

(Texas State Agency)

National Voter Registration Act (NVRA) Implementation Plan

1. Agency Coordinator(s):

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

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

3. Basic overview of procedures: *(Include agency voter registration procedures.)*

a) Distribution:

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.

b) 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.

c) **Mail/Telephone Services:**
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.

4. **Training:**
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.

5. **Date of Implementation:**
Example Department staff will implement voter registration services on December 15, 2025.

6. **Hours/Locations of Service:**
Offices providing voter registration services are open from 8:00 a.m. to 5:00 p.m. Monday through Friday. Locations include:

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

7. **Agency Contact Information:**
For questions about voter registration, please contact Texas State Agency at 123-456-7890 or TexasStateAgency@texas.gov.