

A Guide to NVRA Implementation Plans: State Agencies



Overview

- Step-by-Step Guidelines of Required Information
- Sample of Completed Plan

Step 1: Agency Name & Title

- Clearly identify the agency name in the plan title.

- Example:

Texas Secretary of State – Elections Division

National Voter Registration Act (NVRA) Implementation Plan



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:

The NVRA Agency Coordinator for the Texas Secretary of State is:

Heidi Martinez
Managing Attorney
Texas Secretary of State
Elections Division
Phone: (800) 252-8683



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:
The Secretary of State has designated the **Elections Division** to provide voter registration services through its Elections Division Offices.



Step 4: Basic Overview Procedures

- Plan must include a basic procedural overview such as:
 - Distribution of voter registration applications;
 - Instructions/assistance provided to applicants;
 - Location(s) of provision 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.

Step 4: Basic Overview Procedures

Example:

- At the application for agency services, the Election Division 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 Elections Division Form 1 (declination form);
 - sign and date Elections Division 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 Elections Division Manual policy.

Step 4: Basic Overview Procedures

Example of Change of Address:

- When a customer reports a change of address **in person**, the Elections Division 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 Elections Division Form 1;
 - sign and date Elections Division 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 Elections Division 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**, Elections Division program staff will:
 - offer the customer the opportunity to register to vote using the new address in person;
 - mail 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 Elections Division Manual policy.

Step 5: Training Plan

- The plan must include an overview of training practices.

- Example:

The NVRA Coordinator will work with the SOS Training & Development staff to provide NVRA training for all current VR staff. This training will be available to staff no later than September 1, 2023. Staff will be required to complete the training no later than December 1, 2023. This training will be a required training for all new Elections Division staff thereafter who will be assisting in this process.

Step 6: Implementation Date

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

- Example:

Elections Division will implement voter registration services on December 15, 2023.

Step 7: Location/Office Hours for Voter Registration Services

- The plan must include the location and office hours providing 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 SOS Elections Division	Austin	1019 Brazos Street Austin, TX 78701

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Step 8: Agency Email for Voter Registration Questions

- Example:

Questions about voter registration services should be emailed to Elections@sos.texas.gov.



NVRA Implementation Plan

Sample Format
Texas Secretary of State – Elections Division
National Voter Registration Act Implementation Plan

1. The designated National Voter Registration Act (NVRA) liaison for Texas Secretary of State is:
 - Krystine Ramon
Staff Attorney
Texas Secretary of State
Elections Division
Phone: (512) 463-5650
2. Texas Secretary of State (SOS) Elections Division (ED) has been designated by the Secretary of State (SOS) to provide voter registration services through its Elections Division Offices.
3. Basic overview of procedures:
 - a. At the application for services, the ED staff member will:
 - i. follow the SOS prescribed voter registration form with instructions to offer the customer the opportunity to register to vote;
 - ii. provide a voter registration card to the customer and helps the customer complete the voter registration card, if requested, if the customer does not require assistance, the customer may complete the form themselves;
 - iii. 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 in the county in which they reside;
 - iv. if the customer wishes to mail the application themselves, then complete and obtain the customer's signature on the ED Form 1 (a declination form);
 - v. sign and date ED Form 1 and retain it for 22 months in an office file apart from the customer's case file, and
 - vi. document in a case note that voter registration services were provided according to the Elections Division Manual policy.
 - b. When a customer reports a change of address in person, the ED staff member will:
 - i. offer the customer the opportunity to register to vote using the new address;
 - ii. provide a Texas Voter Registration Application to the customer and helps the customer complete the voter registration card, if requested, if the customer does not require assistance, the customer may complete the form themselves;
 - iii. 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;
 - iv. if the customer wishes to mail the application themselves, then complete and obtain the customer's signature on ED Form 1);
 - v. sign and date ED Form 1 and retain it for 22 months in an office file apart from the customer's case file; and
 - vi. document in a case note that voter registration services were provided according to Elections Division Manual policy.
 - c. When a customer reports a change of address by phone, email or other communication, ED program staff will:
 - i. offer the customer the opportunity to register to vote using the new address;
 - ii. mail a Texas Voter Registration Application and a Texas Voter Registration Application Letter;
 - iii. help the customer complete the voter registration card, if customer accepts assistance; and
 - iv. 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 Elections Division Manual policy.
4. Basic overview of training: The NVRA Liaison will work with the SOS Training & Development to provide NVRA training for all current VR staff. This training will be available to staff no later than September 1, 2019. Staff will be required to complete the training no later than December 1, 2019. This training will be a required training for all new ED staff thereafter who will be assisting in this process.
5. ED will implement voter registration services on December 15, May 11, 2018.
6. 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 SOS Elections Division	Austin	1019 Brazos Street Austin, TX 78701

7. Questions about voter registration services will be emailed to the Elections Division Manual Support mailbox at Elections@sos.texas.gov



Office of the Secretary of State

Elections Division

P.O. Box 12060

Austin, Texas 78711

1.800.252.VOTE(8683)

512.463.7552 – fax

Elections@sos.texas.gov

www.sos.texas.gov

