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

Revised: December 17, 2018

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## A-208: Voter Registration

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### A-208-1: Voter Registration Procedures

VR staff 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 application for services, VR program staff must:

* provide a voter registration application to the customer and help the customer complete the voter registration application, if the customer accepts assistance;
* mail 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;
* complete and obtain the customer's signature on [VR1680, Opportunity to Register to Vote](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html);
* sign and date VR1680 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 Vocational Rehabilitation Services Manual policy.

#### Change of Address

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

* 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 application, if the customer accepts assistance;
* mail 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;
* complete and obtain the customer's signature on [VR1680, Opportunity to Register to Vote](http://intra.twc.state.tx.us/intranet/gl/html/vocational_rehab_forms.html);
* sign and date VR1680 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 Vocational Rehabilitation Services Manual policy.

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

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