# Vocational Rehabilitation Services Manual A-200: Customer Rights and Legal Issues

Revised February 22, 2022

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## A-212: Voter Registration

On February 21, 2018, under the National Voter Registration Act of 1993 and Chapter 20 of the Texas Election Code, Texas Workforce Commission-Vocational Rehabilitation Division (TWC-VRD) was designated by the Secretary of State to provide voter registration services through its Vocational Rehabilitation (VR) and Independent Living Services for Older Individuals Who Are Blind (OIB) programs. TWC-VRD is required to offer customers an opportunity to register to vote when they apply for services or when they report a change of address.

Note: From September 1, 2016 to May 11, 2018, policy did not require that TWC-VRD staff offer voter registration services to VR customers.

VR staff is prohibited from:

* influencing a customer's political preference or party registration;
* displaying political preference or party affiliation;
* making any statement or taking any action to discourage a customer from registering to vote; and
* documenting—in ReHabWorks (RHW) case management notes or case files—any customer response or reaction to being given the opportunity to register to vote.

VR or OIB staff may email questions on policies and procedures related to TWC voter registration services to the Vocational Rehabilitation Services Manual Support mailbox at [vrsm.support@twc.texas.gov](mailto:vrsm.support@twc.texas.gov), and review [VR1680INST, Instructions for the Opportunity to Register to Vote](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html).

VR staff must inform VR customers that they may contact the Texas Secretary of State Elections Division at any time to ask questions or file a complaint, and must provide the contact information:

Elections Division  
Texas Secretary of State  
P.O. Box 12060  
Austin, Texas 78711-2060  
Phone: (800) 252-VOTE (8683)  
Email: [elections@sos.texas.gov](mailto:elections@sos.texas.gov)  
Website: [http://www.votetexas.gov](http://www.votetexas.gov/)

### A-212-1: Voter Registration Procedures

VR staff must offer the customer the opportunity to register to vote at the time of application for services, or when the customer reports a change of address.

#### Application for Services

During the application for services, VR staff must:

* provide a Texas Voter Registration Application to customers of voting age (in Texas, an individual may register to vote when they are at least 17 years and 10 months old, if they will be 18 years of age on Election Day);
* help the customer complete the Texas Voter Registration Application, if the customer requests assistance;
* mail the completed application for the customer unless the customer declines assistance and indicates that they wish to submit the application to the voter registrar or take the blank application form, in which case inform the customer that they can submit it to the voter registrar;
* document that voter registration services were provided to the customer by completing the:
* Opportunity to Register to Vote page of the Personal Information page in RHW, or
* in the event that RHW is unavailable, complete a.

#### Change of Address

When a customer reports a change of address in-person, VR staff must:

* provide a Texas Voter Registration Application to customer if they are of voting age (in Texas, an individual can register to vote when they are at least 17 years and 10 months old, if they will be 18 years of age on Election Day);
* help the customer complete the Texas Voter Registration Application, if the customer requests assistance;
* mail the completed application for the customer unless the customer declines assistance and indicates that they wish to submit the completed application to the voter registrar or take the blank application form with them, in which case the VR staff member must inform the customer that they may submit it to the voter registrar;
* document that voter registration services were provided to the customer by completing the:
  + - Opportunity to Register to Vote page on the Personal Information page in RHW, or
    - in the event that RHW is unavailable, complete [VR1680, Opportunity to Register to Vote](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html) and obtain the customer’s signature unless the customer refuses to sign, in which case VR staff will check the appropriate box. For additional information about completing this form, refer to [VR1680INST, Instructions for the Opportunity to Register to Vote](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html).

It is not required to obtain the customer’s signature on the VR1680 when a customer reports a change of address by phone, email, or other communication. VR staff must:

* mail a Texas Voter Registration Application and [VR1681, Texas Voter Registration Application Letter](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html) to customers who are of voting age;
* help the customer complete the Texas Voter Registration Application, if the customer requests assistance; and
* document that voter registration services were provided to the customer by completing the Opportunity to Register to Vote page on the Personal Information page in RHW.

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