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

Revised July 1, 2019

## A-208: Voter Registration

On February 21, 2018, under the National Voter Registration Act of 1993 (NVRA) and Chapter 20 of the Texas Election Code, TWC-VR was designated by the Secretary of State to provide voter registration services through its VR program. TWC-VR 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 – May 11, 2018, policy did not require that TWC-VR staff offer voter registration services to VR customers.

VR program 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 case management notes or case files—any customer response or reaction to being given the opportunity to register to vote.

VR 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.state.tx.us](mailto:vrsm.support@twc.state.tx.us), 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 can contact the Texas Secretary of State Elections Division at any time to ask questions or file a complaint, and must provide them with the contact information to do so:

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/)