



SHIRLEY N. WEBER, Ph.D.

CALIFORNIA SECRETARY OF STATE

November 22, 2022

County Clerk/Registrar of Voters (CC/ROV) Memorandum #22262

TO: All County Clerks/Registrars of Voters

FROM: /s/ Renée Duncan
Associate Governmental Program Analyst

RE: VoteCal: New Voter Status Reason Code

The Secretary of State (SOS) Office has created a new Voter Status Reason Code of "Failure to return notice or vote." This new code (FNV) is a VoteCal standard value and is available for use by counties in their Election Management Systems (EMS).

County Action Required

Map the local county EMS value for the voter status cancellation reason in the event a voter fails to return a notice or vote to the VoteCal Voter Status Reason Code of "Failure to return notice or vote." County officials should contact their county EMS help desk for assistance with mapping values.

EMS Help Desk Contact Information	Phone	Email
DFM	(949) 859-8700	support@dfmassociates.com
Runbeck (DIMS)	(800) 553-3467	EMSHelpDesk@runbeck.net

When to use this Code

This code is to be used by county elections officials when cancelling a voter's voter registration record in accordance with the National Voter Registration Act (NVRA) list maintenance requirements and Elections Code section 2225(c) when all of the following has occurred:

- 1) The county elections official receives mail that is undeliverable, or receives information that a voter has moved out of state or that a voter moved and failed to provide a forwarding address,
- 2) The county elections official mails to the voter a change of address confirmation notice that complies with NVRA section 8(d)(2),

AND

- 3) The voter fails to do all of the following: (1) respond to the address confirmation notice, (2) vote in two subsequent federal general elections, and (3) confirm their residence address with their county elections official.

For more information about this NVRA list maintenance process, refer to slide 7 of the List Maintenance Training found on the SOS website at <https://www.sos.ca.gov/elections/voter-registration/nvra/training/resources-county-elections-officials>.

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.