M. Eastern Standard Time, [Angela.Lawson@SOS.STATE.CO.US](mailto:Angela.Lawson@SOS.STATE.CO.US) writes:

Doug, Krista, Liz, Mary, Sarah and Nicole,

Surveys are closed one month after the bi-monthly reporting period is completed in an effort to give agencies who have not reported during the required timeframes to complete or update their statistics. After each month has closed, I create a more detailed report summarizing the data for that period.

Because of the time that it takes to work on this type of report, it will not be available when the bi-monthly statistics are sent out. However, I will email it to everyone once it is completed, which is usually the month after

the previous survey is closed. Attached is the November report for you review.

Also please see the attached report of Voter Registration activity for the WIC Program from 11-1-08 to 11-30-08. Below is a legend for the codes listed on the report.

Code 0 = Voter Registration information already recorded Code 1 = Already Registered Code 2 = Declined to Register Code 3 = Registered with Assistance Code 4 = Registered with mail-in form Code 5 = Took mail-in form for relative/friend Code 6 = Already registered/Took mail-in form Code 7 = Declined to register/Took mail-in form Code 8 = Registered w/assistance/Took mail-in form Code 9 = Registered w/mail-in form/Took mail-in form

**The survey for the second half of December went out on January 5, 2009 instead of the December 31, 2008. Agencies have been given until January 9, 2009 to complete the survey for December 16-31. I will send results of that survey to everyone on January 12, 2009. Please accept my apology for not getting this information to you within the required timeframe, I was out on vacation during the week of December 31.**

If you have any questions please contact me directly.

Angela Lawson

Lobbyist/NVRA Division

Department of State

1700 Broadway, Suite 270

Denver, Colorado 80290

Telephone: 303-894-2200 X6304

Fax: 303-869-4861

Email: [a.lawson@sos.state.co.us](mailto:a.lawson@sos.state.co.us)

---

New year...new news. Be the first to know what is making headlines.

## Research Intern

---

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**Sent:** Thursday, January 08, 2009 12:20 PM  
**To:** 'DougRHess3@aol.com'; krista.dann@state.co.us; liz.mcdonough@state.co.us; Mary.Roberto@state.co.us; nkovite@projectvote.org; sarah.roberts@state.co.us  
**Cc:** Christi Heppard; Wayne Munster  
**Subject:** RE: Detailed Report of November Survey Statistics and WIC Report

Doug,

We have not discussed this at this time, but I can bring it up to Wayne and Christi. Can you give me a little more detail on what you would like to see in this report?

Angela Lawson  
Lobbyist/NVRA Division  
Department of State  
1700 Broadway, Suite 270  
Denver, Colorado 80290  
Telephone: 303-894-2200 X6304  
Fax: 303-869-4861  
Email: [a.lawson@sos.state.co.us](mailto:a.lawson@sos.state.co.us)

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**Cc:** Christi Heppard; Wayne Munster  
**Subject:** Re: Detailed Report of November Survey Statistics and WIC Report

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Doug Hess  
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Project Vote [www.projectvote.org](http://www.projectvote.org)  
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Lobbyist/NVRA Division

Department of State

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Telephone: 303-894-2200 X6304

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Email: [a.lawson@sos.state.co.us](mailto:a.lawson@sos.state.co.us)

---

New year...new news. Be the first to know what is making headlines.

---

## Research Intern

---

**From:** Teresa James <tjames@projectvote.org>  
**Sent:** Friday, May 14, 2010 6:42 PM  
**To:** Christi Heppard  
**Cc:** Ali Cochran  
**Subject:** Re: Follow-up

---

9:00 MTN, 11:00 EST works for me. Ali?

Teresa

On May 14, 2010, at 4:39 PM, Christi Heppard wrote:

I have a meeting at that time with the Deputy Secretary so I'm reluctant to cancel. What about 9:00 or 11:00 (9:00 being my preference, if you guys can do it)?

-Christi

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Friday, May 14, 2010 4:34 PM  
**To:** Christi Heppard  
**Cc:** Ali Cochran  
**Subject:** Re: Follow-up

I certainly agree our hosts were very informative and gracious. We were impressed by their hospitality and helpfulness.

Would Thursday at 10:00 a.m. MTN work for you both? We can call you and set up a three-way.

Teresa

On May 14, 2010, at 4:26 PM, Christi Heppard wrote:

Teresa,

It was my pleasure to attend the site visits. I thought the meetings were very informative and the counties gracious in sharing their time.

Right now, my afternoons are free on both Thursday and Friday for a debrief session. If you would like to propose a time, I'll make sure to be available by phone.

-Christi

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Friday, May 14, 2010 4:15 PM  
**To:** Christi Heppard

**Cc:** Ali Cochran  
**Subject:** Follow-up

Christi,

Thank you for joining us in our meetings with El Paso, Boulder, and Adams counties. It was a great help to have you there to clarify information and to add background information on related issues.

We would like an opportunity to debrief with you, as you mentioned. Would a call next Thursday or Friday work for?

Thanks again,  
Teresa  
Teresa James  
Election Counsel  
Project Vote  
202-553-4344  
[tjames@projectvote.org](mailto:tjames@projectvote.org)

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Teresa James  
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## Research Intern

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**Cc:** Ali Cochran  
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Right now, my afternoons are free on both Thursday and Friday for a debrief session. If you would like to propose a time, I'll make sure to be available by phone.

-Christi

---

**From:** Teresa James [mailto:tjames@projectvote.org]  
**Sent:** Friday, May 14, 2010 4:15 PM  
**To:** Christi Heppard  
**Cc:** Ali Cochran  
**Subject:** Follow-up

Christi,

Thank you for joining us in our meetings with El Paso, Boulder, and Adams counties. It was a great help to have you there to clarify information and to add background information on related issues.

We would like an opportunity to debrief with you, as you mentioned. Would a call next Thursday or Friday work for?

Thanks again,  
Teresa  
Teresa James  
Election Counsel  
Project Vote  
202-553-4344  
[tjames@projectvote.org](mailto:tjames@projectvote.org)

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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Friday, May 14, 2010 6:27 PM  
**To:** 'Teresa James'  
**Cc:** Ali Cochran  
**Subject:** RE: Follow-up

Teresa,

It was my pleasure to attend the site visits. I thought the meetings were very informative and the counties gracious in sharing their time.

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**Sent:** Friday, May 14, 2010 4:15 PM  
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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Friday, May 14, 2010 6:40 PM  
**To:** 'Teresa James'  
**Cc:** Ali Cochran  
**Subject:** RE: Follow-up

I have a meeting at that time with the Deputy Secretary so I'm reluctant to cancel. What about 9:00 or 11:00 (9:00 being my preference, if you guys can do it)?

-Christi

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Friday, May 14, 2010 4:34 PM  
**To:** Christi Heppard  
**Cc:** Ali Cochran  
**Subject:** Re: Follow-up

I certainly agree our hosts were very informative and gracious. We were impressed by their hospitality and helpfulness.

Would Thursday at 10:00 a.m. MTN work for you both? We can call you and set up a three-way.

Teresa

On May 14, 2010, at 4:26 PM, Christi Heppard wrote:

Teresa,

It was my pleasure to attend the site visits. I thought the meetings were very informative and the counties gracious in sharing their time.

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**To:** Christi Heppard  
**Cc:** Ali Cochran  
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## Research Intern

---

**From:** Hesse, Dara <dara.hessee@state.co.us>  
**Sent:** Tuesday, December 21, 2010 6:30 PM  
**To:** Nicole Kovite Zeitler  
**Subject:** RE: Follow Up: PEAK

Hi Nicole,

Thank you for your email and phone call. I have spoken with Christi Heppard with the Colorado Dept. of State, and we are meeting with her in early January to discuss requirements for implementing agency voter registration into PEAK. I believe that Christi is reaching out to you as well. We will certainly let you know how everything progresses.

Thank you,

Dara V. Hesse  
Chief of Staff  
Governor's Office of Information Technology (OIT)  
601 E. 18<sup>th</sup> Avenue, Suite 250  
Denver, CO 80203  
Phone: 303-764-7709  
Cell: 303-250-2167  
Fax: 303-764-7725  
Email: [dara.hessee@state.co.us](mailto:dara.hessee@state.co.us)

---

**From:** Nicole Kovite Zeitler [<mailto:nkovite@projectvote.org>]  
**Sent:** Tuesday, December 21, 2010 10:45 AM  
**To:** Hesse, Dara  
**Subject:** Follow Up: PEAK

Dara:

I am writing to follow up on the conversation we had with Steve a few weeks ago about implementing agency voter registration procedures into the PEAK system. Do you have an idea of what the plan will be for integration?

Thanks,

Nicole

Begin forwarded message:

**From:** Nicole Kovite Zeitler <[nkovite@projectvote.org](mailto:nkovite@projectvote.org)>  
**Date:** December 9, 2010 1:46:32 PM EST  
**To:** Dara Hesse <[dara.hessee@state.co.us](mailto:dara.hessee@state.co.us)>  
**Subject:** Follow Up: PEAK

Dara:

Thank you for speaking with me yesterday regarding PEAK and CBMS. As promised, I am sending you the DOJ guidance that we discussed. The attached guidance relates to Sections 5, 6, 7, and 8 of the NVRA and is publicly available on DOJ's Voting Section website:

[http://www.justice.gov/crt/voting/nvra/nvra\\_faq.php](http://www.justice.gov/crt/voting/nvra/nvra_faq.php). The section of most interest to you will be paragraph 24. I would appreciate it if you could forward this message on to Steve along with my thanks for his time.

For background, Section 7 of the NVRA requires that each state designate all offices in the state that provide public assistance and disability services as voter registration agencies. 42 U.S.C. § 1973gg-5(a)(2). The law requires that each voter registration agency must distribute a voter registration application form with each initial application for benefits or services, as well as renewal or recertification applications and changes of address. 42 U.S.C. § 1973gg-5(a)(6)(A). Paragraph 19 of the enclosed guidance from DOJ explains that, in order to comply with Section 7, each office designated as a voter registration agency must give each person who applies, recertifies, renews, or changes his/her address an application to register to vote. Agencies must give each client the voter registration application regardless of whether or not the client requests an application. Under the law, it is the agency transaction initiated by the client (application; recertification/renewal; or change of address) that triggers distribution of the voter registration application, not a request by the client for voter registration. The law also requires that the agency give clients a preference/declination form that includes information on the voter registration process.

Section 7 also requires that agency staff provide clients the same degree of assistance with regard to completion of the voter registration application form as is provided by the office with regard to the completion of its own forms, unless the applicant refuses such assistance. 42 U.S.C. § 1973gg-5(a)(6)(C). The DOJ advises that states should ensure that voter registration processes are included in all technology upgrades related to the application/recertification/change of address process at Section 7 agencies. (¶24 of the enclosed guidance). For example, if a state agency moves from paper benefits applications to online benefits applications, it should ensure that voter registration is offered online as well. (PEAK) If agency computers are upgraded to provide checklists to guide staff through client interviews or quality control spot checks, voter registration should be included. (CBMS)

The easiest way to comply with these requirements is to create a system that integrates the required distribution of the voter registration application, preference/declination form, and equal assistance in completing the VR application into the benefits transaction electronically. For example, PEAK can offer the preference/declination form electronically. I have attached an example of an electronic preference form that North Carolina recently submitted to DOJ as part of that state's preclearance requirement under the Voting Rights Act. The form was approved for use by the agency. Information collected from such a form could be automatically sent to the Secretary of State's office and maintained by the agency in a way that aggregates data on client responses. This would save significant time for the agency and the SOS in preparing reports that are required by law to be submitted to the U.S. Election Assistance Commission.

If the client indicates that she does want to register to vote, ideally, PEAK would send already collected information to pre-populate an online voter registration form maintained on Secretary of State's website. In order to prevent clients from thinking they are being re-routed and taken away from the CDHS benefits process (which they are not – the VR application becomes part of the CDHS process) the SOS online form should appear to the clients to be a seamless part of the agency transaction. (The initial SOS site could be colored in the same way, with the same font as the CDHS site, etc.) PEAK should also inform the client that the system will continue with the benefits transaction once the VR update is submitted.



If the client does not want to submit a voter registration at that time, the law still requires the agency distribute the form. (Currently, the agency distributes a paper voter registration application form and separate preference/declination form with every benefits application. I have attached scanned copies of these forms for your convenience.) To save money on mailing, PEAK could simply dump already collected data into a PDF voter registration form that would be distributed to the client as a download. This action would be triggered by the client choosing some variation of "No" on the online preference/declination form. The practical purpose of distributing the VR application in this way is to allow a client to fill out the form on their own time, at home. This would be particularly relevant for a clients who speak English as a second language and my have applied for benefits before but perhaps never applied to register to vote.

Integrating both the preference/declination form and the voter registration application form into PEAK would ultimately save the agency money on printing and mailing voter registration application forms and preference/declination forms. These updates would also shift the responsibility of tracking data relating to voter registration from the caseworkers to the PEAK system.

Thank you again for taking the time to speak with me about this. We are in contact with states that are working to do very similar upgrades, and we would be happy to discuss this further if you believe it would be helpful.

- Nicole

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Wednesday, August 12, 2009 5:38 PM  
**To:** 'Yolanda Sheffield'  
**Subject:** RE: Follow up

Thanks for sharing the information about El Paso. Very encouraging.

-Christi

---

**From:** Yolanda Sheffield [<mailto:ysheffield@projectvote.org>]  
**Sent:** Wednesday, August 12, 2009 2:59 PM  
**To:** Christi Heppard  
**Subject:** RE: Follow up

I am circulating the time now and will let you know shortly.

Also, I wanted to let you know that we at Project Vote are starting a program in which we identify counties that have implemented practices to improve that NVRA compliance. After meeting with El Paso, we thought they would be a great candidate. I have reached out to Rick Bengtsson to see if he is interested in being interviewed, so I thought I would let you know.

---

**From:** Christi Heppard [<mailto:christi.heppard@sos.state.co.us>]  
**Sent:** Wednesday, August 12, 2009 4:47 PM  
**To:** Yolanda Sheffield  
**Subject:** RE: Follow up

Yolanda,

Wayne is out until next Thursday to attend NASED and a County Clerks Conference. However, I think that Trevor Timmons, our CIO, and I should be able handle things without Wayne. Trevor and I are available at 9:00 a.m., mountain time, Friday morning. Would that work for you guys?

Thanks,

*Christi Heppard*  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Yolanda Sheffield [<mailto:ysheffield@projectvote.org>]  
**Sent:** Tuesday, August 11, 2009 2:15 PM  
**To:** Christi Heppard  
**Subject:** Follow up

Hello Christi,

I just wanted to follow up and see if you had identified another date and time we could discuss Internet Voter Registration for public assistance agencies this week.

Yolanda Sheffield, Esq.  
Director, Election Administration Program  
Project Vote  
(Cell) 202. 553.5415  
(Office) 202.546.4173 ext 302  
(Fax) 202.543.3675

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## Research Intern

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---

**From:** Christi Heppard  
**Sent:** Wednesday, August 12, 2009 3:10 PM  
**To:** 'Yolanda Sheffield'  
**Subject:** RE: Follow up

Yolanda,

I'm checking schedules here and will get back to you with a proposed time shortly.

Thanks,

*Christi Heppard*

**Colorado Department of State**  
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---

**From:** Christi Heppard  
**Sent:** Friday, August 21, 2009 2:09 PM  
**To:** 'Nicole Kovite'  
**Cc:** Wayne Munster; Doug Hess; Brian Mellor; Donald Wine II  
**Subject:** RE: Follow Up Meeting

---

Could we do 8:30 MT, 10:30 EDT instead? Wayne JUST booked a meeting starting at 9 MT.

---

**From:** Nicole Kovite [<mailto:nkovite@projectvote.org>]  
**Sent:** Friday, August 21, 2009 11:59 AM  
**To:** Christi Heppard  
**Cc:** Wayne Munster; Doug Hess; Brian Mellor; Donald Wine II  
**Subject:** Re: Follow Up Meeting

How about Friday 8/28 at 11:30 am EDT / 9:30 am MT?

Nicole

On Aug 21, 2009, at 1:46 PM, Christi Heppard wrote:

Nicole,

Wayne and I have very full schedules Monday (and Tuesday). Would Wednesday afternoon work, instead? We are free anytime after 2:00 p.m. MT. Also, right now our Thursday and Friday, August 27 and 28, are wide open on our calendars at this point.

Thanks,

*Christi Heppard*

**Colorado Department of State**

Elections Division - Special Projects

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303-869-4861 (fax)

[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Nicole Kovite [<mailto:nkovite@projectvote.org>]  
**Sent:** Friday, August 21, 2009 10:13 AM  
**To:** Christi Heppard; Wayne Munster  
**Cc:** Doug Hess; Brian Mellor; Donald Wine II  
**Subject:** Follow Up Meeting

Christi and Wayne:

I am sorry I missed last week's meeting on electronic VR at CO agencies. I have discussed with Doug, and we think it might be good to have a follow up call next Monday afternoon (8/24)

We are interested in discussing:

- 1) Update on CO DSS reaction to electronic voter registration;
- 2) Update on changes to survey monkey (numbers of covered transactions, etc.)
- 3) Update on video to be played in waiting rooms (Project Vote)

Would 5:00 EDT/ 3:00 MT work for you?

Nicole Kovite  
Director, Public Agency Voter Registration Program  
Project Vote - [www.projectvote.org](http://www.projectvote.org)  
202.546.4173 Ext. 303 (Work)  
202.271.5101(Cell)  
202.543.3675 (Fax)

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**From:** Christi Heppard  
**Sent:** Friday, August 21, 2009 1:46 PM  
**To:** 'Nicole Kovite'; Wayne Munster  
**Cc:** Doug Hess; Brian Mellor; Donald Wine II  
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**From:** Christi Heppard  
**Sent:** Friday, August 21, 2009 6:35 PM  
**To:** 'Nicole Kovite'  
**Cc:** Wayne Munster; Doug Hess; Brian Mellor; Donald Wine II  
**Subject:** RE: Follow Up Meeting

Thanks, Nicole. Talk to you then.

-Christi

---

**From:** Nicole Kovite [<mailto:nkovite@projectvote.org>]  
**Sent:** Friday, August 21, 2009 3:44 PM  
**To:** Christi Heppard  
**Cc:** Wayne Munster; Doug Hess; Brian Mellor; Donald Wine II  
**Subject:** Re: Follow Up Meeting

That works for us.

We will talk to you next Friday.

Number: 218-844-3388  
Code: 112278

Have a great weekend!

Nicole  
On Aug 21, 2009, at 2:08 PM, Christi Heppard wrote:

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**Sent:** Friday, August 21, 2009 10:13 AM

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**Cc:** Doug Hess; Brian Mellor; Donald Wine II

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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Thursday, August 13, 2009 12:37 PM  
**To:** 'Yolanda Sheffield'  
**Subject:** RE: Follow up

Good morning, Yolanda. 1:30 our time would work. Shall we use the SOS conference line?

-Christi

Dial 1-866-539-1119

Room number: \*3655950\* (you must use the \* key before and after entering the room number)

---

**From:** Yolanda Sheffield [<mailto:ysheffield@projectvote.org>]  
**Sent:** Thursday, August 13, 2009 8:52 AM  
**To:** Christi Heppard  
**Subject:** RE: Follow up

Hello Christi,

It seems that Nicole Kovite nor Doug Hess would be able to attend a meeting at 9:00 am mountain time on Friday. Would it be possible to schedule it for 1:30, 2:00, or 2:30 mountain time?

---

**From:** Christi Heppard [<mailto:christi.heppard@sos.state.co.us>]  
**Sent:** Wednesday, August 12, 2009 5:38 PM  
**To:** Yolanda Sheffield  
**Subject:** RE: Follow up

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Thanks,

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*Christi Heppard*

**Colorado Department of State**

Elections Division - Special Projects

1700 Broadway, Suite 270

Denver, Co. 80290

303-894-2200 xtn 6340 (phone)

303-869-4861 (fax)

[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Yolanda Sheffield [<mailto:ysheffield@projectvote.org>]

**Sent:** Tuesday, August 11, 2009 2:15 PM

**To:** Christi Heppard

**Subject:** Follow up

Hello Christi,

I just wanted to follow up and see if you had identified another date and time we could discuss Internet Voter Registration for public assistance agencies this week.

Yolanda Sheffield, Esq.

Director, Election Administration Program

Project Vote

(Cell) 202. 553.5415

(Office) 202.546.4173 ext 302

(Fax) 202.543.3675

This communication is confidential and may contain privileged information. If you have received this communication in error, please delete it and notify the sender immediately by email. Thank you.

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Thursday, February 17, 2011 9:44 AM  
**To:** 'Nicole Kovite Zeitler'  
**Cc:** Judd Choate  
**Subject:** RE: Great Meeting You.....

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**Sent:** Wednesday, February 16, 2011 9:22 AM

**To:** Christi Heppard (Away)

**Cc:** Judd Choate; Christi Heppard

**Subject:** Re: Great Meeting You.....

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**To:** [judd.choate@sos.state.co.us](mailto:judd.choate@sos.state.co.us)  
**Cc:** Christi Heppard <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)>  
**Sent:** Tue, February 15, 2011 9:54:40 AM  
**Subject:** Great Meeting You.....

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**Sent:** Tuesday, February 15, 2011 7:59 PM  
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**Cc:** Christi Heppard  
**Subject:** Re: Great Meeting You.....

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**From:** Judd Choate  
**Sent:** Friday, February 18, 2011 3:03 PM  
**To:** 'Nicole Kovite Zeitler'  
**Cc:** Christi Heppard  
**Subject:** RE: Great Meeting You.....

---

I checked Christi's calendar, and it works for her. So, let's do it on Wednesday at 1pm.

Cheers, Judd

---

**From:** Nicole Kovite Zeitler [mailto:nzeitler@projectvote.org]  
**Sent:** Friday, February 18, 2011 12:58 PM  
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**Cc:** Christi Heppard  
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It was great meeting you last Friday at NASS. As I mentioned when we met, I would be interested in speaking with you more about public agency voter registration, especially considering the changes being made to the PEAK system right now in Colorado.

Christi, Judd suggested I send you both an email and set up a time where we can all speak by phone to discuss the PEAK changes, possible CBMS changes, and moving forward to make 2011 even better than 2010. Would this Friday February 18 at 11:00 am your time (1:00 pm my time) work?

Also, Judd tells me you are about to send out your annual NVRA report. Is that document ready to be sent along, or is it still in draft? Also, have you received those screen shots from Dara and Steve yet? I hope they will be coming soon, especially since we were told they intend to make those changes sometime in the Spring. If you have those screen shots or can follow up on them before our call, I think it would be helpful for all of us to be able to take a look at those documents before we talk.

Speak to you soon,  
Nicole

--

Nicole Kovite Zeitler  
Director, Public Agency Voter Registration Program  
Project Vote  
737 ½ 8th Street SE  
Washington, DC 20003  
Tel (202) 546-4173 Ext. 303  
Fax (202) 543-3675  
[www.projectvote.org](http://www.projectvote.org)



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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Monday, March 08, 2010 6:30 PM  
**To:** 'Yolanda Sheffield'  
**Subject:** RE: High School Voter Registration Program Survey

Yolanda,

I would be happy to help with the survey.

-Christi

*Christi Heppard*

**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Yolanda Sheffield [<mailto:ysheffield@projectvote.org>]  
**Sent:** Monday, March 08, 2010 4:02 PM  
**To:** Christi Heppard  
**Subject:** High School Voter Registration Program Survey

Hello Christi,

I hope you are doing well. Teresa and I look forward to meeting with you on April 6, 2010.

I also look forward to getting your feedback on a separate issue. Project Vote is currently researching the degree to which high school voter registration programs have been implemented, encouraged, or otherwise instituted at the city, county, or state levels across the United States. In particular, we are trying to obtain information about which policies, practices, or procedures have been most effective in promoting civic engagement and participation among youth. To the extent states have not implemented such a program, we are trying to identify which problems prevent such programs from being created and implemented or if there is interest in such states conducting such program.

I am writing to ask if you would be willing to serve in the test group for the survey on high school registration. Our research consultant is finalizing the survey which would likely take no more than five minutes to answer online. We are looking for 5 individuals (election officials and school board officials) to answer the questions and provide feedback on if the survey (is too long, confusing, or otherwise unlikely to provide helpful information).

Once we obtain your feedback we will finalize the survey, send the final version to all state and create a report summarizing the findings.

Please let me know if you are willing to participate. We anticipate sending the draft survey either Thursday or Friday of this week.

Director, Election Administration Program

Project Vote

(Cell) 202. 553.5415

(Office) 202.546.4173 ext 302

(Fax) 202.543.3675

---

This communication is confidential and may contain privileged information. If you have received this communication in error, please delete it and notify the sender immediately by email. Thank you.

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Friday, March 12, 2010 6:50 PM  
**To:** 'Yolanda Sheffield'  
**Cc:** Jody Herman  
**Subject:** RE: High School Voter Registration Survey

Yolanda,

Thank you for allowing me to participate in reviewing the High School Voter Registration Survey. The survey seems well thought-out and I believe you will gather very useful information. I hope that you are able to reach a large number of election officials and schools administrators.

In Colorado, by state law each high school is required to have a registrar for voter registration purposes, so my thoughts are based on my experience with programs in this state only. Here are a few of my thoughts for your consideration on possible modifications to the survey.

1. You may wish to consider having a separate survey for election officials and administrators. Many of the questions seem to be directed to school administrators and it was sometimes difficult to answer questions from an election administrator's perspective because we do not generally have "feet on the ground" at schools, although many election administrators both at the local and state level work closely with our schools and often participate in civics engagement classes held in conjunction with registration.
2. On question 1, I would recommend changing "city" to "municipality" because at least in Colorado, we have "towns" and "cities", which are slightly different by definition, although functionally the same.
3. Question 3 seems directed specifically to school administrators so you may wish to add an answer item that says something to the extent of "I am not a school administrator".
4. On question 4, a specific school district may not know what other schools have a program in place or whether a program is administered at every location, regionally, etc.
5. On question 5, I would recommend changing the text to read: Please enter in the box below the city, county, and/or state high school voter registration program that you represent.
6. On question 7, I recommend adding an answer option for "continually" since schools may administer a program in the normal day-to-day course of business.
7. Questions 8 – 10 and 12-14 can probably only be answered by school administrators, and not election officials. As such, you might wish to consider adding an answer option of "I am not a school administrator" or removing the questions for election officials.
8. On Question 22, you may wish to add another example of "civic engagement discussion" (or something similar) because many schools work with an election official to teach the day's lesson.

Once again, I appreciate the opportunity to work with you and provide feedback on your survey. I would be pleased to discuss any of my comments if you wish to do so. As always, please do not hesitate to contact me if this office can be of further service.

Regards,

*Christi Heppard*

**Colorado Department of State**

Elections Division - Special Projects

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Denver, Co. 80290

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303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Yolanda Sheffield [mailto:[ysheffield@projectvote.org](mailto:ysheffield@projectvote.org)]  
**Sent:** Thursday, March 11, 2010 9:59 AM  
**To:** Christi Heppard  
**Cc:** Jody Herman  
**Subject:** FW: High School Voter Registration Survey

Dear Christi,

Thank you for agreeing to participate in our survey about high school registration.

In our ongoing efforts to encourage civic participation by America's youth, Project Vote is researching voter registration programs in high schools. Previous research suggests that high school registration programs increase electoral participation among youth. Therefore, we are interested in utilizing a survey to assess the degree to which high school voter registration programs have been implemented, encouraged, or otherwise instituted at the city, county, or state levels. We would also like to obtain information about which policies, practices, or procedures have been most effective in promoting civic engagement and participation among youth. To the extent a high school registration program has not been implemented, we would like your help in identifying problems that prevent such programs from being created and implemented.

Before sending this survey out nationwide, we are testing it among a group of election officials and educators in high schools. Thank you for being a part of this group. In addition to answering the questions in the survey, we would like your feedback on the design on the survey. In particular, we would like to know if some questions were unclear or confusing, some set of choices were not comprehensive, or if we failed to ask a key question. It would also be helpful to know what you think works well about the survey. Please feel free to submit these comments directly to me at [ysheffield@projectvote.org](mailto:ysheffield@projectvote.org) once you complete the survey.

We have designed the survey to be short so it should only take a few minutes of your time. You may begin the survey by clicking the following link: <http://www.surveymonkey.com/s/pvsurvey>.

We are grateful for your assistance in this effort.

Thanks.

Yolanda Sheffield, Esq.  
Director, Election Administration Program  
Project Vote  
(Cell) 202.553.5415  
(Office) 202.546.4173 ext 302  
(Fax) 202.543.3675

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## Research Intern

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**From:** Judd Choate  
**Sent:** Wednesday, January 27, 2010 2:40 PM  
**To:** 'Yolanda Sheffield'; danny@copirg.org; Christi Heppard; hillary.hall.bc@gmail.com; tjames@projectvote.org; bhavey3@gmail.com; bette.sellers-anderson@colorado.edu  
**Subject:** RE: Items from Voter Registration meeting

I did look into the pre-populated question. Here's how that works.

The first page of the OLVR asks for name, DL, and age. If you don't have a driver's license or state ID, you are automatically not eligible to continue with the registration. So, we will send the would-be registrant straight to the printable PDF to be mailed to the county. Because the person has entered no information at that point, there is no need to "pre-populate" the PDF. So, this feature is unnecessary. Does that answer the concern?

In short, we are trying to make it just as easy as legally allowable under the current statutory regime. Certainly, a change to the law allowing other sources for the wet signature would ease the process even more, but that would require legislative changes.

Cheers, Judd

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You mentioned you would look into whether a form would be pre-populated if a person was not allowed to register online. Were you able to find an answer to this question?

Second, we have created some draft language for paperless registration in a couple of other states. Hillary, if you think it will be helpful, I can finalize it and send it to you.

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sense in the world. Let's sell him on the idea – as he's the most important election law senator in the state (as well as the senator for CU-Boulder).

4. You requested some stats from our office on voter registration among students. Unfortunately, we don't have that level of information in our data. We can provide vote stats for college towns, specifically highlighting those 18-24, but that's about it. With that caveat, please direct me to the specific data you would like and I will send it to the group.

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Denver, CO 80290  
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[judd.choate@sos.state.co.us](mailto:judd.choate@sos.state.co.us)

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303-894-2200  
[judd.choate@sos.state.co.us](mailto:judd.choate@sos.state.co.us)

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Tuesday, May 18, 2010 3:26 PM  
**To:** 'Ali Cochran'  
**Subject:** RE: iCal event invitation: CO Follow-Up Call w Christie

Ali,

I can't figure out how to "accept" the invitation (our email/calendar setup doesn't recognize iCal) but I will definitely be on the call.

-Christi

*Christi Heppard*

**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Ali Cochran [<mailto:acochran@projectvote.org>]  
**Sent:** Tuesday, May 18, 2010 1:11 PM  
**To:** Christi Heppard  
**Subject:** iCal event invitation: CO Follow-Up Call w Christie

Ali Cochran has invited you to the iCal event: CO Follow-Up Call w Christie, scheduled for May 20, 2010 at 11:00 AM (Eastern Standard Time). To accept or decline this invitation, click the link below.

## Research Intern

---

**From:** Ali Cochran <acochran@projectvote.org>  
**Sent:** Wednesday, September 29, 2010 10:21 AM  
**To:** Teresa James  
**Cc:** Christi Heppard; Nkovite@projectvote.org  
**Subject:** Re: Information regarding foreclosure and voter registration

---

This is really wonderful, Christi! I'm so glad the SOS will be sending this out.

Alice Cochran  
Field Manager  
Project Vote  
737½ 8th St. SE  
Washington, DC 20003-2802  
(Office) 202.546.4173 x305  
(Fax) 202.543.3675

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On Sep 28, 2010, at 6:12 PM, Teresa James wrote:

Thanks, Christi. This is excellent!

Teresa

On Sep 28, 2010, at 6:03 PM, Christi Heppard wrote:

Nicole, Teresa, and Ali,

We wanted to share the attached document regarding voters' rights during the foreclosure process. We plan to broadly distribute this information and thought you might like a copy.

Thanks,  
Christi

*Christi Heppard*

**Colorado Department of State**

Elections Division - Special Projects

1700 Broadway, Suite 270

Denver, Co. 80290

303-894-2200 xtn 6340 (phone)

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---

<ForeclosuresVoting\_statement\_092810.pdf>

## Research Intern

---

**From:** Yolanda Sheffield <[ysheffield@projectvote.org](mailto:ysheffield@projectvote.org)>  
**Sent:** Wednesday, April 28, 2010 1:54 PM  
**To:** Christi Heppard  
**Subject:** RE: IT contact

Thanks Christi.

---

**From:** Christi Heppard [<mailto:christi.heppard@sos.state.co.us>]  
**Sent:** Wednesday, April 28, 2010 12:53 PM  
**To:** Yolanda Sheffield  
**Subject:** IT contact

Yolanda,

I definitely am not the right person to answer tech questions so I've put in an email to our Director of IT, Trevor Timmons. Unfortunately he is out of state to attend a conference until next week. I'll let you know what I hear from him when he's back.

-Christi

*Christi Heppard*  
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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Friday, May 14, 2010 4:58 PM  
**To:** 'Yolanda Sheffield'  
**Cc:** Trevor Timmons  
**Subject:** RE: IT contact

Yolanda,

I had an opportunity to chat with Trevor Timmons, our IT Director, about the possibility of an iPad app for our online voter registration application and any associated API protocols. It sounds like we did not create an API because we did not expect much of a demand for one, given the sensitive nature of the data that would be captured (driver's license number, SSN, date of birth, etc.). If you need more information, you can contact Trevor via email at [trevor.timmons@sos.state.co.us](mailto:trevor.timmons@sos.state.co.us) . – You may recall that technology is not one of my strengths.

Thanks,  
Christi

---

**From:** Yolanda Sheffield [<mailto:ysheffield@projectvote.org>]  
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Thanks Christi.

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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Monday, November 29, 2010 11:57 AM  
**To:** 'Nicole Kovite Zeitler'  
**Subject:** RE: Liz McDonough

Nicole,

I would be interested to hear any response you get from Dara. We haven't had luck reaching out to people from this side but I'm hoping that is because of the holiday last week. I had a really nice chat with Ali (and others) last week and this topic came up.

-Christi

---

**From:** Nicole Kovite Zeitler [mailto:Nkovite@projectvote.org]  
**Sent:** Monday, November 22, 2010 10:09 AM  
**To:** Christi Heppard  
**Subject:** Re: Liz McDonough

Christi:

Just an FYI - according to Liz, The Governor's Office of Information Technology is the only office that can field questions about changes to CBMS and PEAK at this point.....I take this as a bad sign.

The contact is Dara Hesse and Liz gave Dara my information and told her to call me.

Nicole

On Nov 22, 2010, at 11:19 AM, Christi Heppard wrote:

Here you go:

Liz McDonough  
Dept of Human Svs - Office of Permanence Improvement  
1575 Sherman St, 8th Floor  
Denver, CO 80203-1714  
(303) 866-5822  
[liz.mcdonough@state.co.us](mailto:liz.mcdonough@state.co.us)

Thanks,  
Christi

*Christi Heppard*  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)

303-869-4861 (fax)  
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*Christi Heppard*

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[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

**From:** "Christi Heppard" <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)>

**Date:** December 14, 2007 12:54:38 PM EST

**Subject:** Liz McDonough

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Nicole Kovite Zeitler  
Director, Public Agency Voter Registration Program  
Project Vote  
737 ½ 8th Street SE  
Washington, DC 20003  
Tel (202) 546-4173 Ext. 303  
Fax (202) 543-3675  
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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Monday, November 22, 2010 1:06 PM  
**To:** 'Nicole Kovite Zeitler'  
**Subject:** RE: Liz McDonough

I'm still working on my end to see what we can find out.

-Christi

---

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**From:** Christi Heppard  
**Sent:** Monday, November 22, 2010 11:20 AM  
**To:** 'Nicole Kovite Zeitler'  
**Subject:** RE: Liz McDonough

Here you go:

Liz McDonough  
Dept of Human Svs - Office of Permanence Improvement  
1575 Sherman St, 8th Floor  
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**From:** Christi Heppard  
**Sent:** Tuesday, November 30, 2010 6:34 PM  
**To:** 'Nicole Kovite Zeitler'  
**Subject:** RE: Liz McDonough

Excellent. Oddly, I just got a small update myself. Dara has also been in touch via voicemail with our IT Director so contact has been made there. I didn't get a status update but it sounds like Dara is a great person to work with.

-Christi

---

**From:** Nicole Kovite Zeitler [mailto:Nkovite@projectvote.org]  
**Sent:** Tuesday, November 30, 2010 4:25 PM  
**To:** Christi Heppard  
**Subject:** Re: Liz McDonough

Christi:

Good news. I left Dara a message and she just called back. We are setting up a meeting with the CBMS director for next week. I will keep you updated.

Nicole

On Nov 29, 2010, at 11:56 AM, Christi Heppard wrote:

Nicole,

I would be interested to hear any response you get from Dara. We haven't had luck reaching out to people from this side but I'm hoping that is because of the holiday last week. I had a really nice chat with Ali (and others) last week and this topic came up.

-Christi

---

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Nicole Kovite Zeitler  
Director, Public Agency Voter Registration Program  
Project Vote  
737 ½ 8th Street SE  
Washington, DC 20003

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Fax (202) 543-3675  
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## Research Intern

---

**From:** Nicole Kovite Zeitler <Nkovite@projectvote.org>  
**Sent:** Monday, November 29, 2010 12:09 PM  
**To:** Christi Heppard  
**Subject:** Re: Liz McDonough

Thanks, Christi. I have not yet heard from Dara, but plan to try and locate a phone number and place a call sometime over the next few days if I hear nothing. I will certainly keep you in the loop.

I hope you had a nice holiday,

Nicole

On Nov 29, 2010, at 11:56 AM, Christi Heppard wrote:

Nicole,

I would be interested to hear any response you get from Dara. We haven't had luck reaching out to people from this side but I'm hoping that is because of the holiday last week. I had a really nice chat with Ali (and others) last week and this topic came up.

-Christi

---

**From:** Nicole Kovite Zeitler [<mailto:Nkovite@projectvote.org>]  
**Sent:** Monday, November 22, 2010 10:09 AM  
**To:** Christi Heppard  
**Subject:** Re: Liz McDonough

Christi:

Just an FYI - according to Liz, The Governor's Office of Information Technology is the only office that can field questions about changes to CBMS and PEAK at this point....I take this as a bad sign.

The contact is Dara Hesse and Liz gave Dara my information and told her to call me.

Nicole

On Nov 22, 2010, at 11:19 AM, Christi Heppard wrote:

Here you go:

Liz McDonough  
Dept of Human Svs - Office of Permanence Improvement  
1575 Sherman St, 8th Floor  
Denver, CO 80203-1714  
(303) 866-5822  
[liz.mcdonough@state.co.us](mailto:liz.mcdonough@state.co.us)

Thanks,  
Christi

*Christi Heppard*

**Colorado Department of State**

Elections Division - Special Projects

1700 Broadway, Suite 270

Denver, Co. 80290

303-894-2200 xtn 6340 (phone)

303-869-4861 (fax)

[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

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**From:** Nicole Kovite Zeitler [<mailto:Nkovite@projectvote.org>]

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Could you just copy and paste?

Thanks!

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Nicole,

I'm reattaching the information in Outlook format. Let me know if that doesn't work.

-Christi

*Christi Heppard*

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Thanks!

Nicole

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Here is Liz' contact info.

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**From:** "Christi Heppard" <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)>  
**Date:** December 14, 2007 12:54:38 PM EST  
**Subject:** Liz McDonough

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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Wednesday, August 05, 2009 10:14 AM  
**To:** Christi Heppard; 'Joe.Hernandez@dss.co.adams.co.us'; 'Sonia.Archuleta@state.co.us'; 'CComer@co.arapahoe.co.us'; 'LArchuleta@co.arapahoe.co.us'; 'CFinch@co.arapahoe.co.us'; 'tpritchard@bouldercounty.org'; 'jjary@ci.broomfield.co.us'; 'Cindy.Dicken@state.co.us'; 'Maria.Garcia2@state.co.us'; 'SSvendse@douglas.co.us'; 'Pat.McCollum@eaglecounty.us'; 'LindaCrawfis@elpasoco.com'; 'dwatkins@garfield-county.com'; 'Karen.Erdman@state.co.us'; 'Linda.Isenhardt@state.co.us'; 'Misty.Mutch@state.co.us'; 'Kathy.Ashwood@state.co.us'; 'rebecca.schreiber@state.co.us'; 'Judy.Archuleta@state.co.us'; 'jlizzi@co.jefferson.co.us'; 'moneil@co.jefferson.co.us'; 'BEWLEYBJ@co.laplata.co.us'; 'lsartor@larimer.org'; 'Peggy.Kircher@state.co.us'; 'Shaunna.Mata@state.co.us'; 'Trista.Vought@state.co.us'; 'Sharon.Basagoitia@state.co.us'; 'pdouglas@montrosecounty.net'; 'Lorna.Miller@state.co.us'; 'levetta.love@dss.co.pueblo.co.us'; 'danielle.dunaway@dss.co.pueblo.co.us'; 'PRoberts@co.routt.co.us'; 'Vivian.Jones@state.co.us'; 'Paulette.Crabb@state.co.us'; 'SheriR@co.summit.co.us'; 'Debbie.Evans@state.co.us'; 'Teresa.Traxler@state.co.us'; 'humphrjs@co.weld.co.us'; 'Judy.Archuleta@state.co.us'; 'Allan.Gerstle@state.co.us'; 'Len.Stewart@mesacounty.us'; 'atorres@bouldercounty.org'; 'Nora.Shumate@state.co.us'; 'rebeccaklunt@elpasoco.com'; 'Catherine.Salazar@state.co.us'; 'Rick.Agan@state.co.us'; 'Suzi.Campos@state.co.us'; 'rebeccaklunt@elpasoco.com'  
**Cc:** Bill Hobbs; Wayne Munster; Angela Lawson; 'Liz Mcdonough'; 'Pauline Burton'; 'Susan Kern'; 'Nicole Kovite'; 'Donald Wine II'; 'Doug Hess'  
**Subject:** RE: Meeting and conference call information for August 5, 9:00 a.m. voter registration meeting  
**Attachments:** PV Colorado 2009 NVRA Presentation 8 5 09 - FINAL.pdf

All,

The attached PowerPoint presentation will be presented by Project Vote at the 9:00 a.m. meeting today. This presentation will also be posted on the Secretary of State's NVRA Agency Corner webpage shortly. We look forward to meeting with you.

Regards,

*Christi Heppard*

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303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Christi Heppard  
**Sent:** Monday, August 03, 2009 12:41 PM  
**To:** 'Joe.Hernandez@dss.co.adams.co.us'; 'Sonia.Archuleta@state.co.us'; 'CComer@co.arapahoe.co.us';

'LArchuleta@co.arapahoe.co.us'; 'CFinch@co.arapahoe.co.us'; 'tpritchard@bouldercounty.org'; 'jjary@ci.broomfield.co.us'; 'Cindy.Dicken@state.co.us'; 'Maria.Garcia2@state.co.us'; 'SSvendse@douglas.co.us'; 'Pat.McCollum@eaglecounty.us'; 'LindaCrawfis@elpasoco.com'; 'dwatkins@garfield-county.com'; 'Karen.Erdman@state.co.us'; 'Linda.Isenhardt@state.co.us'; 'Misty.Mutch@state.co.us'; 'Kathy.Ashwood@state.co.us'; 'rebecca.schreiber@state.co.us'; 'Judy.Archuleta@state.co.us'; 'jlizzi@co.jefferson.co.us'; 'moneil@co.jefferson.co.us'; 'BEWLEYBJ@co.laplata.co.us'; 'Isartor@larimer.org'; 'Peggy.Kircher@state.co.us'; 'Shaunna.Mata@state.co.us'; 'Trista.Vought@state.co.us'; 'Sharon.Basagoitia@state.co.us'; 'pdouglas@montrosecounty.net'; 'Lorna.Miller@state.co.us'; 'levetta.love@dss.co.pueblo.co.us'; 'danielle.dunaway@dss.co.pueblo.co.us'; 'PRoberts@co.routt.co.us'; 'Vivian.Jones@state.co.us'; 'Paulette.Crabb@state.co.us'; 'SheriR@co.summit.co.us'; 'Debbie.Evans@state.co.us'; 'Teresa.Traxler@state.co.us'; 'humphrjs@co.weld.co.us'; 'Judy.Archuleta@state.co.us'; 'Allan.Gerstle@state.co.us'; 'Len.Stewart@mesacounty.us'; 'atorres@bouldercounty.org'; 'Nora.Shumate@state.co.us'; 'rebeccaklunt@elpasoco.com'; 'Catherine.Salazar@state.co.us'; 'Rick.Agan@state.co.us'; 'Suzi.Campos@state.co.us'; 'rebeccaklunt@elpasoco.com'  
**Cc:** Bill-Hobbs; Wayne-Munster; Angela-Lawson; Liz-McDonough; Pauline-Burton; Susan-Kern; Nicole-Kovite; Donald Wine II; Doug Hess'

**Subject:** Meeting and conference call information for August 5, 9:00 a.m. voter registration meeting

All,

Thank you for confirming your attendance for the August 5, 2009, 9:00 a.m. meeting regarding voter registration pursuant to the National Voter Registration Act (NVRA) at agencies providing public assistance. We look forward to meeting with you in person and on the phone. Attached you will find an agenda and PowerPoint presentation that will be reviewed at the meeting. For your convenience, we will also be posting these documents on the NVRA Agency Corner of the Secretary of State's website.

The meeting will be held at the Secretary of State's office, 1700 Broadway, Denver, in the third floor Aspen Conference Room. The following link provides a map to our location.

<http://www.mapquest.com/maps?city=Denver&state=CO&address=1700+Broadway>

In addition, for those of you calling in please use the following:

Dial 1-866-539-1119

Room number: \*3655950\* (you must use the \* key before and after entering the room number)

Once again, we appreciate your dedication to compliance with the NVRA and look forward to meeting with you. If you have any questions or if this office can be of further assistance, please do not hesitate to contact us.

Regards,

*Christi Heppard*

**Colorado Department of State**

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# Implementing the National Voter Registration Act

## PROJECT VOTE

Nicole Kovite,  
Director, Public Agency Voter Registration Project

Yolanda Sheffield,  
Director, Election Administration Program

Donald Wine II,  
Election Counsel

# The Law Requires States to Report

The NVRA requires the U.S. Election Assistance Commission ("EAC") to submit a biennial report to Congress on the impact of the NVRA on the administration of federal elections for the previous two-year period

42 U.S.C. § 1973gg-7

# Voter Registration Opportunities that must be Offered at Each Agency Under the NVRA:

Each Agency Must:

- 1) distribute a mail voter registration application form and declination form with each application for service or assistance, and with each recertification, renewal, or change of address form relating to such service or assistance;
- 2) assist applicants in completing voter registration application forms unless the applicant refuses such assistance; and
- 3) accept completed voter registration application forms for transmittal to the appropriate state election official no later than 10 days after the date of acceptance or 5 days before the last day for registration to vote in an election.

42 U.S.C. § 1973gg-5(a)(4)(A)

# What Should Colorado Agencies be Doing...

Each Agency Must:

- 1) Distribute the state agency voter registration form ("yellow form") with each application for benefits, recertification/renewal request and change form;
- 2) Assist clients in completing voter registration applications;
- 3) Collect completed voter registration application forms from clients and transmit those forms to the appropriate state election official in a timely manner;
- 4) Retain declination forms for 24 months;
- 5) Report accurate data regularly to Secretary of State via "Survey Monkey."

# What about remote transactions?

The NVRA still applies.

"Distribution" means either physically handing the voter registration application and voter notice forms to the client in the case of an on-site transaction, or mailing or electronically transmitting the forms in the case of a remote, off-site transaction.

See CDHS NVRA Agency Letter, § C(2), June 10, 2008

# What Should Colorado Agencies be Doing (cont.)

- 6) Attach the yellow agency voter registration application to each benefits packet (application; recertification; change form);
- 7) Mail yellow forms with recertification documents and any other paperwork distributed for remote transactions;
- 8) Track number of applications; recertifications; change of address (in-person and remote);
- 9) Track responses to declination forms;

## What is Colorado Doing?

## El Paso County

### PV Survey

- None of the people surveyed at the **N. Spruce Street** office reported having been offered any information on voter registration.
- When a Project Vote Surveyor asked a staff person for a VR application, the worker replied: "[w]e don't have them here, you'll probably have to go to the library if you want to register to vote."
- When a Project Vote surveyor asked if she could register to vote when she filled out a benefits application, the worker replied, "[o]h no, that's something different."

### SOS Online Survey

- Previous months had low total number of declination forms.
- June performance rate is consistent with Adams County.

## Project Vote Assessment of NVRA Compliance in Colorado

- Surveyed 7 counties in March 2009
- Analyzed SOS Online VR Survey Monkey data April-June 2009

## Larimer County

### PV Survey

- In Larimer, there were voter registration apps within the benefits packets.

### SOS Online Survey

- Had 455 total declination forms for June 2009.

## Denver County

### PV Survey

- At **1200 Federal**, none of the clients surveyed reported having received a voter registration application or declination form.
- At the **Tremont Pl.** office, the Project Vote surveyor asked an office worker if the VR application could be submitted with the benefits application. The worker responded, "nope, you've gotta mail it."
- At the **Peoria Street** office, a Project Vote surveyor was told by a front desk employee that VR applications are not normally given with each benefits application.

### SOS Online Survey

- NVRA performance rate in Denver County (completed VR apps / total offers) is half the rate in El Paso and Adams Counties.
- Numbers of total declination forms for reporting periods ranged from 400-1000.

## Boulder County

### PV Survey

- Everyone surveyed at the office on **N. Broadway** had been asked by a caseworker if they wanted to register and were provided a VR application.
- Stacks of blank VR applications were readily available and provided in the benefits packet.

### SOS Online Survey

- Very low total declinations for one of the most populous counties.



## Adams County

### PV Survey

- Most people surveyed said they were asked whether they wanted to register to vote and remembered being given a declination form and VR application.
- Yellow VR application attached to each benefits application. Extra VR applications readily available.

### SOS Online Survey

- Consistent performance rate across months.

## Division of Vocational Rehab

### PV Survey

- N/A – did not survey DVR offices

### SOS Online Survey

- DVR reports are not clear as to how many covered transactions occur at each office.
- As a result, performance rate is unknown.

## Jefferson County

### PV Survey

- At the DHS office on **Jefferson County Pkwy** in Golden, clients reported having received voter registration applications.
- A worker, upon giving surveyor an application, told surveyor to "remember to bring it back so we can turn [it] in...for you."

### SOS Online Survey

- Total number of completed declination forms have been inconsistent (April 1-15 was several times higher than for other periods)

## The conclusion is....

- Several problems with reporting by counties
- Several instances of staff being uninformed on procedure for distributing VR apps
- Inconsistent numbers in several counties
- Some counties don't report at all

## Arapahoe County

### PV Survey

- N/A – did not survey Arapahoe County

### SOS Online Survey

- Arapahoe combines remote transactions with in-person transactions, while other counties report only in-person transactions.
- As a result, Arapahoe reports reflect a large number of completed declination forms and blank forms compared to rest of state.

## Best Practices to Ensure Compliance: Reporting

- Regular and accurate data reporting via "Survey Monkey" will reveal NVRA performance rates across the state, highlighting progress and any inconsistencies.
- Adding survey questions to track number of persons visiting DHS offices will help better highlight progress.
- On-time reporting will ensure the Secretary of State has accurate, up-to-date data to show DHS's compliance under the NVRA.



Implementing the National Voter Registration Act

## Best Practices to Ensure Compliance: Online Reporting

Suggested additions:

- Number of clients seen in the office for NVRA covered transactions
  - Initial applications
  - Recertifications/renewals
  - Change of address
- How many "yellow forms" were mailed?
  - Initial applications
  - Recertifications/renewals
  - Change of address

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Implementing the National Voter Registration Act

## Best Practices to Ensure Compliance: Reporting

Reception Log/Voter Registration Log:

Staff can easily track office traffic data by keeping a Reception Log of the numbers of people who visit the office for these purposes:

- apply for benefits,
- complete recertification/renewal,
- report changes of address, and
- register to vote only.

The Reception Log should be reconciled with the numbers of responses to declination questions (Voter Registration Log), weekly. Numbers of declination responses (including "blanks") should equal the total number of covered transactions.

Staff should note any discrepancies between the two logs and report to the local NVRA Site Coordinator.

Implementing the National Voter Registration Act

## Best Practices to Ensure Compliance: Online Reporting

Currently, the online statistical report collects:

- Number of "yes" responses
- Number of "update registration" responses
- Number of "no responses"
- Number of "already registered" responses
- Number of "blank" responses
- Number of completed VR applications transmitted

Implementing the National Voter Registration Act

## Best Practices to Ensure Compliance: Provide Training and Support

- DHS must interact frequently with election officials to ensure training and support is provided to all personnel engaging in NVRA-covered transactions
- Employee training should occur frequently with refresher training annually
- NVRA Coordinator should be trained to train employees
- Employee training should occur before contact with clients

Implementing the National Voter Registration Act

## Best Practices to Ensure Compliance: Other Measures

- Ensure 2 months supply of VR forms on hand
- Employee and office evaluation process should include NVRA compliance
- Staff should perform quick review of completed voter registration application form to ensure all required fields are filled out (equal assistance.)
- System for random, in-person spot checks of offices
- Short video/PSA in waiting room
- Make NVRA compliance part of the office culture

## Examples of Success: Missouri

Voter Registration Applications from Public Assistance Agencies in Missouri:

Before Implementation of Best Practice Procedures:  
**7,500 per year.**

After Implementation of Best Practice Procedures:  
**10,000 – 12,000 per month**

## Need for the NVRA Remains High

- Nationwide, low-income registration rate was only 65% (compared to 85% for upper-income) in 2008
- 11 million unregistered low-income citizens in 2008 nationwide (140,000+ in Colorado alone)
- People with disabilities have lower registration rates as well: only 68% are registered
- When registered, people vote: 90% of people registered in 2008 voted

## Examples of Success: Tennessee

Tennessee tripled the number of applications agencies collected after a consent decree with the Justice Department in 2003

Compliance still works: TN's agencies collected nearly 159,000 voter applications during 2007-2008

Low Income Adult Citizens Unregistered  
2006



**Legend**  
 □ - 20-30% Unregistered  
 □ - 30-40% Unregistered  
 □ - 40-50% Unregistered  
 □ - Not Required to Implement NVRA

"Low income" is defined as individuals from households with total income below \$25,000

"I think one of the things that we have learned from this process is that we had assumed that the agency voter registration was on autopilot and that we assumed that these agencies were doing the jobs that they were expected to do.

"We have learned from that that we need to continuously stay focused on the activities of these Section 7 agencies. Requiring them to report, comparing the reports to other reports that we receive from a different agency will enable us to identify if there is a potential problem out there ..."

Johnnie McLean,  
Chief Deputy Director,  
North Carolina State Board of  
Elections

"Compliance with the NVRA is not just another federal mandate; it is a key component for families to act on their own behalf ... Not only is this an essential component of a family's movement toward self-sufficiency, it is also absolutely essential if we hope to further our democracy."

Catherine Truss,  
Michigan Department of Human Services

## Questions?

### Contact Information

- Nicole Kovite (202) 546-4173 ext 303  
[nkovite@projectvote.org](mailto:nkovite@projectvote.org)
- Yolanda Sheffield (202) 546-4173 ext 302  
[yshffield@projectvote.org](mailto:yshffield@projectvote.org)
- Donald Wine II (202) 546-4173 ext 305  
[dwine@projectvote.org](mailto:dwine@projectvote.org)

## Research Intern

---

**From:** Doug Hess <douglasrhess@gmail.com>  
**Sent:** Wednesday, July 08, 2009 3:41 PM  
**To:** Christi Heppard  
**Cc:** Wayne Munster; Nicole Kovite; Donald Wine II  
**Subject:** Re: Meeting with Colorado and Project Vote representatives

Hi, Christi:

Either of those dates work for us. We'll decide later which of our NVRA team members would come out there. I'm wondering if we should plan for two meetings, one with the DHS folks and then a separate one with WIC since WIC offices have such different procedures. We might want to do a call with WIC before hand to clarify what the data actually means as their reports are a little confusing, but meeting with them separately might help us to creatively work through problems they have or their systems that are not similar to the concerns/problems at DHS.

Let us know what you think, and what date you pick. Please keep Donald and Nicole cc'd on emails about this.

Thanks for your efforts.

Doug Hess  
Research Consultant, Project Vote  
202-277-6400 (cell)

On Tue, Jul 7, 2009 at 6:34 PM, Christi

Heppard<[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)> wrote:

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> Also, we have updated the Agency FAQs on our web page, as you recommended.

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- >
- > Christi Heppard
- > Colorado Department of State
- > Elections Division - Special Projects
- > 1700 Broadway, Suite 270
- > Denver, Co. 80290
- > 303-894-2200 xtn 6340 (phone)
- > 303-869-4861 (fax)
- > [christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)
- >
- >

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Monday, July 13, 2009 1:28 PM  
**To:** 'Doug Hess'  
**Cc:** Wayne Munster; Nicole Kovite; Donald Wine II  
**Subject:** RE: Meeting with Colorado and Project Vote representatives

Hi Doug,

A meeting with the WIC office sounds good to us. Let me get in touch with them about meeting August 4th or 5th. I'm hoping to hear back from DHS today regarding their date preference and will share that information with you as soon as I have it.

Thanks,  
Christi

Christi Heppard  
Colorado Department of State  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

-----Original Message-----

**From:** Doug Hess [<mailto:douglasrhess@gmail.com>]  
**Sent:** Wednesday, July 08, 2009 1:41 PM  
**To:** Christi Heppard  
**Cc:** Wayne Munster; Nicole Kovite; Donald Wine II  
**Subject:** Re: Meeting with Colorado and Project Vote representatives

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Thanks for your efforts.

Doug Hess  
Research Consultant, Project Vote

202-277-6400 (cell)

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## Research Intern

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**From:** Nicole Kovite <nkovite@projectvote.org>  
**Sent:** Wednesday, July 08, 2009 5:25 PM  
**To:** Doug Hess  
**Cc:** Christi Heppard; Wayne Munster; Donald Wine II  
**Subject:** Re: Meeting with Colorado and Project Vote representatives  
**Attachments:** ACORN-Stipulation-6-25-09.pdf; ATT259475.htm

---

I have enclosed the settlement agreement with Missouri. I hope this is helpful.

Nicole

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Wednesday, July 08, 2009 4:19 PM  
**To:** 'Doug Hess'  
**Cc:** Wayne Munster; Nicole Kovite; Donald Wine II  
**Subject:** RE: Meeting with Colorado and Project Vote representatives

Doug,

Secretary Buescher should be available on either date so let me check with the DHS group to determine if any of their key staff have a conflict. It may take a few days to hear back.

Regarding your idea about a conference call and a separate meeting for WIC: that makes sense to me but to be safe let me run it by Wayne, who is out of the office until next week.

I'll be sure to include Donald and Nicole in future emails. Let us know if you need anything else.

-Christi

Christi Heppard  
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## Research Intern

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**From:** Christi Heppard  
**Sent:** Wednesday, July 08, 2009 4:03 PM  
**To:** 'Doug Hess'  
**Cc:** Wayne Munster; Donald Wine II; Nicole Kovite  
**Subject:** RE: Meeting with Colorado and Project Vote representatives

Doug,

We did briefly discuss whether or not office traffic could be tracked. While we only had a few of Colorado's 64 counties in the initial meetings, it seems that the possibility of traffic tracking depends on the space design of each location and what information might be tracked. This would be a great topic of discussion for the meeting; we could work together to identify what information is "trackable" and perhaps develop some draft questions to be placed on Survey Monkey. I'm not certain if Missouri has a reporting tool like ours but if they do, would you mind sending over the questions? Adding questions to Survey Monkey is very simple but we want to make sure the questions are correctly worded and that agencies are able to provide the information we are looking for.

Hope that helps.

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*Christi Heppard*  
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**From:** Doug Hess [<mailto:douglasrhess@gmail.com>]  
**Sent:** Tuesday, July 07, 2009 4:54 PM  
**To:** Christi Heppard  
**Cc:** Wayne Munster; Donald Wine II; Nicole Kovite  
**Subject:** Re: Meeting with Colorado and Project Vote representatives

I'll check with staff there on those dates. Did you get a response to updating survey monkey to track office traffic? Measuring office traffic in MO has been very useful and presumably not too burdensome to request (in fact, I would assume offices keep track of that anyway for other planning or evaluation purposes).

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## Research Intern

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**From:** Christi Heppard  
**Sent:** Wednesday, July 08, 2009 5:30 PM  
**To:** 'Nicole Kovite'; Doug Hess  
**Cc:** Wayne Munster; Donald Wine II  
**Subject:** RE: Meeting with Colorado and Project Vote representatives

Thanks, Nicole.

-Christi

*Christi Heppard*

**Colorado Department of State**

Elections Division - Special Projects

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**From:** Nicole Kovite [<mailto:nkovite@projectvote.org>]  
**Sent:** Wednesday, July 08, 2009 3:25 PM  
**To:** Doug Hess  
**Cc:** Christi Heppard; Wayne Munster; Donald Wine II  
**Subject:** Re: Meeting with Colorado and Project Vote representatives

I have enclosed the settlement agreement with Missouri. I hope this is helpful.

Nicole

## Research Intern

---

**From:** Ben Hanna <coacorn@acorn.org>  
**Sent:** Friday, June 20, 2008 12:15 PM  
**To:** Troy Bratton; Martha M. Tierney; Wayne Munster  
**Cc:** Brian Mellor  
**Subject:** Re: Meeting with ACORN

Troy, Wayne,

We are located at 9915 E. Colfax Ave. (across from the Fox Theatre in Aurora.) Quickest way from downtown is probably to take 70 E to Havana, head to Colfax and come west a few blocks. Take a right on Florence and an immediate left down the alley. Park in the lot at the end of the alley, come around to the front of the building and there we are.

Look forward to meeting with you on the 2nd,

Ben Hanna  
State Political Director  
Colorado ACORN  
125 W 10th Ave  
Denver CO 80204  
303-534-1948 office  
717-645-7246 cell  
[coacorn@acorn.org](mailto:coacorn@acorn.org)  
[www.acorn.org](http://www.acorn.org)

----- Original Message -----

**From:** Troy Bratton  
**To:** [Martha M. Tierney](#) ; [Wayne Munster](#)  
**Cc:** [Ben Hanna](#) ; [Brian Mellor](#)  
**Sent:** Friday, June 20, 2008 10:06 AM  
**Subject:** RE: Meeting with ACORN

Martha,

Thanks for getting back to us so quickly. 1:00pm on July 2<sup>nd</sup> is great for us. We will keep an eye out for Ben's email.

Thank you.

**Troy Bratton**  
*Legal Specialist*  
*Colorado Secretary of State*  
*Elections Division*  
*1700 Broadway, Suite 270*  
*Denver, Colorado 80290*

[Troy.Bratton@sos.state.co.us](mailto:Troy.Bratton@sos.state.co.us)  
phone: 303-894-2200 x 6323  
fax: 303-869-4861

---

**From:** Martha M. Tierney [<mailto:mtierney@kghllaw.com>]  
**Sent:** Friday, June 20, 2008 9:50 AM

**To:** Troy Bratton; Wayne Munster  
**Cc:** Ben Hanna; Brian Mellor  
**Subject:** Meeting with ACORN

Troy and Wayne,

We are available on July 2nd. How does 1:00pm sound? ACORN's Colorado director, Ben Hanna, will email you with directions to the ACORN office and we can meet there. Let me know if 1:00 pm on the 2nd is satisfactory. Thanks.

Martha

Martha M. Tierney

Kelly Garnsey Hubbell + Lass LLC

1441 18th Street, Suite 300

Denver, Colorado 80202

303.296.9412 303.293.8705 Fax

[mtierney@kghllaw.com](mailto:mtierney@kghllaw.com)

[www.kghllaw.com](http://www.kghllaw.com)

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Internal Virus Database is out-of-date.

Checked by AVG.

Version: 7.5.524 / Virus Database: 270.3.0 - Release Date: 6/11/2008 12:00 AM

## Research Intern

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**Sent:** Wednesday, July 08, 2009 4:28 PM  
**To:** Christi Heppard  
**Cc:** Wayne Munster; Donald Wine II; Nicole Kovite  
**Subject:** Re: Meeting with Colorado and Project Vote representatives

Regarding MO, I'll ask Nicole to send you the agreement we signed with them. Some of the procedures they use are, of course, particular to their situation, but essentially they have each office receptionist log each visitor on a reporting form as a way of measuring office traffic. I assume each office in CO must keep track of how many initial applications for benefits and recertifications they process each month for their own reports, so I hope this is possible to work out with them. Maybe once things improve the reporting can go to once a month in exchange for offices collecting a bit more data, unless twice monthly helps remind offices to not hang onto completed voter registration applications.

Thanks.

Doug Hess  
Research Consultant, Project Vote  
202-277-6400 (cell)

On Wed, Jul 8, 2009 at 4:03 PM, Christi Heppard<[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)> wrote:

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> From: Doug Hess [<mailto:douglashess@gmail.com>]  
> Sent: Tuesday, July 07, 2009 4:54 PM  
> To: Christi Heppard  
> Cc: Wayne Munster; Donald Wine II; Nicole Kovite  
> Subject: Re: Meeting with Colorado and Project Vote representatives

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**To:** 'Doug Hess'  
**Cc:** Wayne Munster; Donald Wine II; Nicole Kovite  
**Subject:** RE: Meeting with Colorado and Project Vote representatives

Doug,

We did briefly discuss whether or not office traffic could be tracked. While we only had a few of Colorado's 64 counties in the initial meetings, it seems that the possibility of traffic tracking depends on the space design of each location and what information might be tracked. This would be a great topic of discussion for the meeting; we could work together to identify what information is "trackable" and perhaps develop some draft questions to be placed on Survey Monkey. I'm not certain if Missouri has a reporting tool like ours but if they do, would you mind sending over the questions? Adding questions to Survey Monkey is very simple but we want to make sure the questions are correctly worded and that agencies are able to provide the information we are looking for.

Hope that helps.

-Christi

*Christi Heppard*

**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Doug Hess [<mailto:douglasrhess@gmail.com>]  
**Sent:** Tuesday, July 07, 2009 4:54 PM  
**To:** Christi Heppard  
**Cc:** Wayne Munster; Donald Wine II; Nicole Kovite  
**Subject:** Re: Meeting with Colorado and Project Vote representatives

I'll check with staff there on those dates. Did you get a response to updating survey monkey to track office traffic? Measuring office traffic in MO has been very useful and presumably not too burdensome to request (in fact, I would assume offices keep track of that anyway for other planning or evaluation purposes).

Doug Hess  
Research Consultant, Project Vote  
202-277-6400 (cell)

On Tue, Jul 7, 2009 at 6:34 PM, Christi Heppard <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)> wrote:

Doug,



Our office has had two very productive meetings with representatives from Colorado DHS. You, Wayne, and I previously talked about another in-person meeting with your organization, this office, and DHS to discuss among other things, your recommendations and our agencies' practices. If I recall correctly, we considered holding a meeting here in Denver at the end of July or first part of August. Many of the DHS folks will be at a conference the last week in July; would the first week of August still work for you guys? Mornings on Tuesday or Wednesday, August 4 -5, would be most preferable for us. I'll check availability for key staff at DHS as soon as I have your response.

---

Also, we have updated the Agency FAQs on our web page, as you recommended.

Thanks,

Christi

***Christi Heppard***  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Tuesday, September 28, 2010 2:36 PM  
**To:** 'Teresa James'  
**Cc:** Ali Cochran; Lisa Doran; Nkovite@projectvote.org  
**Subject:** RE: NVRA Agency training in Colorado  
**Attachments:** NVRA Training.zip

Teresa,

Here you go. I wonder if the zip file might be too big to get through your email filter; it is 4.7 MB even after zipping. I talked to our IT guys and it might also be that your email filter is kicking out the file type. If this doesn't work I'll have to find a Plan B.

If you get the attachment, save it down to a local drive, then unzip the file (extract them to your local drive). At that point you should be able to find the extracted, saved file called "index". Clicking on "index" should launch the training.

-Christi

*Christi Heppard*  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Tuesday, September 28, 2010 10:43 AM  
**To:** Christi Heppard  
**Cc:** Ali Cochran; Lisa Doran; [Nkovite@projectvote.org](mailto:Nkovite@projectvote.org)  
**Subject:** Re: NVRA Agency training in Colorado

Christi,

Could you resend. We just received an image of the first page instead of the zip file.

Thanks,

Teresa

On Sep 24, 2010, at 4:46 PM, Christi Heppard wrote:

<image001.png>

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Friday, September 24, 2010 4:46 PM  
**To:** 'tjames@projectvote.org'; Ali Cochran  
**Cc:** Lisa Doran  
**Subject:** RE: NVRA Agency training in Colorado

Teresa,

Here is the current draft. You will need to extract the files from the zip file and save all of them on to a local drive. Then find the file named "index" and click. It should launch – use the red arrows at the top of the page to navigate. Below is a screenshot of what the first page should look like. We look forward to your thoughts.

Once this is on our website, it will be a simple click to open but since it isn't yet "published", I had to send you the zip file, which is more complex to view. Certainly agencies will not need to go through that; for them it will be a simple click and launch just like anything else on the website.

I would ask that you not share this with anyone outside of your organization since it is still in draft form. Once we are live, we would be happy to share this with any state, agency, or other group that is interested. We use this technology to train our election officials and thought it would be a great way to present NVRA training, too.

Thanks,  
Christi

HOME   EXIT

## National Voter Registration Act

### Public Assistance Agency Compliance Procedures

Overview of NVRA ▶

Providing Voter Registration ▶

NVRA Coordinator ▶

Secretary of State Responsibilities ▶

Summary ▶

Practice

## Welcome

to the voter registration training for agencies that provide public assistance and/or serve voters with disabilities.

The purpose of this training is to prepare those who work at these agencies to provide voter registration applications to their clients, as required by law.

This course will cover:

- What is the NVRA and what does it require?
- Agency staff interacting with potential applicants
- NVRA coordinators at the agencies and their responsibilities
- Secretary of State's role in assisting the agencies
- How to find more information to assist voters

Let's begin.

Revised 10/2010

---

**From:** [tjames@projectvote.org](mailto:tjames@projectvote.org) [mailto:tjames@projectvote.org]  
**Sent:** Friday, September 24, 2010 2:20 PM  
**To:** Christi Heppard; Ali Cochran  
**Cc:** Lisa Doran  
**Subject:** Re: NVRA Agency training in Colorado

Christi,  
This is very exciting! Ali and I would like to view the html file. Thanks for giving us this opportunity.

We'll be sharing this in a meeting with Nicole tomorrow.

Teresa

Sent on the Sprint® Now Network from my BlackBerry®

---

**From:** "Christi Heppard" <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)>

**Date:** Fri, 24 Sep 2010 13:04:53 -0600

**To:** Teresa James<[tjames@projectvote.org](mailto:tjames@projectvote.org)>; Ali Cochran<[acochran@projectvote.org](mailto:acochran@projectvote.org)>

**Cc:** Lisa Doran<[Lisa.Doran@SOS.STATE.CO.US](mailto:Lisa.Doran@SOS.STATE.CO.US)>

**Subject:** NVRA Agency training in Colorado

Teresa and Ali,

I hope this email finds you well. I'm not certain if you guys are interested but I thought I would let you know that in the very near future we will be offering our NVRA agency training in a new web-based format using a professional training tool, rather than a simple PowerPoint (no substantive content changes, just a new method of delivery). The new format includes interactive features, "knowledge testing", and can be accessed 24/7. If you would like a preview of the training, let me know and I would be happy to share our current draft HTML file. I expect that we will release this to our agencies sometime next week. We are very excited.

-Christi

*Christi Heppard*

**Colorado Department of State**

Elections Division - Special Projects

1700 Broadway, Suite 270

Denver, Co. 80290

303-894-2200 xtn 6340 (phone)

303-869-4861 (fax)

[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

## Research Intern

---

**From:** Teresa James <tjames@projectvote.org>  
**Sent:** Tuesday, September 28, 2010 12:43 PM  
**To:** Christi Heppard  
**Cc:** Ali Cochran; Lisa Doran; Nkovite@projectvote.org  
**Subject:** Re: NVRA Agency training in Colorado

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Thanks,

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<image001.png>

## Research Intern

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We'll be sharing this in a meeting with Nicole tomorrow.

Teresa

Sent on the Sprint® Now Network from my BlackBerry®

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**From:** "Christi Heppard" <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)>  
**Date:** Fri, 24 Sep 2010 13:04:53 -0600  
**To:** Teresa James<[tjames@projectvote.org](mailto:tjames@projectvote.org)>; Ali Cochran<[acochran@projectvote.org](mailto:acochran@projectvote.org)>  
**Cc:** Lisa Doran<[Lisa.Doran@SOS.STATE.CO.US](mailto:Lisa.Doran@SOS.STATE.CO.US)>  
**Subject:** NVRA Agency training in Colorado

Teresa and Ali,

I hope this email finds you well. I'm not certain if you guys are interested but I thought I would let you know that in the very near future we will be offering our NVRA agency training in a new web-based format using a professional training tool, rather than a simple PowerPoint (no substantive content changes, just a new method of delivery). The new format includes interactive features, "knowledge testing", and can be accessed 24/7. If you would like a preview of the training, let me know and I would be happy to share our current draft HTML file. I expect that we will release this to our agencies sometime next week. We are very excited.

-Christi

*Christi Heppard*

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303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

## Research Intern

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**From:** Teresa James <tjames@projectvote.org>  
**Sent:** Tuesday, September 28, 2010 12:43 PM  
**To:** Christi Heppard  
**Cc:** Ali Cochran; Lisa Doran; Nkovite@projectvote.org  
**Subject:** Re: NVRA Agency training in Colorado

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Christi,

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Teresa

On Sep 24, 2010, at 4:46 PM, Christi Heppard wrote:

<image001.png>



## Research Intern

---

**From:** Christi Heppard  
**Sent:** Tuesday, September 28, 2010 2:36 PM  
**To:** 'Teresa James'  
**Cc:** Ali Cochran; Lisa Doran; Nkovite@projectvote.org  
**Subject:** RE: NVRA Agency training in Colorado  
**Attachments:** NVRA Training.zip

Teresa,

Here you go. I wonder if the zip file might be too big to get through your email filter; it is 4.7 MB even after zipping. I talked to our IT guys and it might also be that your email filter is kicking out the file type. If this doesn't work I'll have to find a Plan B.

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-Christi

*Christi Heppard*  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Tuesday, September 28, 2010 10:43 AM  
**To:** Christi Heppard  
**Cc:** Ali Cochran; Lisa Doran; [Nkovite@projectvote.org](mailto:Nkovite@projectvote.org)  
**Subject:** Re: NVRA Agency training in Colorado

Christi,

Could you resend. We just received an image of the first page instead of the zip file.

Thanks,

Teresa

On Sep 24, 2010, at 4:46 PM, Christi Heppard wrote:

<image001.png>

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Tuesday, September 28, 2010 2:57 PM  
**To:** 'Teresa James'  
**Cc:** Ali Cochran; Lisa Doran; Nkovite@projectvote.org  
**Subject:** RE: NVRA Agency training in Colorado

Fantastic. I really think you guys will like this.

Looking forward to your thoughts,  
Christi

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Tuesday, September 28, 2010 12:53 PM  
**To:** Christi Heppard  
**Cc:** Ali Cochran; Lisa Doran; [Nkovite@projectvote.org](mailto:Nkovite@projectvote.org)  
**Subject:** Re: NVRA Agency training in Colorado

I received the zip file, thanks!

----- Original Message -----

**From:** [Christi Heppard](#)  
**To:** [Teresa James](#)  
**Cc:** [Ali Cochran](#) ; [Lisa Doran](#) ; [Nkovite@projectvote.org](mailto:Nkovite@projectvote.org)  
**Sent:** Tuesday, September 28, 2010 2:36 PM  
**Subject:** RE: NVRA Agency training in Colorado

Teresa,

Here you go. I wonder if the zip file might be too big to get through your email filter; it is 4.7 MB even after zipping. I talked to our IT guys and it might also be that your email filter is kicking out the file type. If this doesn't work I'll have to find a Plan B.

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-Christi

*Christi Heppard*  
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Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Tuesday, September 28, 2010 10:43 AM  
**To:** Christi Heppard  
**Cc:** Ali Cochran; Lisa Doran; [Nkovite@projectvote.org](mailto:Nkovite@projectvote.org)  
**Subject:** Re: NVRA Agency training in Colorado

Christi,

Could you resend. We just received an image of the first page instead of the zip file.

Thanks,

Teresa

On Sep 24, 2010, at 4:46 PM, Christi Heppard wrote:

<image001.png>

---

No virus found in this incoming message.

Checked by AVG - [www.avg.com](http://www.avg.com)

Version: 9.0.856 / Virus Database: 271.1.1/3164 - Release Date: 09/28/10 02:34:00

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Tuesday, December 21, 2010 6:34 PM  
**To:** 'Teresa James'  
**Cc:** Nicole Kovite Zeitler; Ali Cochran  
**Subject:** RE: N.M. case and a goodbye

Teresa,

I'm (selfishly) sorry to hear you are leaving Project Vote but hope you are off to begin something new and fabulous. It has been a pleasure to work with you over the last year or so. Good luck in your future endeavors!

We'll definitely take a look at the NM decision. I'll send any questions, comments, etc. that we might have to Nicole or Ali. Hope you have a wonderful holiday.

All my best,  
Christi

Christi Heppard  
Colorado Department of State  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

-----Original Message-----

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Tuesday, December 21, 2010 4:25 PM  
**To:** Christi Heppard  
**Cc:** Nicole Kovite Zeitler; Ali Cochran  
**Subject:** N.M. case and a goodbye

Christi,

I've put off telling you till the last minute that I will be leaving Project Vote at the end of this month. I will miss working with you and with the SOS office in Colorado especially, you're the most responsive and efficient Secretary's office, as well as one of nicest. I especially want to thank you personally for going the extra mile and being so great to work with the past year or so that I've been on the Colorado project. Nicole Kovite Zeitler and Ali Cochran will continue as Project Vote contacts.

I also wanted to let you know that Nicole just announced that the N.M. District Court ruled in our favor on the issue of when a voter registration application must be given to DHS clients. The application must be given to all those who check

"yes" on the declination form and to those who leave the form blank, not just to those who check "yes." It's good news to all of us to have the guidance of a court ruling on this issue. I've attached the opinion for your reference.

Again, thank you and have a great holiday!

Best,  
Teresa

## Research Intern

---

**From:** tjames@projectvote.org  
**Sent:** Wednesday, April 07, 2010 9:15 AM  
**To:** Christi Heppard  
**Subject:** Re: New Mexico litigation

Christi,

It was good to talk with you and Lisa yesterday. I feel the meetings went well and were productive also. Yolanda is on the New Mexico case and will be sending you the information you requested.

Teresa James  
Project Vote  
202-553-4344  
[tjames@projectvote.org](mailto:tjames@projectvote.org)

-----Original Message-----

From: "Christi Heppard" <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)>  
Subj: New Mexico litigation  
Date: Tue Apr 6, 2010 5:25 pm  
Size: 2K  
To: "Teresa James" <[tjames@projectvote.org](mailto:tjames@projectvote.org)>  
cc: <[ysheffield@projectvote.org](mailto:ysheffield@projectvote.org)>

Teresa,

It was nice seeing both of you today. I felt both of our meetings were very productive.

Would you mind sending me your brief and any other documents filed for the case in New Mexico about using a separate declination and voter registration form? We would like to better understand Project Vote's interpretation of that provision in the NVRA.

Thanks and travel safely,  
Christi

## Research Intern

---

**From:** ysheffield@projectvote.org  
**Sent:** Wednesday, April 07, 2010 11:34 AM  
**To:** Christi Heppard; Teresa James  
**Subject:** Re: New Mexico litigation

Christi,

I am in route to the airport now but wil send it once I get to my gate.

Sent on the Sprint® Now Network from my BlackBerry®

---

**From:** "Christi Heppard" <[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)>  
**Date:** Tue, 6 Apr 2010 17:25:13 -0600  
**To:** Teresa James<[tjames@projectvote.org](mailto:tjames@projectvote.org)>  
**Cc:** <[ysheffield@projectvote.org](mailto:ysheffield@projectvote.org)>  
**Subject:** New Mexico litigation

Teresa,

It was nice seeing both of you today. I felt both of our meetings were very productive.

Would you mind sending me your brief and any other documents filed for the case in New Mexico about using a separate declination and voter registration form? We would like to better understand Project Vote's interpretation of that provision in the NVRA.

Thanks and travel safely,  
Christi

## Research Intern

---

**From:** Doug Hess <douglasrhess@gmail.com>  
**Sent:** Thursday, May 13, 2010 5:09 PM  
**To:** NVRA; Teresa James; Ali Cochran; Nicole Kovite; Christi Heppard  
**Subject:** Re: New NVRA Agency Based Voter Registration Forms

Hey, Lisa. Can you email us the PDF of the new voter registration form? Thanks.

Doug Hess  
202-277-6400 (cell)

The information contained in this email is confidential and may contain proprietary information. It is meant solely for the intended recipient(s). Access to this email by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted in reliance on this is prohibited and may be unlawful.

On Thu, May 13, 2010 at 3:05 PM, NVRA <[nvra.state@sos.state.co.us](mailto:nvra.state@sos.state.co.us)> wrote:

- > Good Afternoon,
- >
- >
- >
- > If you haven't already, you should be receiving the new NVRA Agency
- > Based Voter Registration forms you requested in the next 7 to 10 days.
- > Once you receive your new forms, please dispose of and/or recycle the old forms.
- >
- >
- >
- > You will note that the new NVRA Agency Voter Registration forms have a
- > new look. The Voter Registration form itself is legal size, green and
- > has an NCR tear off receipt for your client. The Declination form is
- > on white paper and is a separate document, no more cutting, tearing
- > etc...You will also notice that you have twice as many Declination forms
- > as Registrations. Each client fills out a Declination form, then, if
- > they check the box to indicate they prefer to register to vote, you
- > provide them a Voter Registration form. You file their completed
- > Declination form which indicates they wish to register to vote with
- > the rest of the Declination forms you keep. The green Voter
- > Registration form goes to the County Clerk and the yellow copy should be detached and given to the client.
- >
- >
- >
- > You will re-order forms on the web the same way you have in the past.
- > You will find the link to the order site below:
- >
- > <http://www.elections.colorado.gov/Default.aspx?PageMenuID=1332>
- >
- >
- >



- > Please note, it takes approximate 5 – 7 working days for your order to
- > be printed and shipped. The orders are shipped Fedex ground and may
- > take a couple of days after that to reach your office. Please monitor
- > your form inventory with this timeline in mind.
- >
- >
- >
- > If you should have any questions, comments or concerns regarding NVRA
- > compliance please contact the Secretary of State's office at your
- > earliest convenience.

>

> Thanks,

>

>

>

> Lisa Doran | Election Division Communication Lead | Colorado

> Department of State

>

> 303-894-2200 Ext 6104 | Direct E-mail: [lisa.doran@sos.state.co.us](mailto:lisa.doran@sos.state.co.us) |

> [www.sos.state.co.us](http://www.sos.state.co.us)

>

>

>

>

## Research Intern

---

**From:** Doug Hess <douglasrhess@gmail.com>  
**Sent:** Thursday, May 13, 2010 9:50 PM  
**To:** NVRA; Teresa James; Ali Cochran; Nicole Kovite; Christi Heppard  
**Subject:** Re: New NVRA Agency Based Voter Registration Forms

Opps, nevermind Lisa. We have some copies of the form. Sorry.

Doug Hess  
202-277-6400 (cell)

The information contained in this email is confidential and may contain proprietary information. It is meant solely for the intended recipient(s). Access to this email by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted in reliance on this is prohibited and may be unlawful.

On Thu, May 13, 2010 at 5:08 PM, Doug Hess <douglasrhess@gmail.com> wrote:

> Hey, Lisa. Can you email us the PDF of the new voter registration form? Thanks.

>

> Doug Hess

> 202-277-6400 (cell)

>

> The information contained in this email is confidential and may  
> contain proprietary information. It is meant solely for the intended  
> recipient(s). Access to this email by anyone else is unauthorized. If  
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> prohibited and may be unlawful.

>

>

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> On Thu, May 13, 2010 at 3:05 PM, NVRA <nvra.state@sos.state.co.us> wrote:

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>>

>>

>>

>> If you haven't already, you should be receiving the new NVRA Agency  
>> Based Voter Registration forms you requested in the next 7 to 10  
>> days. Once you receive your new forms, please dispose of and/or recycle the old forms.

>>

>>

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>> You will note that the new NVRA Agency Voter Registration forms have  
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>>

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>>  
>>  
>>

>> Please note, it takes approximate 5 – 7 working days for your order  
>> to be printed and shipped. The orders are shipped Fedex ground and  
>> may take a couple of days after that to reach your office. Please  
>> monitor your form inventory with this timeline in mind.

>>  
>>  
>>

>> If you should have any questions, comments or concerns regarding NVRA  
>> compliance please contact the Secretary of State's office at your  
>> earliest convenience.

>>

>> Thanks,

>>  
>>  
>>

>> Lisa Doran | Election Division Communication Lead | Colorado  
>> Department of State

>>

>> 303-894-2200 Ext 6104 | Direct E-mail: [lisa.doran@sos.state.co.us](mailto:lisa.doran@sos.state.co.us)

>> [www.sos.state.co.us](http://www.sos.state.co.us)

>>  
>>  
>>  
>>  
>

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Thursday, October 21, 2010 2:42 PM  
**To:** 'Teresa James'  
**Subject:** RE: October 4th letter

Teresa,

I thought that she did sometime ago, but I can't seem to find the pleadings in my file. Would you mind resending in whatever format is most convenient for you?

-Christi

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Thursday, October 21, 2010 11:04 AM  
**To:** Christi Heppard  
**Subject:** Re: October 4th letter

Christi,

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Our only concern about Colorado DHS compliance is the two-step process in your recent NVRA training material. As I understood it, the voter registration application is only supplied when the client marks yes on the declination form. Our position is that all clients should receive a VR application. Did Yolanda send you pleadings from our New Mexico case on this issue? I recall you asked her for them.

Best,

Teresa

On Oct 21, 2010, at 12:49 PM, Christi Heppard wrote:

Good morning, Teresa.

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Thanks,  
Christi

***Christi Heppard***

**Colorado Department of State**

Elections Division - Special Projects

1700 Broadway, Suite 270

Denver, Co. 80290

303-894-2200 xtn 6340 (phone)

303-869-4861 (fax)

[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

Teresa James

Election Counsel

Project Vote

202-553-4344

[tjames@projectvote.org](mailto:tjames@projectvote.org)

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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Friday, October 22, 2010 6:50 PM  
**To:** 'Teresa James'  
**Subject:** RE: October 4th letter

Thanks, Teresa. I'll look again and see if I can find the Complaint.

Have a great weekend.

-Christi

---

**From:** Teresa James [mailto:tjames@projectvote.org]  
**Sent:** Friday, October 22, 2010 4:29 PM  
**To:** Christi Heppard  
**Subject:** Re: October 4th letter

Christi,

I'm not on the New Mexico case, so I haven't reviewed the attached litigation documents, but I think that the Amended Complaint and the brief in support would be the best current statement of our case.

As for status, it appears that a lot of the discovery phase of the litigation has been completed.

Teresa

On Oct 21, 2010, at 2:41 PM, Christi Heppard wrote:

Teresa,

I thought that she did sometime ago, but I can't seem to find the pleadings in my file. Would you mind resending in whatever format is most convenient for you?

-Christi

---

**From:** Teresa James [mailto:tjames@projectvote.org]  
**Sent:** Thursday, October 21, 2010 11:04 AM  
**To:** Christi Heppard  
**Subject:** Re: October 4th letter

Christi,

You were right, that was a general letter about the DOJ guidance. We feel your office is doing a great job in general trying to bring the DHS into full compliance with the NVRA.

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Teresa James, Esq.  
Project Vote

202-553-4344  
[tjames@projectvote.org](mailto:tjames@projectvote.org)

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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Thursday, April 22, 2010 11:54 AM  
**To:** 'Doug Hess'; Teresa James  
**Subject:** RE: NVRA report

Wow, you found out before I did. Certainly you can mention and link to it.

-Christi

-----Original Message-----

**From:** Doug Hess [<mailto:douglasrhess@gmail.com>]  
**Sent:** Thursday, April 22, 2010 9:53 AM  
**To:** Christi Heppard; Teresa James  
**Subject:** NVRA report

Hi, Christi. I see your NVRA report is now online at  
<http://www.elections.colorado.gov/Default.aspx?PageMenuID=1331>

Is it ok for us to mention it and link to it?

Doug Hess  
202-277-6400 (cell)

The information contained in this email is confidential and may contain proprietary information. It is meant solely for the intended recipient(s). Access to this email by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted in reliance on this is prohibited and may be unlawful.

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Wednesday, December 09, 2009 1:46 PM  
**To:** 'Teresa James'  
**Cc:** Nicole Kovite; Yolanda Sheffield; Doug Hess; Lisa Doran; Wayne Munster  
**Subject:** RE: NVRA Requirement Reminder

Teresa,

Just an FYI. Angela Lawson has been reassigned to another division within the Colorado Secretary of State's office. Lisa Dora, our Election Division Communications Lead, is taking over her duties. As such, please include Lisa in communications that you would have sent to Angela. Here is Lisa's contact info:

Lisa Doran | Election Division Communication Lead | Colorado Department of State  
303-894-2200 Ext 6104 | Direct E-mail: [lisa.doran@sos.state.co.us](mailto:lisa.doran@sos.state.co.us) | [www.sos.state.co.us](http://www.sos.state.co.us)

Wayne and I will remain your primary points of contact. As always, if you have any questions don't hesitate to let us know.

Thanks,  
Christi

*Christi Heppard*  
**Colorado Department of State**  
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303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Wednesday, December 09, 2009 11:40 AM  
**To:** Christi Heppard; Wayne Munster  
**Cc:** Nicole Kovite; Yolanda Sheffield; Doug Hess  
**Subject:** Fwd: NVRA Requirement Reminder

Christi and Wayne,

We were pleased to see the email below giving such a clear and concise clarification of county agency duties in response to some apparent confusion. We appreciate the hard work you are all doing to assure that voter registration services are offered at Colorado Public Assistance Agencies.

Teresa

Teresa James  
Election Counsel  
Project Vote  
202-553-4344  
[tjames@projectvote.org](mailto:tjames@projectvote.org)

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Begin forwarded message:

**From:** "NVRA" <[nvra.state@sos.state.co.us](mailto:nvra.state@sos.state.co.us)>  
**Date:** December 9, 2009 1:21:39 PM EST  
**To:** "NVRA" <[nvra.state@sos.state.co.us](mailto:nvra.state@sos.state.co.us)>  
**Subject:** NVRA Requirement Reminder

Good Morning,

There has been some correspondence between the Secretary of State's office and County Public Assistance Agencies that indicates that there may be some confusion regarding the agency's obligation relating to providing in-office applicants with NVRA required services and the central mailing by the Colorado Department of Human Services of RRR packets for renewal/recertification purposes. **Agencies are required to offer voter registration services to applicants who appear in-person to apply for services, renew/recertify, or change their address. The centralized RRR mailing sent by CDHS simply removes the requirement that local offices mail out forms to applicants who are *renewing/recertifying by mail.***

If you should have questions or concerns with regard to this or any other NVRA requirement, please contact me at your earliest convenience.

Thanks  
Lisa Doran

**Lisa Doran** | Election Division Communication Lead | Colorado Department of State  
303-894-2200 Ext 6104 | Direct E-mail: [lisa.doran@sos.state.co.us](mailto:lisa.doran@sos.state.co.us) | [www.sos.state.co.us](http://www.sos.state.co.us)

## Research Intern

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**From:** Teresa James <tjames@projectvote.org>  
**Sent:** Thursday, October 21, 2010 1:04 PM  
**To:** Christi Heppard  
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Best,

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Thanks,  
Christi

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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Wednesday, February 10, 2010 1:07 PM  
**To:** 'Yolanda Sheffield'  
**Subject:** RE: Online voter registration opportunities

Oh, that sounds fantastic. Enjoy your time there.

-C

---

**From:** Yolanda Sheffield [mailto:ysheffield@projectvote.org]  
**Sent:** Wednesday, February 10, 2010 10:59 AM  
**To:** Christi Heppard  
**Subject:** RE: Online voter registration opportunities

Sounds good.

D.C. actually is buried in snow. I haven't worked from the office in over 3 days. However, I planned a trip to Rio several months ago and (fingers crossed) am hoping to fly out today. I had to leave D.C. a day early to get to Charlotte but the weather here is fine. With any luck, in 24 hours I will be on a beach in 90 degree weather sipping caipirinhas. : )

---

**From:** Christi Heppard [mailto:christi.heppard@sos.state.co.us]  
**Sent:** Wednesday, February 10, 2010 12:51 PM  
**To:** Yolanda Sheffield  
**Subject:** RE: Online voter registration opportunities

Yolanda,

We can certainly discuss that topic. I do not want to speak for DHS but I'm guessing anything that would require a change to their CBMS system (which is currently under reconstruction) will have a price tag attached to it and might be more difficult to achieve. Regardless, we should have the discussion.

Hope you guys aren't buried too deep in snow.

-Christi

---

**From:** Yolanda Sheffield [mailto:ysheffield@projectvote.org]  
**Sent:** Wednesday, February 10, 2010 9:48 AM  
**To:** Christi Heppard  
**Subject:** RE: Online voter registration opportunities

Hello Christi,

Thanks for sending this email out to the Department of Human Services and local DHS offices. We look forward to meeting with everyone.

We think there are several ways to increase the efficiency of offering voter registration at public assistance agencies and would like to discuss all of them; however, we would like to focus on the possibility of potentially integrating paperless voter registration services into the services that are currently being offered. For example, similar to the DMV systems in Delaware and Kansas (the states mentioned in the case study), we think it would be helpful to explore updating the current human services system to ask three or four additional voter registration questions to confirm eligibility and batch this information for transfer to the voter registration system for the state. States have realized savings of hundreds of thousands of dollars and also found that it increased the efficiency of offering voter registration.

Since it wasn't directly mentioned in your email, I wanted to specifically flag this issue for discussion.

---

**From:** Christi Heppard [mailto:christi.heppard@sos.state.co.us]

**Sent:** Tuesday, February 09, 2010 5:06 PM

**To:** Christi Heppard; don.cassata@dss.co.adams.co.us; codhs.fcs-sls@acs-inc.com; BarbaraDrake@elpasoco.com; catherine.salazar@state.co.us; len.stewart@mesacounty.us; griegoja@co.weld.co.us; Liz McDonough; pauline.burton@state.co.us

**Cc:** Yolanda Sheffield; Teresa James; Judd Choate; Lisa Doran; Wayne Munster

**Subject:** RE: Online voter registration opportunities

All,

Please note that the date for responding if you wish to participate in the online voter registration discussion is incorrect on the email below. Please respond by this Friday, February 12, 2010. I apologize for the inconvenience. As always, we look forward to hearing from you.

Regards,

*Christi Heppard*

**Colorado Department of State**

Elections Division - Special Projects

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**To:** 'don.cassata@dss.co.adams.co.us'; 'codhs.fcs-sls@acs-inc.com'; 'BarbaraDrake@elpasoco.com'; 'catherine.salazar@state.co.us'; 'len.stewart@mesacounty.us'; 'griegoja@co.weld.co.us'; Liz McDonough; Pauline Burton (pauline.burton@state.co.us)

**Cc:** 'Yolanda Sheffield'; 'Teresa James'; Judd Choate; Lisa Doran; Wayne Munster; Keri Ashley

**Subject:** Online voter registration opportunities

All,

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can be used from any location with internet access. We would like to explore the possibility of integrating OLVR at local DHS offices; we believe this system will reduce the workload on your busy staff members.

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We believe OLVR could be a powerful tool for the citizens of Colorado who apply for public assistance and to each of the local offices that provide voter registration under the NVRA.

Looking forward to your response,

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## Research Intern

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## Research Intern

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## Research Intern

---

**From:** Christi Heppard  
**Sent:** Friday, April 02, 2010 11:26 AM  
**To:** 'Teresa James'  
**Cc:** Yolanda Sheffield; Judd Choate; Doug Hess  
**Subject:** RE: Online voter registration opportunities

Teresa,

We appreciate your comments and look forward to discussing this with you at our meeting on Tuesday.

-Christi

*Christi Heppard*  
**Colorado Department of State**  
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[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Tuesday, March 30, 2010 3:40 PM  
**To:** Christi Heppard  
**Cc:** Yolanda Sheffield; Judd Choate; Doug Hess  
**Subject:** Re: Online voter registration opportunities

Christi,

This is to follow up with our conversation last week in which we talked about meeting on April 6 to discuss Colorado's NVRA compliance program. As I mentioned, we have a concern with the Secretary's decision to issue a separate declination form. One reason for our concern is that the combination form is much more likely to ensure compliance by staff, which has been a problem in the past. In fact, we like your combined form so much that we have been showing it to other states as a model.

You mentioned that using a separate declination form may reduce cost, but we would like to know how much Colorado anticipates saving with this measure – especially considering the negative impact it could have on voter registration. To recognize real savings while increasing compliance, we suggest utilizing electronic registration at the public assistance agencies as the most cost-effective and efficient means of ensuring compliance. The risks of non-compliance over the long term if separate declination forms are used are considerable.

Teresa James  
Election Counsel  
Project Vote  
737 1/2 8th St. SE  
Washington, DC 20003  
202-553-4344  
[tjames@projectvote.org](mailto:tjames@projectvote.org)

## Research Intern

---

**From:** Christi Heppard  
**Sent:** Thursday, September 02, 2010 1:57 PM  
**To:** 'Teresa James'  
**Cc:** Amy Busefink; Ali Cochran  
**Subject:** RE: Online Registration

Thanks, Teresa. Let me get your email in the hands of the right people. I'm sure you will be hearing from someone in our office.

-Christi

*Christi Heppard*  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

---

**From:** Teresa James [<mailto:tjames@projectvote.org>]  
**Sent:** Thursday, September 02, 2010 11:46 AM  
**To:** Christi Heppard  
**Cc:** Amy Busefink; Ali Cochran  
**Subject:** Online Registration

Christi,

As we discussed, Project Vote is working on a program to bring Colorado's online registration to more voters, especially those who may not have ready access to the internet. We have run into a technical problem and would like to know if a testing environment with sample names could be made available for us to test our system. Ali Cochran will be heading the project in Colorado and Amy Busefink is managing the project overall.

Here is Amy and Ali's contact information.

Amy Busefink  
Field Director  
[abusefink@projectvote.org](mailto:abusefink@projectvote.org)  
Office-727.823.3123  
Cell-202.903.1728

Alice Cochran  
Field Manager  
Project Vote

737½ 8th St. SE  
Washington, DC 20003-2802  
(Office) 202.546.4173 x305  
(Fax) 202.543.3675

Thank you for your offer to connect to the people who may be able to help.

Teresa

---

Teresa James  
Election Counsel  
Project Vote  
202-553-4344  
[tjames@projectvote.org](mailto:tjames@projectvote.org)

*The information contained in this electronic mail transmission may contain information that is privileged or otherwise confidential. If you have received this electronic mail transmission in error, please delete it from your system without copying or forwarding it, and notify the sender of the error.*



## Research Intern

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**From:** Christi Heppard  
**Sent:** Tuesday, February 09, 2010 5:06 PM  
**To:** Christi Heppard; 'don.cassata@dss.co.adams.co.us'; 'codhs.fcs-sls@acs-inc.com'; 'BarbaraDrake@elpasoco.com'; 'catherine.salazar@state.co.us'; 'len.stewart@mesacounty.us'; 'griegoja@co.weld.co.us'; 'Liz McDonough'; 'Pauline Burton (pauline.burton@state.co.us)'  
**Cc:** 'Yolanda Sheffield'; 'Teresa James'; Judd Choate; Lisa Doran; Wayne Munster  
**Subject:** RE: Online voter registration opportunities

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All,

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We believe OLVR could be a powerful tool for the citizens of Colorado who apply for public assistance and to each of the local offices that provide voter registration under the NVRA.

Looking forward to your response,

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## Research Intern

---

**Sent:** Wednesday, February 10, 2010 1:29 PM  
**To:** Yolanda Sheffield  
**Subject:** RE: Online voter registration opportunities

One more thing: in thinking about our progress

---

**From:** Yolanda Sheffield [mailto:ysheffield@projectvote.org]  
**Sent:** Wednesday, February 10, 2010 10:59 AM  
**To:** Christi Heppard  
**Subject:** RE: Online voter registration opportunities

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## Research Intern

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**From:** Yolanda Sheffield <ysheffield@projectvote.org>  
**Sent:** Wednesday, February 10, 2010 1:13 PM  
**To:** Christi Heppard  
**Subject:** RE: Online voter registration opportunities

Thanks!

---

**From:** Christi Heppard [mailto:christi.heppard@sos.state.co.us]  
**Sent:** Wednesday, February 10, 2010 1:07 PM  
**To:** Yolanda Sheffield  
**Subject:** RE: Online voter registration opportunities

Oh, that sounds fantastic. Enjoy your time there.

-C

---

**From:** Yolanda Sheffield [mailto:ysheffield@projectvote.org]  
**Sent:** Wednesday, February 10, 2010 10:59 AM  
**To:** Christi Heppard  
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**From:** Yolanda Sheffield <ysheffield@projectvote.org>  
**Sent:** Tuesday, February 23, 2010 11:35 AM  
**To:** Christi Heppard  
**Subject:** RE: Online voter registration opportunities

Hello Christi,

We were planning to fly in for the meeting but are flexible regarding location. We are willing to go wherever is easiest.

---

**From:** Christi Heppard [mailto:christi.heppard@sos.state.co.us]  
**Sent:** Tuesday, February 23, 2010 11:32 AM  
**To:** Yolanda Sheffield  
**Subject:** RE: Online voter registration opportunities

Yolanda,

Good morning. I'm trying to firm up the location of the meeting for April 6. Are you planning to be onsite or will you be joining us via conference call? If you will be onsite, I will probably set the meeting here at our office but if not, I will ask one of the county offices that are more centrally located to host us.

Thanks,  
Christi

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**Subject:** Online voter registration opportunities

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As you know, the Colorado Department of State continually seeks methods to expand opportunities for voter registration while being mindful of the impact on local offices who comply with the National Voter Registration Act (NVRA). In 2009, legislation was enacted to allow this office to develop an online voter registration (OLVR) system that can be used from any location with internet access. We would like to explore the possibility of integrating OLVR at local DHS offices; we believe this system will reduce the workload on your busy staff members.

To this end, we would like to schedule a meeting with our office, the Colorado Department of Human Services, a select number of local DHS offices, and Project Vote to brainstorm about the opportunities and challenges that OLVR presents, with the ultimate goal of creating a pilot project with volunteer DHS offices. Our initial idea is that pilot counties could place a computer and possibly a printer in the office waiting area. Clients could then apply to register to vote, update their existing voter information, and/or request a ballot while they wait for their appointment. The amount of time needed to complete the paper application when clients meet with agency staff would be reduced.

There are many challenges to be addressed if the project is to be successful including real-world impacts, funding, logistics, and other items. We welcome your expertise and hope that you will join us in this conversation.

**A meeting regarding OLVR opportunities at DHS offices is tentatively being scheduled for April 6, 2010. Please let me know by Friday, February 5, 2010, if you are interested in participating.** The meeting will likely be held in the metro area with a call in option.

We believe OLVR could be a powerful tool for the citizens of Colorado who apply for public assistance and to each of the local offices that provide voter registration under the NVRA.

Looking forward to your response,

*Christi Heppard*

**Colorado Department of State**

Elections Division - Special Projects

1700 Broadway, Suite 270

Denver, Co. 80290

303-894-2200 xtn 6340 (phone)

303-869-4861 (fax)

[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

## Research Intern

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**From:** Christi Heppard  
**Sent:** Tuesday, February 23, 2010 11:32 AM  
**To:** 'Yolanda Sheffield'  
**Subject:** RE: Online voter registration opportunities

Yolanda,

Good morning. I'm trying to firm up the location of the meeting for April 6. Are you planning to be onsite or will you be joining us via conference call? If you will be onsite, I will probably set the meeting here at our office but if not, I will ask one of the county offices that are more centrally located to host us.

Thanks,  
Christi

*Christi Heppard*

**Colorado Department of State**

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303-869-4861 (fax)

[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

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**From:** Yolanda Sheffield [mailto:[ysheffield@projectvote.org](mailto:ysheffield@projectvote.org)]

**Sent:** Wednesday, February 10, 2010 9:48 AM

**To:** Christi Heppard

**Subject:** RE: Online voter registration opportunities

Hello Christi,

Thanks for sending this email out to the Department of Human Services and local DHS offices. We look forward to meeting with everyone.

We think there are several ways to increase the efficiency of offering voter registration at public assistance agencies and would like to discuss all of them; however, we would like to focus on the possibility of potentially integrating paperless voter registration services into the services that are currently being offered. For example, similar to the DMV systems in Delaware and Kansas (the states mentioned in the case study), we think it would be helpful to explore updating the current human services system to ask three or four additional voter registration questions to confirm eligibility and batch this information for transfer to the voter registration system for the state. States have realized savings of hundreds of thousands of dollars and also found that it increased the efficiency of offering voter registration.

Since it wasn't directly mentioned in your email, I wanted to specifically flag this issue for discussion.

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**From:** Christi Heppard [mailto:christi.heppard@sos.state.co.us]  
**Sent:** Tuesday, February 09, 2010 5:06 PM  
**To:** Christi Heppard; don.cassata@dss.co.adams.co.us; codhs.fcs-sls@acs-inc.com; BarbaraDrake@elpasoco.com; catherine.salazar@state.co.us; len.stewart@mesacounty.us; griegoja@co.weld.co.us; Liz McDonough; pauline.burton@state.co.us  
**Cc:** Yolanda Sheffield; Teresa James; Judd Choate; Lisa Doran; Wayne Munster  
**Subject:** RE: Online voter registration opportunities

All,

Please note that the date for responding if you wish to participate in the online voter registration discussion is incorrect on the email below. Please respond by this Friday, February 12, 2010. I apologize for the inconvenience. As always, we look forward to hearing from you.

Regards,

*Christi Heppard*  
**Colorado Department of State**  
Elections Division - Special Projects  
1700 Broadway, Suite 270  
Denver, Co. 80290  
303-894-2200 xtn 6340 (phone)  
303-869-4861 (fax)  
[christi.heppard@sos.state.co.us](mailto:christi.heppard@sos.state.co.us)

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**From:** Christi Heppard  
**Sent:** Tuesday, February 09, 2010 12:54 PM  
**To:** 'don.cassata@dss.co.adams.co.us'; 'codhs.fcs-sls@acs-inc.com'; 'BarbaraDrake@elpasoco.com'; 'catherine.salazar@state.co.us'; 'len.stewart@mesacounty.us'; 'griegoja@co.weld.co.us'; Liz McDonough; Pauline Burton (pauline.burton@state.co.us)  
**Cc:** 'Yolanda Sheffield'; 'Teresa James'; Judd Choate; Lisa Doran; Wayne Munster; Keri Ashley  
**Subject:** Online voter registration opportunities

All,

As you know, the Colorado Department of State continually seeks methods to expand opportunities for voter registration while being mindful of the impact on local offices who comply with the National Voter Registration Act (NVRA). In 2009, legislation was enacted to allow this office to develop an online voter registration (OLVR) system that can be used from any location with internet access. We would like to explore the possibility of integrating OLVR at local DHS offices; we believe this system will reduce the workload on your busy staff members.

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Looking forward to your response,

*Christi Heppard*

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## Research Intern

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**From:** Christi Heppard  
**Sent:** Friday, April 02, 2010 11:46 AM  
**To:** 'Yolanda Sheffield'  
**Subject:** RE: Paperless Meeting on Tuesday

Hi, Yolanda.

Actually, I'm just starting the agenda (a little behind schedule) because I was out of the office doing Election Official Certification training most of the week. If you would like to share your draft agenda, that would be great.

-Christi

---

**From:** Yolanda Sheffield [<mailto:ysheffield@projectvote.org>]  
**Sent:** Thursday, April 01, 2010 2:22 PM  
**To:** Christi Heppard  
**Subject:** Paperless Meeting on Tuesday

Hey Christi,

I am putting together an agenda for the meeting on the 6<sup>th</sup> and it just occurred to me that you are probably creating an agenda as well. In your opinion, what is the best way to coordinate our efforts?

I could send you a draft tomorrow and maybe tweak it if it is repetitive of some of the things you are outlining.

Yolanda Sheffield, Esq.  
Director, Election Administration Program  
Project Vote  
(Cell) 202. 553.5415  
(Office) 202.546.4173 ext 302  
(Fax) 202.543.3675

This communication is confidential and may contain privileged information. If you have received this communication in error, please delete it and notify the sender immediately by email. Thank you.

## Research Intern

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**From:** Christi Heppard  
**Sent:** Monday, April 05, 2010 11:58 AM  
**To:** 'Yolanda Sheffield'  
**Subject:** RE: Paperless Meeting on Tuesday  
**Attachments:** Online and Paperless Voter Registration at Public Assistance Agencies 4.6.10 agenda.docx

Yolanda,

Here is a combined agenda. Just a couple of things to note:

1. The reason I put the demonstration of online voting first is because our program manager, Keri Ashley, will be attending a press event unveiling that new program later in the morning, so she has to do the demo before leaving. It should take 5-10 minutes only.
2. I've combined some items and put this on SOS letterhead but if you are uncomfortable with that, we can have separate agendas – just let me know.

If you have any questions, give me a ring. As soon as I hear back from you I will distribute this and the supplemental material you provided to the group.

-Christi

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**From:** Yolanda Sheffield [<mailto:ysheffield@projectvote.org>]  
**Sent:** Friday, April 02, 2010 2:28 PM  
**To:** Christi Heppard  
**Subject:** RE: Paperless Meeting on Tuesday

Hello Christi,

I am running a little behind as well.

I am attaching the agenda ( without times since I didn't know how your agenda would be structured) and two handouts. One is a fact sheet for paperless registration and the other is a case study that we did on paperless registration. It would be great if you could circulate these items to the attendees prior to the meeting.

Please let me know if you have any questions. I look forward to seeing you on Tuesday.

Thanks.

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**From:** Christi Heppard [<mailto:christi.heppard@sos.state.co.us>]  
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