



Texas Secretary of State  
ELECTIONS DIVISION



# How to Create a State Agency Voter Registration Plan



## Overview

- Implementation Plans
- Purpose of Implementation Plans
- Step-by-step Guidelines of Required Information
- Sample NVRA Implementation Plan



## Implementation Plans

Designated voter registration agencies must develop a written plan for the implementation of all required voter registration procedures.

- Implementation plans should be reviewed annually to ensure continued compliance with state and federal law, and to ensure all information is current, including the agency coordinator.
- This plan must be submitted to the Secretary of State.
- All voter registration agency plans will be available for public review.



# Purpose of an Implementation Plan

Implementation plans ensure that state agencies are effectively complying with the National Voter Registration Act.

This plan outlines how the agency will offer voter registration services, train staff, integrate the process into regular operations, and reach eligible individuals.



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# Step-by-Step Guidelines of Required Information



## Step 1: Agency Name and Title

- Clearly identify the agency name in the plan title.
  - This prevents confusion if another agency has a similar name to a voter registration agency.

- Example:

**Texas State Agency**  
National Voter Registration Act (NVRA) Implementation Plan

(Agency Name)  
National Voter Registration Act (NVRA) Implementation Plan

1. Agency Coordinator(s): *(Include the name and contact information for the agency coordinator.)*
2. *(Place agency name here)* has been designated by the Secretary of State (SOS) to provide voter registration services through the following agency divisions and/or services:
  - *(List all divisions/services providing voter registration opportunities.)*
3. Basic overview of procedures: *(Include agency voter registration procedures.)*
  - a. **Distribution:** *(Agency will need to include voter registration program procedures including location, method, and frequency of application distribution; forms and materials used; inventory ordering procedures; completed delivery procedures; implementation tracking; and additional assistance provided to applicants.)*
  - b. **Change of Address:** *(Agency will need to include procedures for a voter registration change of address.)*
  - c. **Mail/Telephone Services:** *(Agency will need to include procedures for the provision of voter registration by mail and telephone.)*
4. **Training:** *(Agency will need to include a training plan for agency personnel including frequency of training, content of training, and identified/ongoing training needs related to the provision of voter registration services.)*
5. **Date of Implementation:** *(Agency will need to state date that the agency began providing voter registration services.)*
6. **Hours/Locations of Service:** *(Agency will need to include office locations and hours of operations for all locations providing voter registration services.)*
7. **Agency Contact Information:** *(Agency must provide contact information including phone number and email address for issues related to voter registration and coordination with the SOS.)*



## Step 2: Designate the Agency Coordinator(s)

- The agency coordinator(s) are responsible for the implementation and employee training of the agency voter registration program.

- Example:

1. Jane Smith  
Texas State Agency  
Phone: (123) 456-7890

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## Step 3: Designate the Agency Title and the Division within the Agency

- Identify the divisions/departments within the agency that are responsible for implementing voter registration services.

- Example:

2. Texas State Agency has been designated by the Secretary of State (SOS) to provide voter registration services through the following agency divisions and/or services.

- Example Department

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## Step 4: Basic Overview Procedures

The plan must include a basic procedural overview such as:

- Distribution of voter registration applications;
- Instructions/assistance provided to applicants;
- Location(s) of voter registration services;
- Voter Registration and Declination Forms used (include samples);
- Notices for mailed voter registration applications;
- Monitoring methodology for provision of services;
- Inventory management of forms and supplies;
- Procedures for change of address only applications; and
- Procedures for telephone requests for voter registration services.

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## Step 4: Basic Overview Procedures

### Example:

When a customer applies for agency services, the Example Department staff member will:

- follow the SOS prescribed voter registration form with instructions to offer the customer the opportunity to register to vote;
- provide a voter registration card to the customer and help the customer complete the voter registration card, if requested;
- deliver the completed application for the customer unless the customer declines assistance with submitting the application and indicates that the customer wishes to submit the completed application themselves to the voter registrar or take the blank application form with them, in which case inform the customer that they can submit it themselves to the voter registrar in the county in which they reside;
- if the customer wishes to mail the application themselves, then complete and obtain the customer's signature on Example Department Form 1 (declination form);
- sign and date Example Department Form 1 and retain it for 22 months in an office file apart from the customer's case file; and
- document in a case note that voter registration services were provided according to Example Department Manual policy.



## Step 4: Basic Overview Procedures

### Example of Change of Address:

When a customer reports a change of address **in person**, the Example Department's staff member will:

- offer the customer the opportunity to register to vote using the new address;
- provide a Texas Voter Registration Application to the customer and help the customer complete the voter registration card, if requested;
- deliver the completed application for the customer unless the customer declines assistance with submitting the application and indicates that the customer wishes to submit the completed application themselves to the voter registrar or take the blank application form with them, in which case inform the customer that they can submit it themselves to the voter registrar;
- if the customer wishes to mail the application themselves, then complete and obtain the customer's signature on Example Department Form 1;
- sign and date Example Department Form 1 and retain it for 22 months in an office file apart from the customer's case file; and
- document in a case note that voter registration services were provided according to Example Department Manual policy.



## Step 4: Basic Overview Procedures

- Example of Change of Address:

When a customer reports a change of address **by phone, email or other communication**, the Example Department's program staff will:

- offer the customer the opportunity to register to vote using the new address in person;
- mail the customer a Texas Voter Registration Application and a Texas Voter Registration Application Letter;
- help the customer complete the voter registration card, if customer accepts assistance; and
- document in a case note that a Texas Voter Registration Application and Letter were mailed to the customer's new address, and that voter registration services were provided according to Example Department Manual policy.



## Step 5: Training Plan

- The plan must include an overview of training practices.
  - This allows for insight on how agency staff are being prepared to carry out voter registration duties effectively and accurately.
  - It ensures that employees understand their responsibilities under the NVRA, including how to offer voter registration, assist applicants, and complete forms properly.

### Example:

The NVRA Coordinator will work with the Example Department's staff to provide NVRA training for all current VR staff. This training will be available to staff no later than September 1, 2025. Staff will be required to complete the training no later than December 1, 2025. This training will be a required training for all new Example Department staff thereafter who will be assisting in this process.

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## Step 6: Implementation Date

- The plan must indicate the date that the voter registration program will be/was implemented.

- Example:

Example Department staff will implement voter registration services on December 15, 2025.

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## Step 7: Location/Office Hours for Voter Registration Services

- The plan must include the location and office hours for voter registration services.

- Example:

Offices providing voter registration services are open from 8:00 a.m. to 5:00 p.m. Monday through Friday. Locations include:

ED Region	City	Address
Region 1 Texas State Agency	Austin	123 Texas Street Austin, TX, 78701

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## Step 8: Agency Contact Information for Voter Registration Questions

Provide contact information including a phone number and email address.

- Knowing who to contact ensures that information is readily available and communication channels are open.

- Example:

For questions about voter registration, please contact Texas State Agency at 123-456-7890 or [TexasStateAgency@texas.gov](mailto:TexasStateAgency@texas.gov).

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# Sample NVRA Implementation Plan



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Visit the [Secretary of State's Texas State Agencies webpage](#) to find the Sample Agency Implementation Plan.

(Agency Name)

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## Available Support



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[elections@sos.texas.gov](mailto:elections@sos.texas.gov)

800-252-VOTE • 512-463-5650

[sos.texas.gov](http://sos.texas.gov)