

Arrest/Conviction Procedural Guidance

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Arrest/Conviction Call Best Practices (All States Except FL & TX):	1
Florida Rights Restoration Calls:	2
Texas Rights Restoration Calls:	2

Arrest/Conviction Call Best Practices (All States Except [FL & TX](#)):

Remember, issues of felony convictions/any arrest/voting from jail should be handled carefully. If you have any questions/concerns, please notify your captain.

1. Check and provide the information in FAQ questions 12 and/or 13. Also, always be sure to check resources at [Restore Your Vote](#).
 - a. You should offer to go through the [Restore Your Vote](#) questions with the caller while they are still on the phone.
2. Avoid using labels such as “felon, ex-felon, ex-con, inmate” etc. when referring to the caller. Instead, use words such as “person with an arrest or felony conviction” or “formerly incarcerated person.”
3. If the caller **IS ELIGIBLE** to vote, make sure the caller has **ALL** the tools/information needed to **register to vote** before ending the call. **NOTE:** Do not refer callers to vote.org to register to vote. Only share official .gov resources provided in FAQ #4.
 - a. The call should not end with simply telling someone that they are eligible to vote;
 - b. **Complete information** requires:
 - i. formulating a voter registration plan with the caller (i.e. making sure they know all of the different options in their state’s FAQ for registering either online, in-person or by mail, and
 - ii. ensuring that they have any documentation/identification necessary to register). You can text them their state’s voter registration link/form, but you may **NOT** fill out the registration form for them.
4. If there is no clear answer as to whether or not the caller is eligible to vote, notify your captain immediately and **escalate** the ticket.
5. Specify the **type of felony** in the ticket notes. This is helpful for doing follow-up/review.
6. In the ticket, select issue type “**Arrest or Conviction**” Under Voter ID & Registration.

Florida Rights Restoration Calls:

Florida has a history of arresting and prosecuting improper registration and/or voting after an arrest or conviction. People must have the best information possible before attempting to register or vote. Since we are unable to confirm whether someone has paid all fees and fines or completed all probation, any information we give is for background use only to help inform their next steps in determining their status.

Voters with an out of state felony conviction:

1. Caller can contact the [Florida Rights Restoration Coalition](#) at 877-698-6830.
2. OR, they can contact the Florida League of Women Voters for a referral to a free (pro bono) lawyer: 407-710-5496 or email canivote@lwvfl.org.

Voters with a Florida Conviction

1. Check and provide the information in [FL FAQ](#) questions 12 and/or 13.
2. **Do NOT use the CLC Restore Your Vote Tool for Florida.**
3. You *may* confirm if they are **NOT** eligible to vote or register.
4. **DO NOT** tell voters that they *can* vote.
 - a. You may say, "From what we've gone through, it is possible that you may be eligible to vote, but you will need to check for any outstanding court costs, fees, fines, or restitution."
5. If the caller has additional questions or is otherwise unsure of how to proceed, instruct the caller to contact the [Florida Rights Restoration Coalition](#) at 877-698-6830.
6. Do **NOT** promise follow up. Even if the call is escalated, the partner will review and do any follow up they deem necessary, which does not necessarily include follow up with the caller.
7. If you think a call should be escalated, notify your captain immediately.
 - a. Any calls w/ someone who has had their right to register challenged, or had law enforcement involvement in their right to register should be escalated and flagged to your captain.
8. Specify the **type of felony** in the ticket notes. This is helpful for doing follow-up/review.
9. In the ticket, select issue type "**Arrest or Conviction**" Under Voter ID & Registration.

Texas Rights Restoration Calls:

Issues related to criminal convictions and voting in Texas are complex and sensitive and have the potential for serious consequences if a caller is given incorrect information.

1. See [TX FAQ](#) Qs 12 and 13 for full guidance.
2. **DO NOT give out information** on these issues to callers from TX **nor** should you **log information in the ticket notes**.
3. Please immediately **escalate these tickets** and **notify your Captain** who will flag them for LC staff.
 - a. Again, **DO NOT provide any information on these issues to TX callers or in the OVL entry**.
4. *In these situations in TX only*, you can **let them know a local partner** will be following up with them.

5. OVL ticket notes should read: "Caller asked about voting eligibility and jail voting. Passed along to local partner for follow-up."
 - a. In the ticket, select issue type "**Arrest or Conviction**" Under Voter ID & Registration.