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September 1, 2022

County Clerk/Registrar of Voters (CC/ROV) Memorandum #22203

TO: All County Clerks/Registrars of Voters

FROM: /s/ Brooke Keller
                   Associate Governmental Program Analyst

RE: General Election: Vote-By-Mail Preparedness

The VoteCal staff and the CACEO Business Process Committee, representing counties, have created a county preparation checklist to outline recommended steps a county should take through their Election Management System (EMS) prior to mailing all registered voters a Vote-by-Mail (VBM) ballot. Please complete the attached checklist, share with appropriate staff, and review the checklist on a regular basis to ensure all voters receive the appropriate ballot.

As part of the checklist and review, we are recommending that EMS ballot issuance settings and procedures be reviewed by each county. Please review the actions your EMS will take when the following changes are made to a voter record:

- Name Change
- Residence or Precinct Change
- Mailing Address Change
- Change of VBM Status
- Receive Ballot Preference Change (switch to mail/e-mail/fax)
- Language Change
- Voter changes from non-active to active status
- Voter changes from active to non-active status
- Party Change (Primary Only)

The Secretary of State recommends that manual validation or a tested and approved county process be in place for any VBM ballot reissuance for this election.

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

If you need assistance completing actions within your EMS please contact DFM support at support@dfmassociates.com or Runbeck support at emshelpdesk@runbeck.net.

Attachment

General Election – Vote-by-Mail Preparedness Checklist

<u>Checklist to Prepare your Election Management System for 100% Vote-by-Mail Ballot Mailings:</u>

☐ **Verify/Update your County Procedures for Vote-By-Mail Suspend/Reissue:**
- o Test procedures for each scenario in CTE, if possible

Scenario	Expected Response (Auto Issue / Manual Issue / Do not issue)	Actual Response
Name Change		
Residence or Precinct Change		
Mailing Address Change		
Change of VBM Status		
Receive Ballot preference changes (switch to mail/e-mail/fax)		
Language Change		
Voter changes from non-active to active status		
Voter changes from active to non-active status		
Party Change (Primary Only)		

- o Review with EMS Account Manager if necessary

☐ **Verify Procedures for ID Required First-time Voters who Need Proof of Residence. (Federal elections only; per Section 20107 of Title 2 of the California Code of Regulations)**

☐ **Verify Data Entry/Cleanup is Complete in your County:**
- o Paper Voter Registration Forms
- o New Electronic Registrations
  - ▪ California Online Voter Registration (COVR)
  - ▪ Department of Motor Vehicles (DMV)
- o Electronic Registration Cleanup
  - ▪ Records with bad/missing addresses resolved
  - ▪ Records pended for precinct/other issues
- o Returned Notices Processed
  - ▪ Voter Notification Card (VNC)/2225(b)/(c)/8d2; other - as applicable

☐ **Review and Process Duplicate Analysis Wizard/Tools from Local EMS:**
- o Contact EMS account manager for best practices
- o Identify and merge voter record pairs you find that you are confident are for the same voter

☐ **Review and Process EMS Messages from VoteCal:**
- o Review outstanding EMS message statistics for your county (to be provided by SOS VoteCal starting at E-45)
- o Refer to VoteCal Guidance Document: EMS Messages

- Deficient Errors
- Potential Duplicates
- Merge Voter Determine Survivor
- Potential DMV COA Match
- Potential Deceased Match
- Potential Felon Match
- NCOA Address Change

☐ **Work additional potential deceased matches sent to counties from the SOS on 8-12-2022.**

☐ **Run VoteCal Sync Check and Resolve Differences Identified:**
  o Refer to VoteCal Guidance Document: Sync Check

☐ **Optional: Review and Process Coding Accuracy Support System (CASS) Data:**
  o Use the CASS certification from the post office
  o Check with your print vendor for this service
  o Update address errors based on information provided

☐ **Check Local EMS Duplicate Messages:**
  o Potential Duplicates
  o Merge Voter Determine Survivor
  o Local Duplicate Analysis Wizard

☐ **Activate Underage Voters:**
  o Run Happy Birthday Job to activate
  o Follow EMS Procedures
  o Set local and state status change reasons appropriately

☐ **Check Special Case Situations:**
  o Confidential Voters
  o Safe-at-Home Voters (not included in extracts)
  o Voters with known problems from past elections

☐ **Verify your EMS is configured to send VBM info to VoteCal automatically prior to your county's issuance of VBMs.**

☐ **After 1st Extract:**
  o Review suspend/reissue process for additional/daily/supplemental mailings
  o Based on county process: Generate Pull/Yank list for vendor and check for duplicates and/or suspend/reissue scenarios
    • Optional: Audit the pulled packets to ensure they do not get mailed
  o Continue to review VoteCal and EMS potential duplicate messages prior to each extract
  o Activate Underage Voters, as necessary
  o Review Error/Correction file from State Voter Information Guide (VIG)
    • 1st file usually around E-45
    • 2nd file usually around E-23

☐ **Review and Verify Ballot Statistics:**
  o Review the daily Ballot Statistics Report (BSR) distributed by the SOS to confirm VBM statistics remain accurate in VoteCal throughout the election and canvass period