

# TEXAS DEPARTMENT OF PUBLIC SAFETY

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March 22, 2022

Tim Lambert, President  
Texas Home School Coalition Association  
PO Box 6747  
Lubbock, TX 79493

Mr. Lambert,

Thank you for your correspondence and we sincerely apologize to all involved parties for this inconvenience. Upon receiving your concerns, it was determined by management that employees of the Spring Mega Center had misinterpreted the VOE policy regarding supporting identification. This misinterpretation led to the problems [REDACTED] experienced during their visit. This error has been addressed by management, and all driver license office employees are being reminded of the use of the VOE as a supporting document for identity purposes to prevent future mishaps of this type.

We again apologize for this inconvenience and appreciate you bringing this matter to our attention. We did note that [REDACTED] has since been successfully processed at the Spring Mega Center. However, should you need further assistance, please do not hesitate to contact Senior Manager Frances Gomez by email at [Frances.Gomez@dps.texas.gov](mailto:Frances.Gomez@dps.texas.gov).

Respectfully,

Sheri Gipson  
Chief/ Driver License Division