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June 14, 2021

County Clerk/Registrar of Voters (CC/ROV) Memorandum #21066

TO: All County Clerks/Registrars of Voters

FROM: /s/ Catherine Ingram-Kelly
VoteCal Services Manager

RE: VoteCal: Multiple VoteCal Guidance Documents

As new functionality is added to the VoteCal system, the Secretary of State provides updated and/or new guidance documents to county users in order to provide counties with direction and processes to effectively use the VoteCal system. Listed below are the documents which are new and updated:

Updated

- Confidential Voters
- Official List
- Updating Voter Registration Dates

New

- National Change of Address (NCOA)
- Pre-Registration

Please take the time to review these guidance documents as they will assist you with the VoteCal processes. These documents will also be posted on the VoteCal Communications Portal with the other guidance documents.

If you have any questions or need clarification regarding this CCROV or other VoteCal matters, please contact the VoteCal Help Desk at 888-868-3225 or via email at VoteCalHelp@sos.ca.gov.

Attachments



Guidance: Confidential Voters

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Confidential voters are entered and managed in the local county Election Management System (EMS) and maintained in VoteCal to comply with the federal Help America Vote Act (HAVA) mandate to maintain a single voter registration list for all voters in the state. Confidential voters included in the statewide voter registration list are considered permanent vote-by-mail voters and must have a mailing address. The confidential voter record is only accessible by staff with the appropriate security credentials.

All voter registration information is confidential. However, further protections are afforded to voter registration records that are confidential per Elections Code sections 2166, 2166.5, and 2166.7. For example, confidential voter records are never included in Public Voter Registration Data Requests (PVRDR).

There are three categories for confidential voters which are identified in VoteCal as confidential voter Legal Basis codes as follows:

- **Court Ordered** – Per EC § 2166, a county Superior Court confidential voter status can be issued upon a showing of good cause that a life-threatening circumstance exists to the voter or a member of the voter’s household, and by naming the county elections official as a party.
- **Safe At Home** – Per EC § 2166.5, participants of Address Confidentiality for Victims of Domestic Violence, Sexual Assault, and Stalking program, or Reproductive Health Care Service Providers, Employees, Volunteers, and Patients programs.
- **Public Safety Officer** – Per EC § 2166.7, upon application by a public safety officer, if authorized by the County Board of Supervisors.

The voter’s confidential status remains unchanged until a county user removes the status, or the voter is a public safety officer and confidential status automatically expires two (2) years from the application date.

For information related to county staff security access and managing confidential voters in the local county EMS, contact your EMS vendor.

This document provides guidance on the following VoteCal processes:

- Confidential voters that move between counties
- Automatic expiration of a public safety officer’s confidential status

Guidance: Confidential Voters Moving Between Counties

In general, voters can move between counties during the re-registration process, either via online registration or via the submittal of a paper registration form. In addition, voters can move between counties when a voter’s residential address is updated through the National Change of Address (NCOA), Department of Motor Vehicle Change of Address (DMV COA), or the VoteCal Push Voter process.

The movement of confidential voters between counties must be managed according to elections code statute to maintain the confidentiality status of the voter. For confidential voters with the Legal Basis of “Court Ordered” and “Public Safety Officer” that obtain the voter registration confidentiality at the county level, the voter’s confidential status should be retained for a 60-day



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period during the movement process to provide the time necessary for counties to reach out to the confidential voters to establish the confidential status within the new county.

RE-REGISTRATION

When a confidential voter re-registers, VoteCal looks for matching voter records across the state. If a match is found for an existing confidential voter in another county, VoteCal sends a “Potential Duplicate Match for Confidential Voter” message to the new county. All confidential voter matches are considered potential matches; VoteCal does not use high confidence matching criteria for confidential voters. Only a county staff with confidential security access can make a match determination for a confidential voter record. Once a match determination is made between the new registration record and the confidential voter record, the records merge and voter moves to the new county.

- PLEASE NOTE: Confidential voters are advised on the California Online Voter Registration (COVR) website NOT to utilize the online registration process for voter registration changes. However, there is nothing stopping a confidential voter from using COVR, therefore counties must pay careful attention after determining a match of a confidential voter record, that the resulting registration record is marked to indicate the voter is a confidential voter.

When a confidential voter re-registers using a process that is outside of the prescribed confidential voter process, the new incoming registration is not marked as confidential automatically in VoteCal. The merge process for a potential match does not inherit the confidential status of the non-survivor (prior voter registration) record. **Therefore, county staff must update the merged record to indicate the voter is confidential based on the non-survivor record’s confidential status.**

CHANGE OF ADDRESS MOVEMENT

When a confidential voter’s residential address is updated for a move between counties through the DMV COA or Push Voter process, VoteCal retains the voter’s confidential information. Although voter registration records do move between counties via the NCOA process, confidential voters are not included in the NCOA extract process.

COUNTY ACTION WHEN CONFIDENTIAL VOTER MOVES TO NEW COUNTY

When a confidential voter moves into a new county, county staff must take action dependent on the confidential voter’s Legal Basis. Table 1: Confidential Voter Moves to a New County describes the county responsibilities.



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Table 1: Confidential Voter Moves to a New County

Confidential Voter Legal Basis	County Actions
Court Ordered (EC § 2166)	<ol style="list-style-type: none">1. Send the voter a notice including county specific information regarding the application for confidential voter status and advise the voter that confidential status will remain for sixty (60) days from the date of notice. (See Sample Notice #1 below the table.)2. The confidential voter status from the previous county must remain for sixty (60) days from the date the notice was sent. Verify voter record is marked as confidential and, if not, mark the record as confidential.3. Set a reminder to check the voter record in sixty (60) days.4. Exclude the confidential voter from any list, roster, or index.5. At the end of sixty (60) days, if the voter has not provided a court order for the new county, remove the confidential voter status.
Safe-At-Home (SAH) (EC § 2166.5)	<ol style="list-style-type: none">1. Notify the SAH coordinator that the voter has moved into the county. SAH will contact the voter and determine if the voter should remain confidential.2. The existing voter's confidential status must remain on the voter record. Verify voter record is marked as confidential and, if not, mark the record as confidential.3. Set a reminder to check the voter record in sixty (60) days.4. Exclude the confidential voter from any list, roster, or index.5. At the end of sixty (60) days, contact SAH again if there has not been a resolution.
Public Safety Officer (EC § 2166.7)	<p>If the County Board of Supervisors in the new county has an established public safety officer confidentiality program:</p> <ol style="list-style-type: none">1. Send the confidential voter a notice providing information regarding the application for confidential voter status in the new county. (See Sample Notice #1 below the table.)2. The voter's confidential status from the previous county must remain for sixty (60) days from the date the notice was sent. Verify voter record is marked as confidential and, if not, mark the record as confidential.3. Set a reminder to check the voter record in sixty (60) days.4. Exclude the confidential voter from any list, roster, or index.5. At the end of sixty (60) days, review the voter record. If the voter has applied and been approved to continue confidential voter status, update the application date. If the voter has not applied or been approved to continue confidential voter status, remove the confidential voter status.



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Confidential Voter Legal Basis	County Actions
	<p>If the County Board of Supervisors in the new county does not have an established public safety officer confidentiality program:</p> <ol style="list-style-type: none"> 1. Send the public safety officer a notice advising them that the county is not authorized to provide confidential voter status. (See Sample Notice #2 below the table.) 2. The voter’s confidential status from the previous county must remain for sixty (60) days from the date the notice was sent. Verify voter record is marked as confidential and, if not, mark the record as confidential. 3. Set a reminder to check the voter record in sixty (60) days. 4. At the end of sixty (60) days, remove the confidential voter status.

SAMPLE NOTICES

The following are sample notices related to confidential voters. The first sample notice can be used when a confidential voter’s Legal Basis is “Court Ordered” or “Public Safety Officer” where the County Board of Supervisors in the new county has an established public safety officer confidentiality program. The second sample notice can be used when a confidential voter’s Legal Basis is “Public Safety Officer” when a County Board of Supervisors in the new county does not have an established public safety officer confidentiality program.

Sample Notice #1: Notice to a confidential voter that has moved to a new county

We have received notification that your voter registration record was included in the confidential voter program in <insert county> county. If you would like your voter record to remain confidential in <insert county> county, please complete and return the enclosed application and provide the appropriate paperwork to our office on or before <fill in the date>.

As a courtesy, your voter registration record will remain confidential for sixty (60) days. If the appropriate paperwork is not received within sixty (60) days, your confidential status will be removed and your residential address, telephone number, and email address will appear in public reports and rosters.

Sample Notice #2: Notice to confidential voter when a County Board of Supervisors does not have established public safety officer confidentiality program

We have received notification that your voter registration record was included in the confidential voter program in <insert county> county. Please be advised the county board of supervisors in <insert your county> has not authorized the county elections official to grant confidentiality to public safety officers.



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As a courtesy, your voter registration record will remain confidential for sixty (60) days; however, as of <insert date>, your residential address, telephone number, and email address will appear in public reports and rosters.

Guidance: Automatic Expiration of Public Safety Officers Confidential Status

VoteCal automatically ends the confidential status of a public safety officer two (2) years from the date of application, pursuant to Elections Code section 2166.7. VoteCal sends an automatic warning message to the county ninety (90) days prior to the expiration date allowing county staff time to contact the confidential voter and provide the voter an opportunity to reapply for confidential status. See Sample Notice #3 provided below Table 2: Public Safety Officer Automatic Expiration. If the voter does not respond to the county outreach attempts, then VoteCal automatically ends the confidential status and sends a message to the EMS at the end of the ninety (90) days. If the voter reapplies and is approved by the county to continue voter record confidentiality, the county updates the confidentiality application date.

Table 2: Public Safety Officer Automatic Expiration describes the activities that occur for the automatic expiration functionality.

Table 2: Public Safety Officer Automatic Expiration

ACTIVITY	PROCESS
County Receives “Confidential Voter Warning” Message	<ul style="list-style-type: none"> • VoteCal sends the EMS a warning message ninety (90) days before the public safety officer’s confidential status is scheduled to expire. • Following your local procedures, notify the voter that their confidential status will expire on xx date and, if applicable, provide the voter instructions on reapplying for confidential status. • If the voter is approved to continue confidential status, update the voter’s confidential application date. Review corresponding EMS Guide for detailed instructions.
County Receives “Confidential Voter Status Expired” Message	On the expiration date, VoteCal automatically ends a voter’s confidential status and sends a “Confidential Voter Status Expired” message to the EMS.

SAMPLE NOTICE

The following is a sample notice related to a public safety officer whose confidential voter status is expiring.



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Sample Notice #3: Notice to confidential voter when confidentiality is expiring

The confidentiality of your residence address, phone number, and e-mail address in your voter registration record will expire on <fill in the date>. Pursuant to California Elections Code 2166.7(c), the confidentiality granted pursuant to 2166.7(a) shall terminate no more than two years after commencement, as determined by the county elections official. If you would like to continue the confidentiality of your residence address, telephone number, and e-mail address, please complete and return the enclosed application to our office by <date>. If you do not respond to this notice by the above-mentioned date, your contact information will appear in public reports and rosters.

If you have any questions, please contact our office.

VoteCal Contact Information

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



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For every election, the county produces the election roster within their Election Management System (EMS) by requesting an Official List extract from VoteCal. Refer to California Code of Regulations section 19087 for complete regulations regarding Official Lists.

In order to produce an Official List that does not exclude voters that were previously eligible for the election but have subsequently become ineligible after the close of registration, it is important that counties update the registration date when updating a voter’s address or political party preference. For additional information refer to the Updating Registration Date Guidance document dated June 10, 2021.

Automated processes such as online voter registration, duplicate check, felon and deceased matching, National Change of Address (NCOA) and Department of Motor Vehicle Change of Address (DMV COA) continue after the close of registration; counties continue receiving new messages and new voter registration records.

Prior to requesting an Official List, counties should verify the following:

- All eligible voter precincts are assigned to the election.
- All eligible voter precincts must be the precinct associated with the registration date that is on or before the election registration close date.
- Voters that will be 18 on or before the day of the election should be marked as active 60 days prior to the election. For additional information, refer to Pre-Registrant Guidance document, dated June 10, 2021.
- A sync check has been generated at least 30 days prior to running the Official List and differences resolved within the acceptable tolerance level.

Guidance

Table 1: Official List describes the activities for the Official List Extract process.

Table 1: Official List

ACTIVITY	PROCESS
<p>County Requests the Initial Official List</p>	<p>When the county is ready to create the election roster, using the local EMS, the county requests an Official List. (Review corresponding EMS Guide for detailed instructions)</p> <p>(Note: Confidential voters are excluded by default; select “include confidential voters” if they should appear on the Official List.)</p> <p>Potential error messages you may receive:</p> <ul style="list-style-type: none"> • (County A) not authorized to access (County B) data – this error would be received if county attempts to request an extract for another county. • No matching record found for election identifier – this error would be received if there is not a matching election in VoteCal for the requested election’s official list. • (First Name) or (Last Name) maximum length is exceeded – this error would be received if county staff’s first or last



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ACTIVITY	PROCESS
	<p>name entered as the requestor of the official list exceeds 30 characters.</p> <ul style="list-style-type: none">• Official List Extract only available for future election – this error would be received if official list is requested for an election that occurred in the past. <p>Please note: The EMS error message wording may vary from the above verbiage.</p>
VoteCal Generates Official List	<p>VoteCal receives the EMS request and creates a data extract including active and inactive eligible voter registration records as of the registration close date for the election.</p> <p>VoteCal sends a message and the official list extract to the EMS upon completion.</p>
County Imports Official List and Generates Rosters	<p>After receiving the extract from VoteCal, <i>using the local county EMS, the county imports the Official List into the local EMS database and creates the Roster of Voters etc.</i> (Review corresponding EMS Guide for detailed instructions.)</p>
County Requests an Official List to Generate Supplemental Rosters	<p>Subsequent and/or supplemental rosters may be created from data obtained from either the EMS or from VoteCal. If a county is obtaining data for a supplemental roster from VoteCal, the county requests and imports an Official List extract, as done with the Initial Official List request.</p>

Contact Information

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



Guidance: Updating Voter Registration Dates

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Purpose

The purpose of this document is to standardize and make consistent the process used by California counties to add and update voter registration dates.

VoteCal requires a standardized process for voter registration dates across the 58 counties to provide a consistent process for VoteCal to function as expected. This document provides guidance for the counties for adding and updating voter registration dates and related fields in VoteCal.

Guidance

Voter registration dates and related fields (registration source, form type, and delivery method) are to be updated, based on the tables below, whenever a registration, reregistration, or address change for a voter has been accepted and the voter record is updated. The VoteCal Official List extracts include voters eligible for an election based on the precinct and registration date associated with the voters' records. A voter is eligible for an election if they are registered on or before the election registration close date. When a voter's address is updated without a corresponding registration date update, the voter's eligibility to vote in a jurisdiction is determined based on the registration date on file, which may be a date prior to the change of address. The VoteCal public access website uses the same logic and as such may display that a voter is eligible for an election (after the registration close date) when in fact they are not eligible to vote. Additionally VoteCal uses the registration date (among other events) for determining match criteria and choosing the appropriate surviving record. Accordingly, harmonizing registration date update procedures is critical to facilitating a functioning statewide database.

Registration Date Updates

The VoteCal Project Team – working closely with the CACEO's Business Process Committee (BPC) - has identified the following process for adding and updating voter registration dates.

Table 1: Voter Registration Dates provides guidance on what date to use when updating the Registration Date.

Note: The Elections Code (EC) sections and California Code of Regulations (CCR) sections cited below do not prescribe the specific guidelines as described in the following table. The EC and CCR sections provide supporting information and the premise for developing the below guidelines.

Table 1: Voter Registration Dates

Address Change Type	Standard Registration Date	Exception Registration Date
New Voter Registration Affidavits		
Completed Registration Affidavit (including paper and online (COVR) registrations) (EC §§ 2102, 2152(a), 2196; CCR §§ 19050.7, 19076(b))	Update the registration date to the date the affidavit is received by the Secretary of State (SOS) or County Elections Official (County).	If the registration is received in the mail after E-15 but postmarked prior to E-15, backdate the registration date to E-15.



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Address Change Type	Standard Registration Date	Exception Registration Date
<p>Unsigned Voter Registration Affidavit (including paper and online (COVR) registrations) (EC §§ 2102, 2153, 2154, 2196; CCR §§ 19076(c)(1), (d))</p> <ul style="list-style-type: none"> Signature Missing <p>Note: SOS recommends holding an incomplete Voter Registration Affidavit for up to 180 days to allow the registrant time to provide the information. If the information is not received within 180 days the County may reject the incomplete affidavit.</p>	<p>Once the signature is received by the County the following occurs:</p> <p>For Paper Affidavits: Update the registration date to the date the unsigned affidavit is initially received by the SOS or County (follow EC section 2102 on received date).</p> <p>For Online Registrations: Update the registration date to the electronic date the online registration was initially received by the County.</p>	<p>No exceptions</p>
<p>Pre-Registrations that are eligible for the election (with a complete registration) (EC §§ 2102(d), 14312; CCR § 19076(j))</p>	<p>When activating the voter, update the registration date to the date the voter turns 18.</p>	<p>If voter turns 18 within 60 days of the election, activate the voter and backdate the registration date to no later than E-15. The County shall liberally construe this exception in favor of the voter.</p>
<p>Incomplete Voter Registration Affidavit (including paper and online (COVR) registrations) (EC § 2154; CCR § 19076(c)(2))</p> <ul style="list-style-type: none"> Date of Birth “PO Box” as Residence Address Business or Nonexistent Address – Entered in System Name Citizenship box <p>Note: SOS recommends holding an incomplete Voter Registration Affidavit for up to 180 days to allow the registrant time to provide the information. If the information is not received within 180 days, the County may reject the incomplete affidavit.</p>	<p>Update the registration date to the date the affidavit is complete and received by the County.</p>	<p>If the missing information is received E-14 through County certification of the election, back date the registration date to E-15.</p>



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Address Change Type	Standard Registration Date	Exception Registration Date
Registrations from National Voter Registration Act (NVRA) Agencies (VRAs) & DMV (EC § 2102, CCR § 19076(e), (g))	VRA: Update the registration date to the date the VRA accepted it. DMV: Update the registration date to the date the registration was submitted to DMV.	VRA: For paper affidavits: If not date stamped by VRA, update the registration date to the date the affidavit is received by the SOS or County. VRA: For COVR: Date/Time when voter hits submit DMV: The SOS receives and passes down the effective date. DMV populates the effective date depending on the source. Paper Change of Address Form (Mailed to or Dropped off at Field Office): Date of Field Office Stamp Paper Change of Address Form (Mailed to Headquarters): Date of DMV Headquarters Mail Room Stamp (or Date Received) Change of Address Form (Online): Date/Time when customer hits submit Driver License Renewal Form (Online): Date/Time when customer's online transaction is completed Driver License Form (Field Office Transactions [paper or electronic (DL44) completed in Field Office]): Date DMV Customer visits field office and completes transaction Driver License Renewal Form (Mailed to Headquarters): DMV Vendor Delivers documents to the Remittance Section at DMV HQs



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Address Change Type	Standard Registration Date	Exception Registration Date
New Resident Affidavit (E-14 through E-7) (EC §§ 2170, 3400, 3402; CCR § 19076(h))	When the registration is received E-14 through E-7, back date the registration to E-15.	If the registration is received after E-7, voter can register and vote in person using the Conditional Voter Registration process.
New Citizen Affidavit (E-14 through E) (EC §§ 3500, 3501; CCR § 19076(i))	When the registration is received E-14 through the close of election day, back date the registration date to E-15.	No exceptions
First Party Address Changes or Political Party Change		
Signed Request from the Voter to Change Address (i.e., letter, returned 8d2 card, returned RCP, ARC, VNC, CAN, Credit Reporting Agency, etc.) (EC § 2119; CCR § 19076(k)(1))	Update the registration date to the date the notification was received by the County.	If received after E-15, but is postmarked with a date on or before, backdate the registration date to E-15. Otherwise use date the notification was received by the County.
Signed Request from the Voter to Add or Change Political Party Preference or Change Address within County (EC §§ 2119.5, 2152(b) (SB 207, Statutes of 2020); CCR § 19076(m))	If the signed request is received E-14 through the close of election day, backdate the registration date to E-15.	If received on election day, use the date the notification was received by the county.
Provisional Voting for Voters who Moved within the same County – also known as Failsafe Voting (EC § 14311; CCR § 19076(k))	If deemed valid, update the registration date to date the provisional ballot is received.	No exceptions
DMV Change of Address (DMV COA) (Original Motor Voter paper form, although not currently distributed by DMV, electronic PDF forms still exist in other organizations websites and electronic notices are still being sent from DMV to SOS for processing)	Update the registration date to the DMV COA effective date. The effective date is the date embedded in each record.	No exceptions
First Party Address Confirmation		
My Voter Status website verification of address and change from “inactive” to “active” (EC § 2226(c); CCR § 19076(n))	Update the registration date to the date the voter confirms the address.	No exceptions
Third Party Address Changes		



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Address Change Type	Standard Registration Date	Exception Registration Date
National Change of Address (NCOA) – Residential Address (EC § 2222; CCR § 19076(k)(3))	Update the registration date to the date embedded in the record. Since NCOA only contains a month and year, apply the 1 st day of the month.	No exceptions
Electronic Address Change Service (ACS) notifications – Residential Address (EC § 2225; CCR § 19076(k)(4))	Update the registration date to the date embedded in the record. Since ACS only contains a month and year, apply the 1 st day of the month.	No exceptions
Manual Address Change Service (ACS) notifications (NIXIE tabs) – Residential Address (EC § 2225; CCR § 19076(k)(5))	If any residence address update: Update the registration date to the date the notification was received by the County. If no address update: No change to registration date.	If the notification is received in the mail between E-15 and Election Day, back date the registration date to E-15.
Residency Confirmation Postcard (RCP) - Change of Address (EC § 2220; CCR § 19076(k)(6))	Depending on info on returned card, follow either 1 st party or 3 rd party return rules.	If the RCP is received in the mail after E-15 but postmarked prior to E-15, back date the registration date to E-15.
Consumer Credit Reporting Agency (EC § 2227; CCR § 19076(k)(6))	No Registration date change, depending on info returned from voter, follow either 1 st party or 3 rd party return rules.	No exceptions

Additional Registration Information Updates

In addition to updating the registration date, counties shall also update the registration source, registration form type, and registration delivery method any time the registration date is updated in order to support the NVRA reporting requirements and complete the bi-annual survey conducted by the Elections Assistance Commission (EAC).

Table 2: Corresponding Registration Date Fields provides the corresponding EMS field names and descriptions for each field.

Table 2: Corresponding Registration Date Fields



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VoteCal Field Name	DFM Field Name	Runbeck Field Name	Description
Registration Source	Reg Source/Location	Source	The location where the registration originated. (Where did the form come from?)
Registration Form Type	Reg Form Type	Type	The type of voter registration form.
Registration Method	Reg Method	Delivery	The way in which the County received the registration. (How was the form delivered to the County?)

The VoteCal standard values for the registration source, registration form type, and registration delivery method are listed below. Due to specific EMS or county preferences, there may not be exact equivalents configured in your county for each value in the VoteCal standard values below. Counties are expected to select the option that most closely represents the appropriate registration source, registration form type, and registration method.

VoteCal Standard Values for Registration Source

- Address Change Service (ACS) Notifications
- Armed Forces Recruiting Centers
- California Department of Tax and Fee Administration
- California Health Benefit Exchange Email
- California Health Benefit Exchange Website
- CVSS CalFresh Program
- Consumer Credit Reporting Agency
- County Health/ Social/ Human/ Family/ In-Home Services
- County of Santa Clara-Social Services Agency
- Deaf/Hard of Hearing Services
- Department of Motor Vehicles
- Department of Motor Vehicles by Mail
- Department of Public Social Services
- Department of Rehabilitation
- Failsafe Provisional Envelope
- Federal Government Website (NVRA)
- Franchise Tax Board
- Independent Living Center
- Mental Health Services
- National Change of Address (NCOA)
- Office/In Person
- Online Voter Registration



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- Other
- Other County Registrar
- Other Designated Agency not listed above
- Other Public Assistance Agency not listed above
- Other received by mail and not included above
- Regional Center
- Registration drives from advocacy groups or political parties
- Secretary of State
- Signed Request from Voter to Change Address
- State-assisted Disability Service Organizations
- Women, Infants, and Children

VoteCal Standard Values for Registration Form Type

- 8D2 Confirmation Cards/Change of Address Notification (CAN)
- Affidavit Printed Online
- Affidavit (SOS)
- Change of Address Notification
- DMV Notice of Change of Address
- Electronic (Online)
- Federal Form (NVRA)
- Federal UOCAVA Registration/Vote-By-Mail Application Postcard (UOCAVA use only)
- Federal VRC (UOCAVA use only)
- Federal Write-in Vote-By-Mail Ballot (FWAB) (UOCAVA use only)
- Other
- Provisional Ballot
- Residency Confirmation Postcard (RCP) Change of Address
- State VRC (UOCAVA use only)
- Written notice per EC § 2152(b) (SB 207, Statutes of 2020) Change of Political Party/Change of Address

VoteCal Standard Values for Registration Delivery Method

- DMV COA
- DMV DL/ID Renewal by Mail
- DMV Driver License Internet Renewal
- DMV Field Office (DL44)
- DMV Internet Change of Address
- DMV Kiosk Duplicate Driver License
- DMV Motor Voter Change of Address
- DMV Online Duplicate Driver License
- DMV Renewal by Mail (User)
- Email
- Fax (military and overseas voters)
- In Person/In Office/ROV



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- Mail (from Registration Drive)
- Mail (from SOS)
- Mail (must have a postmark)
- National Change of Address (NCOA)
- Online via the SOS Website
- Other
- Other Social Service Agencies (NVRA) (future use)
- Pluggable Voter Interface
- Polls
- Provisional ballot
- Registration Drive (delivered by drive organizers)
- UOCAVA-Federal Registration/Vote-By-Mail Application Postcard
- UOCAVA-Federal VRC
- UOCAVA-Federal Write-in Vote-By-Mail Ballot (FWAB)
- UOCAVA-State VRC
- Vote Center
- VoteCal Message

Contact Information

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



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Beginning in May 2015, as counties came online with VoteCal, forwarding addresses obtained from the National Change of Address (NCOA) for voter's residential and mailing addresses began to be processed in VoteCal and received by the local county Election Management Systems (EMSs) as NCOA Potential Address Change EMS Messages (referenced in this document as "NCOA Message"). VoteCal's August 2020 code release shepherded in changes on how NCOA potential address changes are processed.

This guidance document describes how VoteCal obtains NCOA potential address changes for an active voter's residential and mailing address, how VoteCal provides the NCOA potential address change to the counties via their EMS, and the options counties have to respond to the NCOA potential address change for a voter's residential and mailing addresses via their EMS system. Please contact your EMS vendor for specifics on processes, terminology, screens, and usage pertaining to NCOA processing in your EMS.

For the purposes of this guidance document:

- County A is the voter's current county.
- County B is the county where the NCOA forwarding address is located.
- County C is another county where NCOA forwarding address may actually be located.

The NCOA functionality includes:

- Secretary of State (SOS) requesting NCOA extract files of active registered voters' residential and mailing addresses from VoteCal for each county. The active registered voters are voter registration records with a voter status of "Active".
- SOS sending NCOA extract files of residential and mailing addresses to the Employment Development Department (EDD) to produce NCOA response files using address changes provided by the United States Postal Service (USPS).
- SOS receiving NCOA response files from EDD.
- VoteCal evaluating the results from the NCOA files and rejecting invalid results, such as address changes previously received and address changes that are older than most recent changes applied for a voter.
- VoteCal sending an NCOA Message to county's EMS.
- County responding to a voter's NCOA Message via their EMS.
- VoteCal processing the county's response and based on county's NCOA disposition, updating the voter record accordingly.

County's EMS receives the following information in each NCOA Message from VoteCal:

- The voter's VoteCal ID and the current county for the voter.
- An indication if the NCOA forwarding address provided was from the voter's residential or mailing address.



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- The voter's address that was sent to EDD/NCOA to match against the NCOA database of USPS forwarding addresses.
- The standardized address used by EDD/NCOA to match against the NCOA database of USPS forwarding addresses.
- The forwarding address found in the NCOA database for the voter's residential or mailing address.
- The forwarding address effective month and year per the NCOA database.
 - please refer to the Updating Voter Registration Dates guidance document revision date June 10, 2021 which indicates the effective registration date for a residential address update, based on an NCOA Message, is the first day of the month and year provided as the forwarding address effective date.

Each NCOA Message sent to the county EMS requires a response. The county determines which NCOA disposition code (aka county action) to apply to each NCOA forwarding address found for a voter's residential and/or mailing address. Listed below are the valid VoteCal NCOA disposition codes.

Please note that your county EMS may have local verbiage and processes that correspond to these VoteCal NCOA disposition codes and may have automated some or all of the response process for specific scenarios. Please reach out to your EMS to understand your EMS's terminology and functionality as it relates to these VoteCal NCOA disposition codes:

1. **Move Ignored** – County chooses not to use the NCOA Message's forwarding address for a voter's residential or mailing address because county has newer information than the NCOA Message provides by the time the county works the NCOA Message.
2. **In-County Move** – County accepts the new NCOA Message's forwarding address for a voter's residential address which moves the voter to a new residential address within the same county.
3. **Potential Move Out of State** (previously known as Potential Out of County Move) – County accepts the NCOA forwarding address for a voter's residential address that is in another state which inactivates the voter.
4. **Address Not In County** – County A (or B) notices that the forwarding address for a voter's residential address is not in their county, selects a new county (County B or C) which sends the NCOA Message to County B (or C). This can happen when Accumail determines an incorrect county based on the forwarding address or when another county has forwarded the NCOA Message to an incorrect county. If County A is selecting this disposition, a new county (County B) must be chosen. If County B is selecting this disposition and declines to provide a "send to" county (County C), the NCOA Message will be sent to the voter's current county (County A).
5. **Address Rejected** – County has determined that the NCOA forwarding address, for a voter's residential address received for a voter not yet in their county, is an address within their county but cannot be used as a voter's residential address. For example, the address is to a PO Box. The NCOA Message will be sent to the voter's current county (County A).



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6. **Potential Move No Forwarding Address** – Voter’s current county (County A) determines that the forwarding address for a voter’s residential address is not a valid residential address or is unable to precinct address, or another county (County B or C) has rejected the forwarding address for a residential address for a voter in County A or determined address not in County B or C and no forwarding county can be determined. County A is encouraged to reach out to the voter via phone or email, if available, or per NVRA, County A inactivates voter and sends 2225c notice/8d2 card.
7. **Cross County NCOA Accepted** – County B (or C) determines that the NCOA Message’s forwarding address for a voter’s residential address is a valid address in their county. County assigns precinct and indicates the Cross County NCOA is accepted. VoteCal moves voter from County A to County B.
8. **Mailing Address Update** – County A updates mailing address because forwarding address is based on voter’s mailing address or forwarding address is based on voter’s residential address where county decides to update mailing address instead of residential address. EMS will update voter’s mailing address based on the NCOA address and send the mailing address update to VoteCal.

The following four (4) figures depict and further detail the steps and flow of the NCOA process:

- **Figure 1: NCOA Processing at VoteCal**– describes the extraction of the voter information from VoteCal through VoteCal evaluating the results received from EDD/NCOA.
- **Figure 2: NCOA Processing – VoteCal Determines which County to Send NCOA Message** – describes how VoteCal determines to which county to send the NCOA Message.
- **Figure 3: NCOA Processing – County A Possible Responses** – depicts the flow based on the six (6) potential NCOA responses that voter’s current county (County A) can select (County Actions) to an NCOA Message.
- **Figure 4: NCOA Processing – County B (or C) Possible Responses** – depicts the flow based on the four (4) potential NCOA responses that County B (or County C) can select (County Actions) to an NCOA Message.

After the figures, **Table 1 - NCOA Activities** provides more details on the specifics of what happens and the interaction between counties and VoteCal based on the county action.



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Figure 1: NCOA Processing at VoteCal

Voter Extract, EDD / NCOA Processing to Obtain Potential Address Forwarding, VoteCal Initial File Processing

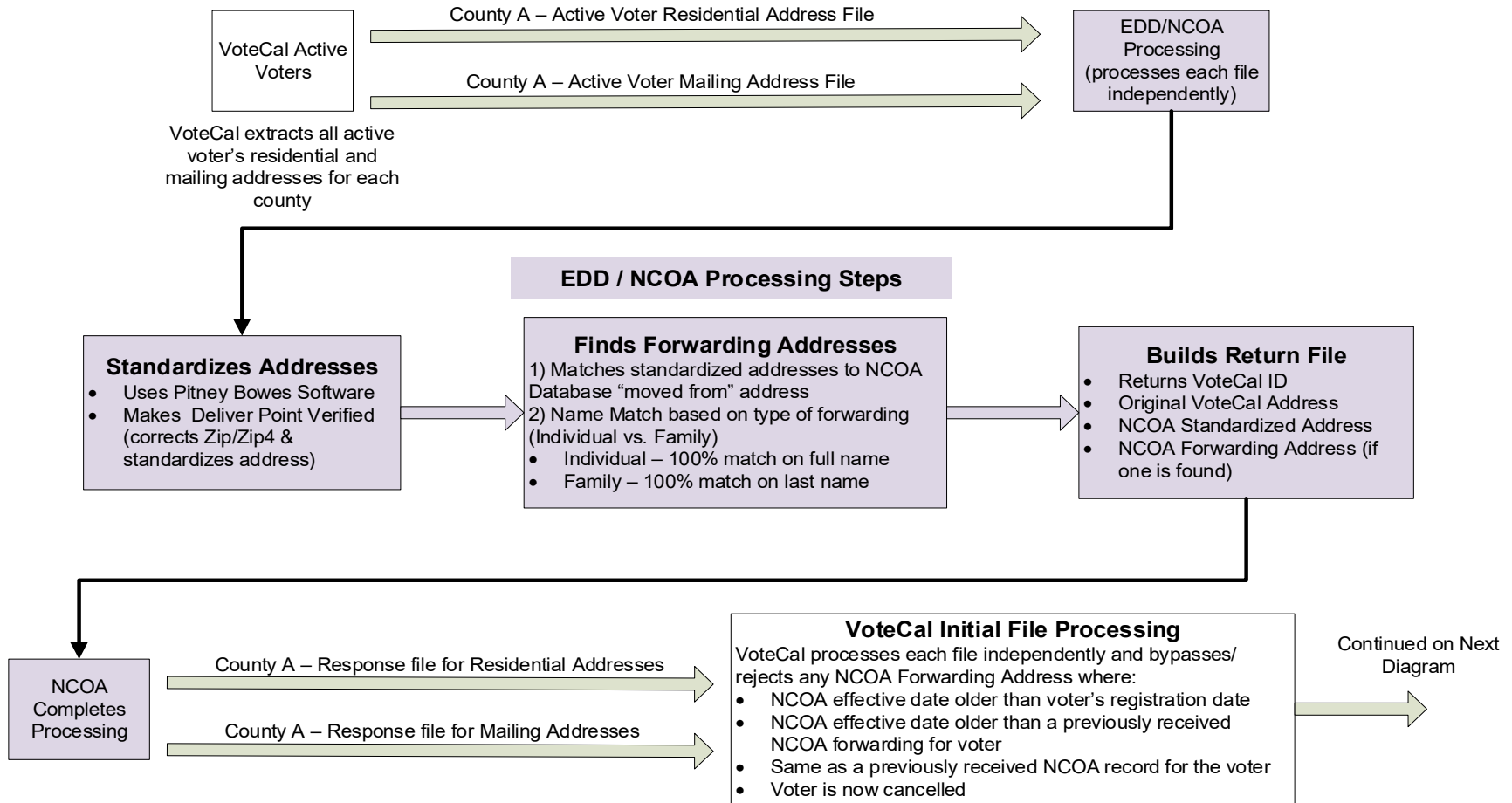


Figure updated on 3/17/2021



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Once VoteCal completes the initial file processing and determines NCOA Message needs to be sent to a county, it must determine to which county to send. Figure 2 describes how VoteCal determines to which county to send the NCOA Message:

Figure 2: NCOA Processing – VoteCal Determines which County to Send NCOA Message

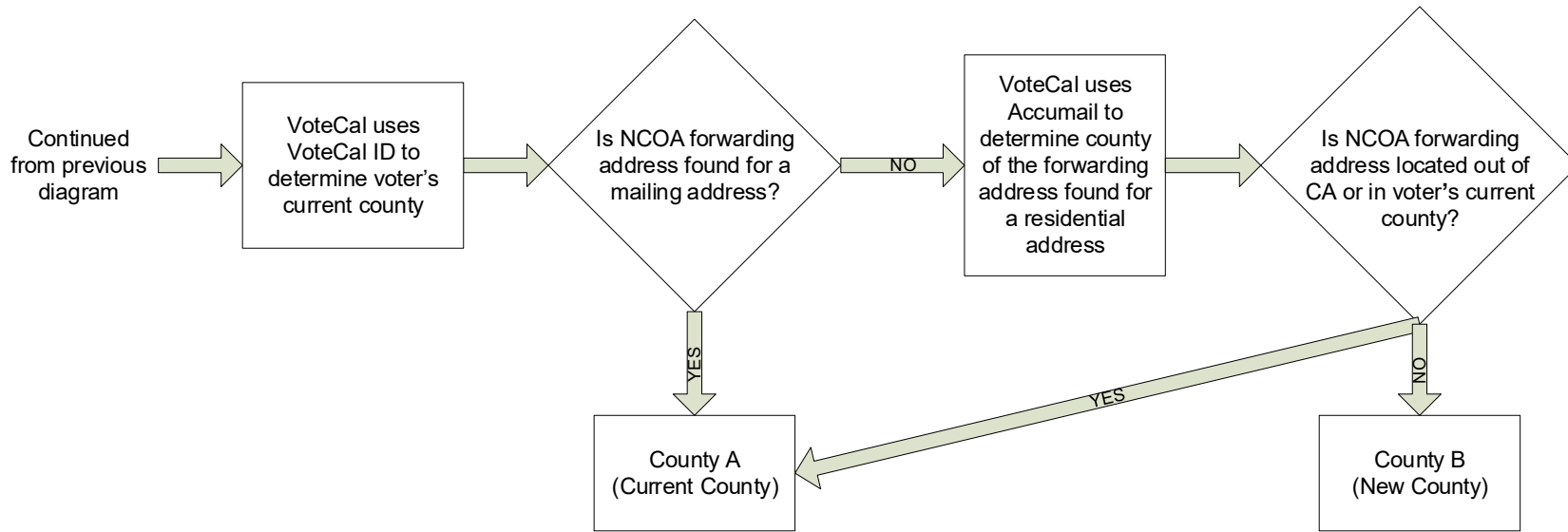


Figure updated on 3/17/2021

- If the NCOA forwarding address file contains voter mailing addresses, the NCOA forwarding address obtained from the voter's mailing address will be sent to the county who currently has the voter (County A).
- If the NCOA forwarding address file contains voter residential addresses, VoteCal determines the county that receives the forwarding address information based on the location of the forwarding address provided by NCOA.
 - If the forwarding address indicates the voter is moving within their current county or out of the State, VoteCal sends the NCOA Message to the voter's current county (County A).
 - If the forwarding address indicates the voter is moving to another county within the state, VoteCal sends the NCOA Message to the county of the forwarding address (County B).



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Please note that since VoteCal extracts the voter's residential and mailing addresses separately and receives forwarding addresses for each of these addresses separately, it is possible for a County EMS to receive two separate NCOA Messages for the same voter (one forwarding address for voter's residential address, and another forwarding address for the voter's mailing address). The voter may have chosen to forward both their residential and mailing address to the same new address indicating that the voter has moved and is no longer choosing to have a mailing address separate from their residential address. The voter may also have chosen to forward both their residential and mailing addresses to different new addresses. When both a voter's residential and mailing address receive forwarding addresses during the same month, it may be helpful to review both NCOA Messages together.

Figure 3 depicts the flow based on the six (6) potential NCOA responses that voter's current county (County A) can select (County Actions) to an NCOA Message:



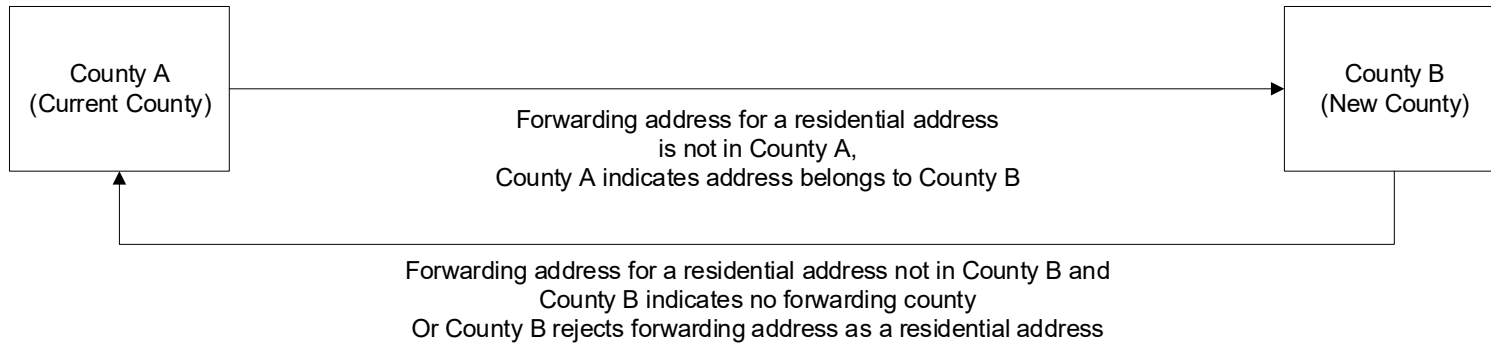
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Figure 3: NCOA Processing – County A Possible Responses



NCOA responses that County A can select (County Actions):

- **Move Ignore** – County A chooses to ignore NCOA Message because voter’s registration or address information is newer than the NCOA Message address by the time the county works the NCOA Message. No notice sent.
- **In-County Move** – County A accepts the NCOA Message’s forwarding address for a voter’s residential address and assigns precinct which will move the voter to a new residential address within the county. County A sends 2225b notice.
- **Potential Move Out of State** – County A accepts the NCOA Message’s forwarding address for a voter’s residential address that is in another state. County A sends 2225c notice/8d2 card.
- **Address Not In County** – County A notices that the forwarding address for a voter’s residential address is not in their county and sends the NCOA Message to the correct county (County B). County A must include county to forward to (County B). No notice sent by County A.
- **Mailing Address Update** – County A updates mailing address because forwarding address is based on voter’s mailing address or forwarding address is based on voter’s residential address where county decides to update mailing address instead of residential address. EMS will update voter’s mailing address based on the NCOA address and send the mailing address update to VoteCal.
- **Potential Move No Forwarding Address** – County A determines that the forwarding address for a voter’s residential address is not a valid residential address or County A is unable to precinct address, or County B has rejected address or determined address not in County B and no forwarding county can be determined. County A is encouraged to reach out to the voter via phone or email, if available, or per NVRA, County A inactivates voter and sends 2225c notice/8d2 card.

Figure updated on 3/17/2021



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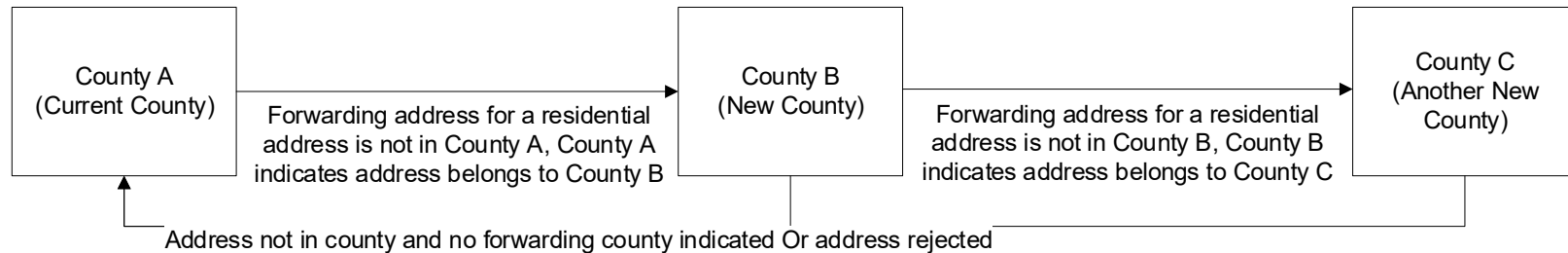
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Figure 4 depicts the flow based on the four (4) potential NCOA responses that County B (or County C) can select (County Actions) to an NCOA Message. The NCOA Message may come directly from VoteCal to County B if forwarding address for a voter’s residential address is found to be in a county (County B) other than the voter’s current county (County A) or may be sent by County B to County C if County B discovered the forwarding address was not in their county but belonged to a neighboring county (County C).

Figure 4: NCOA Processing – County B (or C) Possible Responses



NCOA responses that County B (or C) can select (County Actions):

- **Cross County NCOA Accepted** – County B (or C) determines the NCOA Message’s forwarding address for a voter’s residential address is a valid residential address in their county. County assigns precinct and indicates the Cross County NCOA is accepted. VoteCal moves voter from County A to County B (or C depending on county accepting the new address). County B (or C) sends 2225b notice.
- **Move Ignore** – County B (or C) chooses to ignore NCOA message because voter’s registration or address information is newer than the NCOA Message address by the time the county works the NCOA Message. No notice sent by County B (or C).
- **Address Not In County** – County B (or C) notices that the forwarding address for a residential address is not in their county and either sends the NCOA Message to the correct county (County C or another county), or indicates address not in their county without specifying a new county and NCOA record sent back to County A. No notice sent by County B (or C).
- **Address Rejected** – County B (or C) determines forwarding address for a residential address is in County B (or C) but cannot be precincted (e.g., the address is a P.O. Box). County B (or C) rejects NCOA record which is then sent back to County A. No notice sent by County B (or C).

Figure updated on 3/17/2021



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Table 1 provides more details on NCOA activities and interaction between counties and VoteCal. Some of the county steps in the “Process” column may be automated by the local county EMS, such as assigning a precinct and standardizing addresses. This table also indicates what happens at VoteCal when a county selects each of the NCOA disposition options.

Table 1 - NCOA Activities

ACTIVITY	PROCESS
SOS Requests NCOA Extract from VoteCal	<ul style="list-style-type: none"> • Monthly, SOS VoteCal Helpdesk (VCHD) staff requests NCOA extracts of active registered voters from VoteCal for each county. VCHD extracts the county files throughout the month based on a set schedule. Depending on the county, voters may be extracted in the first, second or third week of the month. • VoteCal produces two extract files per county: one containing residential addresses for each active voter in the county and the other containing mailing addresses for each active voter in the county. • VCHD staff sends the two extract files per county to EDD.
EDD/NCOA Processes each County File against the NCOA Database of USPS Forwarding addresses	<ul style="list-style-type: none"> • EDD/NCOA processes each file received individually. • EDD/NCOA standardizes and matches each address provided in each file against the NCOA database containing the last 18 months of NCOA forwarding data from USPS, searching for matches of the voter record to the address change data. • EDD/NCOA matches the standardized address against the “moved from” addresses on the NCOA database, and voter’s name based on the type of forwarding address (Individual vs. Family): <ul style="list-style-type: none"> ○ Individual – matches to voter’s full name ○ Family – matches to voter’s last name • EDD sends the NCOA response files back to SOS providing a forwarding address if one is found.
VoteCal Processes NCOA Response Files	<ul style="list-style-type: none"> • VoteCal evaluates the results from the NCOA processing and rejects invalid results, such as address changes previously received and address changes that are older than the most recent changes received for a voter. • VoteCal sends a message to the appropriate county EMS with the potential address changes for each voter’s address that was found as a NCOA match. • A single voter may have up to two (2) NCOA Messages, one forwarding address found for the voter’s residential address and another forwarding address found for the voter’s mailing address. • The following types of forwarding addresses are sent to the voter’s current county: <ul style="list-style-type: none"> ○ Forwarding address found for a voter’s mailing address.



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ACTIVITY	PROCESS
	<ul style="list-style-type: none"> ○ Forwarding address found for a voter’s residential address when the forwarding address is determined to be in the voter’s current county or out of state. ● When the forwarding address found for a voter’s residential address is determined to be in a California county other than the voter’s current county, the address is sent to the county of the forwarding address. <p>The EMS message type is “NCOA Potential Address Change”, referred to in this document as “NCOA Message”.</p>
<p>County Determines NCOA Disposition is MOVE IGNORED</p>	<p>County reviews NCOA Message’s forwarding address for a voter’s residential or mailing address and determines that county has more current information for the voter than is on the NCOA message. This can happen if voter record is updated before county works NCOA message. County via their EMS responds with a VoteCal NCOA Disposition of “Move Ignored”.</p> <p>County:</p> <ol style="list-style-type: none"> 1. Receives NCOA Message. 2. Compares the address forwarding information and effective date to the voter registration record. 3. Determines that the NCOA Message is no longer current and that the voter’s residential or mailing address will not be updated. 4. Marks the NCOA Message as VoteCal NCOA Disposition “Move Ignored”. This NCOA disposition is available for forwarding addresses for a voter’s residential or mailing address. <p>VoteCal:</p> <ol style="list-style-type: none"> 1. Receives the NCOA Message response from the county EMS and notates that the NCOA Message was given a disposition of “Move Ignored”. 2. Notates the county’s NCOA response in the voter activity log for that registrant with NCOA Disposition of “Move Ignored”.
<p>County Determines NCOA Disposition is IN-COUNTY MOVE</p>	<p>County reviews NCOA Message’s forwarding address for a voter’s residential address and determines that the voter has moved to a new address within their county. The county standardizes the new residential address and provides a precinct. County via their EMS responds with a VoteCal NCOA Disposition of “In-County Move”.</p> <p>County:</p> <ol style="list-style-type: none"> 1. Receives NCOA Message. 2. Compares the forwarding address information and effective date to the voter registration record. 3. Determines that the NCOA Message forwarding address is a valid in-county move.



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	<ol style="list-style-type: none">4. Marks the NCOA Message as VoteCal NCOA Disposition "In-County Move".5. Provides a standardized address and voter precinct.6. County EMS sends voter update and NCOA Message response to VoteCal. <p><u>VoteCal:</u></p> <ol style="list-style-type: none">1. Receives the NCOA Message response and voter updates from the county EMS and notates that the NCOA Message was given a disposition of "In-County Move".2. VoteCal updates voter residential address and precinct based on the NCOA Message response information.3. Updates the Registration date using the 1st day of the NCOA effective month and year indicated in the NCOA Message consistent with the Update Registration Date Guidance Document.4. Updates the Registration Source Code to "National Change of Address (NCOA)".5. Notates the county's NCOA response in the voter activity log for that registrant with NCOA Disposition of "In-County Move".
County Determines NCOA Disposition is POTENTIAL MOVE OUT OF STATE	<p>County reviews NCOA Message's forwarding address for a voter's residential address and determines that the voter has moved to a new address outside of the state. The county via their EMS responds with a VoteCal NCOA Disposition of "Potential Move Out of State". This NCOA disposition is only available to the voter's current county (County A) for forwarding addresses obtained from a voter's residential address.</p> <p><u>County:</u></p> <ol style="list-style-type: none">1. Receives NCOA Message.2. Compares the forwarding address information and effective date to the voter registration record.3. Determines that the NCOA Message forwarding address is a valid out of state move.4. Marks the NCOA Message as VoteCal NCOA Disposition "Potential Move Out of State".5. Inactivates voter and sends 2225c/8d2 Notice to voter.6. County EMS sends voter update and NCOA Message response to VoteCal. <p><u>VoteCal:</u></p> <ol style="list-style-type: none">1. Receives the NCOA Message response and voter updates from the county EMS and notates that the NCOA message was given a disposition of "Potential Move Out of State".2. Flags that a "Move out of State" Change of Address (CAN) notice is required (aka 2225c/8d2).



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	<ol style="list-style-type: none"> Notates the county's NCOA response in the voter activity log for that registrant with NCOA Disposition of "Potential Move Out of State".
<p>County Determines NCOA Disposition is ADDRESS NOT IN COUNTY</p>	<p>County reviews NCOA Message's forwarding address for a voter's residential address and determines that the voter's forwarding address is not in their county. County via their EMS responds with a VoteCal NCOA Disposition of "Address Not in County". This NCOA disposition is available for forwarding addresses obtained for a voter's residential address. When the County A uses this disposition, the "send to" county (County B) must be provided. If Accumail has sent the NCOA Potential Address Change to County B, the "send to" county (County C) does not need to be specified. When County C is not specified, the NCOA Message is sent to County A.</p> <p><u>County:</u></p> <ol style="list-style-type: none"> Receives NCOA Message. Determines the forwarding address for the residence address is not in county. Marks the NCOA Message as VoteCal NCOA Disposition "Address Not in County". If county taking action is County A, "send to" county (County B) must also be specified. Otherwise "send to" county is optional and can be provided if county knows the correct county for the forwarding address. County EMS sends NCOA Message response to VoteCal. <p><u>VoteCal:</u></p> <ol style="list-style-type: none"> Receives the NCOA Message response from the county EMS and notates that the NCOA Message was given a disposition of "Address Not in County". If "send to" county has been indicated, VoteCal sends the NCOA Message to the "send to" county. If "send to" county is not indicated, VoteCal sends the NCOA Message to the voter's county (County A).
<p>County Determines NCOA Disposition is ADDRESS REJECTED</p>	<p>County B reviews NCOA Message's forwarding address for a voter's residential address and determines that although the forwarding address is in their county, the address cannot be precincted as a voter's residential address (such as a PO Box or an address that is not a valid residence address). County B, via their EMS, responds with a VoteCal NCOA Disposition of "Address Rejected". This NCOA disposition is only available for use by a county other than the voter's current county.</p> <p><u>County:</u></p> <ol style="list-style-type: none"> Receives NCOA Message. Determines the forwarding address for the residence address is in county but county is not able to determine a precinct. Marks the NCOA Message as VoteCal NCOA Disposition "Address Rejected".



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	<p>4. County EMS sends NCOA Message response to VoteCal.</p> <p><u>VoteCal:</u></p> <ol style="list-style-type: none"> 1. Receives NCOA Message response message from the county EMS and notates that the NCOA Message was given a disposition of "Address Rejected". 2. VoteCal Sends the NCOA Message to the voter's county (County A).
<p>County Determines NCOA Disposition is POTENTIAL MOVE NO FORWARDING ADDRESS</p>	<p>County A reviews NCOA Message's forwarding address for a voter's residential address and determines that the forwarding address is not a valid residential address or is unable to precinct address. The NCOA Message may have received a disposition in another county (County B or C) to be "Address not in County" or "Address Rejected" and returned to the voter's county (County A). County A, via their EMS, responds with a VoteCal NCOA Disposition of "Potential Move No Forwarding Address". This NCOA disposition is only available to County A for forwarding addresses obtained from a voter's residential address. County A is encouraged to reach out to the voter via phone or email, if available, or per NVRA, County A inactivates voter and sends 2225c notice/8d2 card.</p> <p><u>County:</u></p> <ol style="list-style-type: none"> 1. Receives NCOA Message. 2. Compares the address change information and effective date to the voter registration record. 3. Determines that the forwarding address found for a residential address is not valid. For example: <ol style="list-style-type: none"> a. County B or C indicated address was in their county but rejected the address as it was not able to be precincted (such as a PO Box or address invalid as a residence). b. County B or C, as determined by Accumail, indicated address not in their county and the county of the forwarding address cannot be determined. c. County A is not able to precinct the forwarding address in their county. 4. County A determines not to updated voter's mailing address with the NCOA forwarding address from a voter's residential address (e.g., voter already has an existing mailing address and determines not to replace the mailing address with the NCOA Message forwarding address). 5. Marks the NCOA Message as VoteCal NCOA Disposition "Potential Move No Forwarding Address". 6. County A is encouraged to reach out to the voter via phone or email, if available, or per NVRA county inactivates voter and send 2225c notice/8d2 card. 7. County EMS sends NCOA Message response to VoteCal. <p><u>VoteCal:</u></p>



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	<ol style="list-style-type: none"> 1. Receives NCOA Message response message from the county EMS and notates that the NCOA Message was given a disposition of "Potential Move No Forwarding Address". 2. Receives the voter update and applies all changes to VoteCal. 3. Notates the county's NCOA response in the voter activity log for that registrant with NCOA Disposition of "Potential Move No Forwarding Address".
<p>County Determines NCOA Disposition is CROSS COUNTY NCOA ACCEPTED</p>	<p>County B or C reviews NCOA Message's forwarding address for a voter's residential address (for a voter that is not currently in their county) and determines that the voter has moved to a new address within their county. County B or C standardizes the new residential address and provides a precinct for the new address. County, via their EMS, responds with a VoteCal NCOA Disposition of "Cross County NCOA Accepted". This disposition is only valid if the county is not the voter's current county (County A).</p> <p><u>County:</u></p> <ol style="list-style-type: none"> 1. Receives NCOA Message. 2. Determines that the NCOA Message forwarding address is a valid residential address in County. 3. Marks the NCOA Message as VoteCal NCOA Disposition "Cross County NCOA Accepted". 4. Provides a standardized address and voter precinct. 5. County EMS sends voter update and NCOA Message response to VoteCal. <p><u>VoteCal:</u></p> <ol style="list-style-type: none"> 1. Receives the NCOA Message response from the county EMS and notates that the NCOA Message was given a disposition of "Cross County NCOA Accepted". 2. VoteCal moves the voter to County B or C, letting County A's EMS know voter has moved out. 3. VoteCal updates voter residential address and precinct based on the NCOA Message response information. 4. Updates the Registration date using the 1st day of the NCOA effective month and year indicated in the NCOA Message consistent with the Update Registration Date Guidance Document. 5. Updates the Registration Source Code to "National Change of Address (NCOA)". 6. Flags voter as needing a CAN Notice (2225b). 7. Notates the county's NCOA response in the voter activity log for that registrant with NCOA Disposition of "Cross County NCOA Accepted".
<p>County Determines NCOA Disposition is</p>	<p>County A reviews NCOA Message's forwarding address for a voter's mailing address and determines that the voter has indicated a new mailing address for a voter in the county. This disposition may also be</p>



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MAILING ADDRESS UPDATE	<p>used if County A determines a forwarding address for a residential address should be the voter's mailing address (e.g., the forwarding address for a residential address is a PO Box or a place of business). County A, via their EMS, responds with a VoteCal NCOA Disposition of "Mailing Address Update".</p> <p><u>County:</u></p> <ol style="list-style-type: none">1. Receives NCOA Message.2. Determines that the NCOA Message forwarding address should become a mailing address update.3. Marks the NCOA Message as VoteCal NCOA Disposition "Mailing Address Updated".4. County, via their EMS, updates the voter's mailing address.5. Updates Registration Source Code and Registration Method Code to "National Change of Address (NCOA)".6. Updates Registration Form Type to "Change of Address Notification".7. County EMS sends voter update and the NCOA Message response to VoteCal. <p><u>VoteCal:</u></p> <ol style="list-style-type: none">1. Receives the NCOA Message response from the county EMS and notates that the NCOA Message was given a disposition of "Mailing Address Update".2. Updates the voter's record based on the voter updates provided by the EMS.

VoteCal Contact Information:

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



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Purpose/Background

The purpose of this document is to provide information and guidance on 16- and 17-year old's who are pre-registered to vote.

Guidance

A 16- or 17-year old who meet all eligibility requirements to vote may submit a properly executed affidavit of registration to their county elections official pursuant to Elections Code section 2102 and 2150. The registration will be effective as of the date the registrant becomes 18 years old.

All registration data of pre-registrants must remain confidential and not appear on any list, roster, or index until the pre-registrant turns 18 years of age and becomes a registered voter. The exception is when a pre-registrant turns 18 years of age 60 days prior to an election, per California Code of Regulations section 19089.

Pre-Registrant Status

When accepting an affidavit of registration for a pre-registrant, the county elections official shall do the following:

- 1) Enter the pre-registrant affidavit into the county Election Management System (EMS) with a Voter Status of "Pending" and Voter Status Reason Code of "Underage Voter," which will send the update to VoteCal.
- 2) At the time the pre-registrant turns 18 years of age, the county elections official shall:
 - a. Change the pre-registrant's Voter Status from "Pending" to "Active" with a Voter Status Reason Code of "Turned 18 Years Old."
 - b. Send a voter notification card to the pre-registrant of the change in voter status informing the registrant of his/her eligibility to vote.

In the event that the pre-registrant will be 18 years old prior to the election and eligible to vote, the county elections official shall update the Voter Status to "Active" 60 days before the election. The activation will ensure that the pre-registrant will receive election related material and appear on the county official list. These pre-registrants are eligible to cast a VBM ballot and participate in early voting.

- Please note the following:
 - For county elections that are in close proximity to each other, pre-registrants should only be considered "Active" for the elections for which they will be 18 by that election day.
 - Although pre-registrants can be marked "Active" 60 days before the election in order to receive election materials, candidates must be 18 to take out signatures-in-lieu or nomination documents.



Guidance: Pre-registration

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Pre-Registration Voter Notification Card

Pursuant to Elections Code section 2155.3, the Secretary of State (SOS) Office sends weekly, all new pre-registrants a pre-registration notice by non-forwardable, first-class mail informing them that their pre-registration has been accepted.

Monthly Verification Check

The SOS performs a monthly check, usually within the first week of the month, to ensure that all pre-registrants who will not be 18 within 60 days of an election have a Voter Status of "Pending" and notifies counties by email if any records have an incorrect Voter Status. Counties should then correct the pre-registrant record. This process helps to prevent pre-registrant records from being included in Public Voter Registration Data Requests, Jury Wheel extracts, Report of Registration, and other lists where voters are extracted.

Contact Information

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