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County Clerk/Registrar of Voters (CC/ROV) Memorandum #18220

TO: All County Clerks/Registrars of Voters

FROM: /s/ Taylor Kayatta
Associate Governmental Program Analyst

RE: VoteCal: Push Voter for National Change of Address
Cross-County Moves

VoteCal Push Voter functionality allows a county to move a voter to another county in response to a National Change of Address (NCOA) cross-county address change.

On May 7, 2018, our office issued [CC/ROV Memorandum #18109](#) notifying counties that Push Voter functionality had been activated in VoteCal. A guidance document describing Push Voter and how to use it was attached. Since then, the VoteCal Help Desk has received several questions about whether Push Voter functionality can be used in conjunction with responding to NCOA messages.

This memorandum will clarify how VoteCal Push Voter functionality can be used to move a voter to another county after a NCOA address change indicates that the voter moved to another county.

The county that receives a cross-county NCOA match message should confirm that the address change is accurate and respond to the NCOA message. The county should then push the voter record to the correct county. A cross-county push transaction should include the following information:

- A "Move Out Source Code" indicating the source of the requested move. (Section 2.1 of the Guidance Document)
- A "Push Delivery Type" representing the reason for the push. (Section 2.2)
- The voter's new residential address and the effective registration date at that address. (Sections 2.3 and 2.4)
- The voter's mailing address, if applicable. (Section 2.7)
- An image supporting the voter's new address. This could be a scan of a residency confirmation postcard or a screenshot of the NCOA message. (Section 2.5)

After accepting the pushed voter, the voter's new county should update the voter's address and precinct them according to their usual procedures.

Once these steps are completed, VoteCal will:

- Send a “Move Out” message to the voter’s original county canceling the voter, and
- Send a “Move In” message to the voter’s new county activating the voter, using the response information the voter’s new county provided.

For more information on how to initiate and respond to push transactions, see the attached Guidance Document for Push Voter (Issuance Date: May 7, 2018).

For questions or to report issues, contact the SOS VoteCal Help Desk at 888-868-3225 or via email at VoteCalHelp@sos.ca.gov.

Attachment:

Guidance: Push Voter (Issuance Date: May 7, 2018)



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1. General Introduction to Push Voter

The push voter functionality is used to facilitate voter moves from one county to another county as defined in Election Code (EC) sections 2119, 2120, and 2221 - 2227. The push voter functionality allows county election staff, via their Election Management System (EMS), the ability to push a voter registration record from one county to another county to comply with these code sections.

The Push Delivery Types that would prompt the “old” county (County A) to push a voter to a “new” county (County B) are listed in section 1.3 Push Delivery Types below.

County A must leave the voter’s status unchanged (e.g., active) during the push voter request. Once the push voter request is sent to County B, the voter remains in an unchanged status in County A until County B accepts the push voter request and the voter is precincted in County B. Once the voter is accepted and precincted by County B, VoteCal moves the voter to County B and the voter record is cancelled in County A.

2. Initiating a Push

When County A receives a notice that a voter currently registered in their county has moved to another county, County A will initiate a push voter request and provide the following information:

- Select the appropriate “Move Source Code,” indicating the source of the requested move.
- Select the appropriate “Push Delivery Type,” representing the reason for the push
- Specify the effective registration date (effective date of address change)
- Include the new residence address
- Provide an image of correspondence initiating the push, if available
- The new county (County B) where the voter is moving to, if known
- The new mailing address, if known and it is different than the new residence address

Note: For ensuring correct addresses, VoteCal uses AccuMail software that validates, corrects and standardizes addresses. AccuMail will also check addresses when the county initiates a push voter request.

The following sections contain additional detail specifying each of the previously noted fields when initiating a push voter request.



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2.1 Move Source Code

The following are the standard Move Source Codes which indicate the source of the requested move. One of these codes must be selected by County A when initiating the push voter request.

Move Source Code

Code	Description
VTR	Voter
ACS	Address Correction Service (ACS)
OTH	Other

2.2 Push Delivery Type

The following are the standard Push Delivery Types. One of these types must be selected by County A when initiating the push voter request.

Push Delivery Type

Code	Description
LTR	Letter
CAN	Returned NVRA CAN (aka 8d2 card)
RCP	Returned residency confirmation postcard (RCP)
ARC	Returned alternate residency confirmation postcard (ARCP)
VIG	Returned voter information guide (VIG)
ACS	Address Correction Service (ACS) (NXI sticker)
VBM	Returned vote by mail ballot
OTH	Other

2.3 Effective Registration Date

To determine the correct registration date, reference the guidance document “*Updating Voter Registration Dates.*”

2.4 Residence Address

County A should specify the new residence address for the voter provided on the notification push delivery type.

2.5 Letter or Change of Address Notice Image

County A must scan and attach relevant reference material (e.g., letter, notice, 8d2, other correspondence) related to the move transaction at the time of initiating the push request. Counties should include the effective date of the change within this image when possible. Any



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scanned reference materials that are discovered to have been added in error should be removed by the originating county (County A).

2.6 New County

When County A specifies the new county (County B), VoteCal will send the push voter request to County B. If County A cannot determine the new county this field may be left blank or unspecified. VoteCal will use AccuMail to determine the county of the new residence address and direct the request to the AccuMail determined county. If AccuMail cannot determine the new county given the residential address information provided, VoteCal will send the push request back to County A.

2.7 Mailing Address

County A should specify the mailing address, if available, but this is not a mandatory field.

3. Receiving a Push

3.1 Accepting the Push Request

County B can accept a push voter request within their EMS interface. To accept a push voter request, County B must:

- Confirm (via scanned reference materials) and/or accept the registration date provided by County A
- Determine the voter's precinct
- Specify a residential address
- Select the Registration Method Code
- Select the Registration Source Code

Once these steps are completed, VoteCal will:

- Send a "Move Out" message to County A canceling the voter, and
- Send a "Move In" message to County B activating the voter, using the response information County B provided.



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3.2 Registration Method Code

The following are the available Registration Method Codes tracked within the VoteCal system. When accepting a push voter request, County B must select "VoteCal Message" (VMSG) as the Registration Method Code.

Registration Method Code

Code	Description
DMV	DMV COA
EML	Email
FAX	Fax (military and overseas voters)
MLP	Mail (must have a postmark)
MRD	Mail (from Registration Drive)
MSS	Mail (from SOS)
OFC	In Person/In Office/ROV
POL	Polls
REG	Registration Drive (delivered by drive organizers)
NCOA	National Change of Address (NCOA)
SSA	Other Social Service Agencies (NVRA) (future use)
WEB	Online via the SOS Website
*VMSG	VoteCal Message
OTH	Other
DL44	DMV Field Office (DL44)
RBM	DMV DL/ID Renewal by Mail
PLG	Pluggable Voter Interface
VCR	Vote Center

*Use this Registration Method Code when accepting a push voter request

3.3 Registration Source Code

The following are the available Registration Source Codes tracked within the VoteCal system. When accepting a push voter request, County B must select one of the bolded Registration Source Codes below.

Registration Source Code

Code	Description
*ACS	Address Change Service (ACS) Notifications
AFR	Armed Forces Recruiting Centers
BOE	Board of Equalization
CHBEE	California Health Benefit Exchange Email



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CHBEW	California Health Benefit Exchange Website
CCRA	Consumer Credit Reporting Agency
DMV	Department of Motor Vehicles
DMVM	Department of Motor Vehicles by Mail
DOR	Department of Rehabilitation
DPSS	Department of Public Social Services
DRV	Registration drives from advocacy groups or political parties
DSO	State-assisted Disability Service Organizations
*FED	Federal Government Website (NVRA)
FPE	Failsafe Provisional Envelope
FTB	Franchise Tax Board
HEAR	Deaf/Hard of Hearing Services
ILC	Independent Living Center
*MAI	Other received by mail and not included above
MHS	Mental Health Services
NSVC	County Health/ Social/ Human/ Family/ In-Home Services
*NCOA	NCOA
ODA	Other Designated Agency not listed above
OFC	Office/In Person
PAA	Other Public Assistance Agency not listed above
*REG	Other County Registrar
WEB	Online Voter Registration
RGNL	Regional Center
SOS	Secretary of State
WIC	Women, Infants, and Children
*VTR	Voter
*OTHER	Other

* Use one of these Registration Source Codes when accepting a push voter request.



3.4 Sending a Notice

The appropriate notice to send to the voter is determined by the Push Delivery Type, which was specified by County A. County B, when accepting a push voter request, is responsible for sending the appropriate notice to the voter. The following outlines the appropriate notice to send given the Push Delivery Type specified by County A:

- First Person Notification (i.e. letter from voter):
 - The voter should be sent a Voter Notification Card (VNC).
- Third Person Notification
 - “Moved within County/State” notice should be sent. The EC 2225(b) wording should be used in the notice sent. An existing CAN type can be repurposed and used to reflect the notices sent based on the specific wording in EC 2225(b).
 - Move Out of State 8(d)(2) cards
- Undeliverable/No forwarding Address
 - "Undeliverable/No Forwarding Address" notice should be sent. The EC 2225(c) wording should be used in the notice sent.

3.5 Accepting the Push Request but Ignoring the Address Change

County B can choose to accept the push voter notice but ignore the address change in the event County B has the latest information (i.e. voter already re-registered in County B).

3.6 Rejecting the Push Request

County B can determine that the voter address does not belong to their county and can reject the push request. When rejecting the push voter request, County B can identify the county to forward the request to or leave it blank.

- When County B identifies a new county (County C) to send to, VoteCal will forward the push request to County C (provided County C has not previously rejected this push voter request).
- When County B does not identify a new county (or if the new county identified by County B has previously rejected the push voter request), VoteCal will attempt to identify the correct county (County C) using AccuMail.
 - If AccuMail identifies a county (County C) that has not previously reject the push voter request, VoteCal will send the push voter request to the new county (County C) determined by AccuMail.
 - If AccuMail identifies a county (County C) that has previously rejected the push voter request, the push voter request will be returned to County A. This is because the new address provided by County A is not a valid address in the receiving county. In this situation, County A should follow their current business



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process to treat this voter as someone who has moved but has not provided a forwarding address.

4. Correcting an Invalid Accepted Push Voter

If County B gets notification that the voter's address change was not valid after accepting a push voter request, County B can initiate a new push voter request to County A. In this case, County B should scan and attach the documentation indicating that the address change was not valid and follow the steps outlined above in section 2 "Initiating a Push" to initiate the push back to County A.

For additional information or guidance on this functionality contact your EMS.