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County Clerk/Registrar of Voters (CC/ROV) Memorandum #22214

TO: All County Clerks/Registrars of Voters

FROM: /s/ Brooke Keller
Associate Governmental Program Analyst

RE: VoteCal: EMS Messages Guidance Document

At regular intervals 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 is an updated guidance document:

- EMS Messages

Please take the time to review this guidance document as it will assist you with processing EMS messages that require a county response. This document will also be posted on the VoteCal Communications Portal and on the Secretary of State website at <https://www.sos.ca.gov/elections/voter-registration/votecal-project/votecal-guidance-documents> 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.

Attachment



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 1 of 33

TABLE OF CONTENTS

1	INTRODUCTION	3
1.1	PURPOSE	3
1.1.1	Related Documents:	3
1.2	RECOMMENDED MESSAGE PRIORITIES	4
1.3	MONITORING UNRESOLVED MESSAGES	4
2	MESSAGE CATEGORIES	5
2.1	DEFICIENT ERROR	5
2.2	VOTER MATCH AND MERGE	6
2.2.1	Potential Duplicate Match	7
2.2.2	Merge Voter Determine Survivor	9
2.2.2.1	How to Determine the Surviving Voter Record	10
2.2.2.2	General Steps for Analyzing Merge Voter Determine Survivor	11
2.2.2.2.1	Scenario 1: Same Voter Registration Dates	12
2.2.2.2.2	Scenario 2: Voter Participation History	13
2.2.2.2.3	Scenario 3: Voter Activity History Transaction Log	13
2.2.3	Resolve UID	14
2.2.4	Duplicate Voter Unmerge	15
2.2.5	Clear Match	15
2.3	VOTER MOVE	16
2.3.1	NCOA Potential Address Change	16
2.3.2	Potential DMV COA Match	16
2.3.3	Push Voter	16
2.4	VOTER ELIGIBILITY	17
2.4.1	Potential Deceased Match	17
2.4.2	Potential Felon Match	18
2.4.3	Unmatch (Felon or Deceased)	19
2.4.4	Clear Match	19
	APPENDIX A - MESSAGES VOTECAL SENDS TO THE EMS	20
	APPENDIX B - ACTIVITY HISTORY TRANSACTION LOG DESCRIPTIONS	25
	APPENDIX C – VOTER MATCH CRITERIA (AUTOMATED)	28
	APPENDIX D – VOTER MATCH CRITERIA (NON-AUTOMATED)	30
	APPENDIX E – MATCH CRITERIA FOR CDPH DECEASED RECORDS	31
	APPENDIX F – MATCH CRITERIA FOR CDCR FELON RECORDS	32
	APPENDIX G – MATCH CRITERIA FOR DMV COA RECORDS	33



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 2 of 33

LIST OF TABLES

Table 1: Deficient Error Messages	5
Table 2: Potential Match Messages	8
Table 3: Voter Activity Log Transactions Impacting Merge Voter Determine Survivor	12
Table 4: Resolve UID Message.....	14
Table 5: VoteCal Messages to EMS.....	20
Table 6: Activity History Transaction Log Descriptions	25



1 Introduction

VoteCal provides services to assist counties with voter registration and list maintenance activities and sends EMS messages to the county Election Management System (EMS) as a result of these services. These EMS messages are integral to the VoteCal system and maintenance of voter registration data consistently across the state. They provide counties information on potential voter registration updates and/or potential list maintenance actions required and provide VoteCal with county responses that dictate the updates to be made to the given voter registration records.

It is essential that counties reply to messages where a response is required. For example, when VoteCal finds a possible duplicate voter record, deceased or felon match, or new address match for an existing voter, VoteCal sends a potential match message to the county EMS. These messages require county user intervention to determine if the records match. Please note: Your county EMS may respond to some messages automatically on behalf of the county. If messages are ignored or deleted in the local county EMS, then they remain in open status in VoteCal representing an “unresolved message” and continue to age until a response is received from the EMS.

Message transactions are generated when any new or updated voter registrations are received by VoteCal or whenever updated list maintenance information is collected from VoteCal’s interface partners. Matches to existing voter records are identified based on various criteria, including combinations of name, date of birth, driver’s license, SSN4, and other key data.

1.1 Purpose

The purpose of this document is to introduce all EMS messages VoteCal sends and to provide specific instruction to counties on responding to those EMS messages that require a county response.

This document provides recommended steps for resolving each of the messages sent to counties EMS’s from VoteCal which require a response. Counties may contact their EMS vendor if additional training or information is needed to respond to messages.

1.1.1 Related Documents:

Listed below are documents that provide additional detail related to list maintenance of voter registration information.

- [Training and Resources for VRA Coordinators:](#)
 - NVRA Training Presentation
- [VoteCal Guidance Documents:](#)
 - Guidance Document Department of Motor Vehicles (DMV) Change of Address
 - Guidance Document National Change of Address (NCOA)
 - Guidance Document Push Voter



1.2 Recommended Message Priorities

This section provides recommendations on the sequence/order in which counties should consider working messages based on their importance and based on efficiencies that can be gained. For example, working “Potential Duplicate match” messages and “Merge Voter Determine Survivor” messages will simplify the process of working “Resolve User ID” messages, hence the priority order recommended is 1) Potential Duplicate Match messages then 2) Merge Voter Determine Survivor messages followed by 3) Resolve Unique Identifier messages. The following list represents SOS/EMS/BPC’s recommended priority order for working VoteCal messages sent to the County/EMS for response:

1. Voter Match and Merge:
 - a. Potential Duplicate Match
 - b. Merge Voter Determine Survivor (MVDS)
 - c. Resolve Unique Identifier (RUID)
2. Voter Move:
 - a. Push Voter
 - b. Potential DMV COA Match
 - c. NCOA Potential Address Change
3. Voter Eligibility:
 - a. Potential Deceased Match (to Voter)
 - b. Potential Felon Match (to Voter)
4. Deficient Errors

1.3 Monitoring Unresolved Messages

Counties have 5 business days to respond to EMS messages per CCR § 19061. For this reason, the VoteCal Help Desk sends a weekly “Unresolved EMS Messages” (UREM) report including statistics on all messages sent over 5 days ago that have yet to be responded to by counties. This report includes point in time unresolved message statistics such as:

- The count of unresolved messages by message type in each county
- The total count of unresolved messages in each county and
- A percentage of unresolved messages as compared to the County’s total voter count (Including all active, inactive, cancelled, and pending voters).

Additionally, the SOS election division issues a “Vote-By-Mail Preparedness” checklist by way of CCROV for each election. The UREM report is designed to be used by counties to support checklist item “Review and Process EMS Messages from VoteCal” prior to mailing voters a Vote-by-Mail (VBM) ballot.

The SOS suggests that counties monitor the weekly UREM report and respond to their unresolved messages such that the total count of unresolved messages remains manageable by the county. Counties are encouraged to reach out to their EMS vendors for support as needed to address unresolved VoteCal messages. Additionally, SOS will provide support as



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 5 of 33

requested to assist counties in identifying VoteCal records that make up the statistics found in the UREM report.

For example, when requested, SOS will provide unresolved messages and will flag them based on particular data characteristics (per message type) that could be helpful to the county in working the messages and/or getting in sync on EMS messages with VoteCal. Below are the key flags that the SOS will provide along with each message type when this data is requested:

- Unresolved potential duplicate messages, RUID, and MVDS messages will be flagged if the voters included in the message are already merged. SOS recommends that these flagged potential duplicate messages may be responded to as a Match and the MVDS and RUID messages can be responded to as resolved given the voters involved are already merged.
- Unresolved Death and Felon match messages will be flagged if they involve a voter that is already Cancelled with the status reason of “Deceased” or “Felon” respectively. SOS recommends these be responded to as a Match given that the voter has already been cancelled for that reason.
- NCOA, DMVCOA, and Push Voter messages will be flagged if the message was generated and sent to the county before the Voters current registration date. SOS recommends that counties respond “Ignore” to these messages flagged, provided the county has more current information (as indicated by the newer registration date).
- Deficient Errors will be provided along with the deficiency message indicating the missing or incomplete data from the voter record that prompted the deficiency message to be sent to the county EMS. SOS recommends that deficiency specified for the voter record is corrected and then a deficiency message response is sent to resolve the Deficiency message.

2 Message Categories

2.1 Deficient Error

VoteCal deficient errors indicate a voter registration record is incomplete or information is invalid. VoteCal accepts a voter registration record with deficiencies as registered, and then sends a “Deficient Error” message to the local county EMS. Deficient errors require user intervention and a response to correct the deficiency. Table 1: Deficient Error Messages provides information on the types of deficiencies and recommended resolution steps.

Table 1: Deficient Error Messages

EMS MESSAGE TYPE	WHY DID I GET THIS?	ACTION TO RESOLVE MESSAGE
Deficient Error	VoteCal allows voter records to come into the VoteCal database	County Action: Correct the deficient record:



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 6 of 33

EMS MESSAGE TYPE	WHY DID I GET THIS?	ACTION TO RESOLVE MESSAGE
	<p>with missing or invalid “non-critical” data. The following data elements cause Deficient Error messages:</p> <ol style="list-style-type: none"> 1. Missing EMS Voter ID. 2. SSN4 is populated but does not have the full 4 digits. 3. Voter Status Reason is missing or invalid. 4. Local Status Change Reason is missing. 5. Registration Method is missing or invalid. 6. Gender Code is invalid. 7. Political Party is invalid. 8. Mailing address is incomplete. 9. Precinct is missing. 10. Affidavit Number is missing. 	<ol style="list-style-type: none"> 1. Update the record with an EMS ID. 2. Update record so that SSN4 has the full 4 digits. 3. Update record with valid Voter Status Reason. 4. Update record with Local Status Change Reason. 5. Update record with valid Registration Method. 6. Update record with valid Gender Code. 7. Update record with valid Political Party. 8. Update record with corrected mailing address. 9. Update record with precinct. 10. Update the record with an affidavit number. <p>Following EMS guidance, respond to the message.</p> <p>A voter update is sent to VoteCal and the deficient error message is cleared.</p> <p><u>VoteCal Action:</u> Update the voter record with the correction.</p>

2.2 Voter Match and Merge

The Voter Match and Merge category of EMS messages includes Potential Duplicate Matches, Merge Voter Determine Survivor, and Resolve User ID (RUID) messages.

For the purposes of this section:

- “Match” shall refer to the process where VoteCal determines that two voter records are the same voter or are potentially the same voter based on characteristics defined in Appendix C and/or D.
- “Merge” shall refer to the process where two voters that have been identified as the same voter and VoteCal has logically combined them into one voter record.

Below are short descriptions for each of the EMS messages within the voter match and merge category:



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 7 of 33

- **Potential Duplicate Matches:** If VoteCal determines a single, high-confidence match, the records are merged by VoteCal. For matches that VoteCal cannot match exactly, but that may be matching records, VoteCal sends a “Potential Duplicate Match” to the county for determination.
- **Merge Voter Determine Survivor (MVDS):** When high confidence or potential duplicate voter pairs are identified, if VoteCal can determine which record should be the “survivor,” the merge of the records occurs automatically. However, when there is conflicting information regarding which voter record is the latest, VoteCal sends a “Merge Voter Determine Survivor” (MVDS) message to the county to review and make the determination.
- **Resolve User ID (RUID):** The RUID message is sent to county(s) when VoteCal, while creating a unique identifier, finds there is already a voter(s) who has the same driver’s license or SSN4. Counties need to research and resolve the matching CA DL/ID or SSN4. Once the county responds to the message, VoteCal checks again and if the issue hasn’t been resolved, VoteCal sends the message again.

Please note: Potential Duplicate Match, Merge Voter Determine Survivor (MVDS), and Resolve Unique Identifier (RUID) messages should be worked in the recommended order as follows to increase efficiency:

1. Potential Duplicate Match
2. MVDS
3. RUID

The remainder of this section details the actions Counties are recommended to take regarding all three of these match and merge related messages.

2.2.1 Potential Duplicate Match

Every month, the Secretary of State processes on average 500k+ new or updated voter registration records through VoteCal and sends them down to counties.

VoteCal has two distinct processes for duplicate matching (Automated and Non-Automated) as described below (Please see appendix C and D for Specific Match Criteria used). Potential Duplicate Match messages will be sent to the county for both Automated and Non-Automated matches:

1. Automated
 - Continuous and automatic for any new or updated voter registration.
 - **High Confidence** – If a registration matches an existing voter, based on one of four high confidence match criteria sets, then the voter record is automatically matched and merged by VoteCal.
 - **Potential Duplicate Match** - If a registration matches an existing voter, based on one of nine potential match criteria sets, then the potential duplicate records are sent to the county for determination.



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 8 of 33

2. Non-Automated (Enhanced)

- SOS identifies sends counties potential matches weekly as part of a manual process that are based on four additional match criteria sets. These four match criteria sets cover scenarios where voter registration pairs:
 - Resemble data that would suggest the voter records could represent twins or duplicates
 - Have swapped first and last names
 - Have the same name and address
 - Have the same Date of Birth and address
- Upon request and in close coordination with a county, SOS is able to trigger high confidence or potential matches among sets of voter record pairs identified by the county or by the SOS (match criteria used is flexible and can be generated by the county and/or SOS).

Counties must make the determination on all potential duplicate matches sent to their County. If the county determines that the voter records are NOT the same voter, then they will never be checked again, UNLESS the county takes action in conjunction with the VoteCal help desk to resolve. If the determination is that the voter records are for the same voter, then the voters are attempted to be merged to eliminate the duplicate voter registration.

Table 2: Potential Match Messages lists the most common potential match messages, provides information about the message and lists recommended steps to determine the validity of the match. All potential match messages require a response; if a response is not received the message represents an “unresolved message” and continues to age in VoteCal.

Table 2: Potential Match Messages

EMS MESSAGE TYPE	WHY DID I GET THIS?	ACTION TO RESOLVE MESSAGE
<p>Potential Duplicate Match</p> <p>And</p> <p>Potential Duplicate Match for Confidential Voter</p>	<p>VoteCal looks for and finds voter records that MIGHT be a match. For example, if combinations of the voters Driver’s License, Last Name, Date of Birth and first character of Middle Name are the same between two records, it may be a duplicate match, but VoteCal requires a user to review the voter records and make the decision. Also, If there are multiple high confidence matches (3 or more voters), VoteCal downgrades the match from a high confidence to a potential match to ensure that a county person reviews the matches for accuracy.</p>	<p>County Action:</p> <ol style="list-style-type: none"> 1. Review both voter records. 2. Compare the signatures, first name, last name, middle name, DOB, SSN4 and determine if they are the same voter or not 3. If the two voter records appear to be for the same person, respond to the message, Yes - Same Voter. 4. If the two voter records appear to be two different people, respond to the message, No - Not the Same Voter. <p>VoteCal Action:</p> <p>Once the Potential Duplicate Match message is responded to, VoteCal performs the following actions:</p>



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 9 of 33

EMS MESSAGE TYPE	WHY DID I GET THIS?	ACTION TO RESOLVE MESSAGE
	<p>Note: Once the potential duplicate match messages have been cleared, VoteCal will not send another potential duplicate match message for that pair again, unless a county calls SOS and requests to clear the match determination. This would occur if a county matched a potential duplicate pair by mistake.</p>	<ul style="list-style-type: none"> • If Yes – Same Voter: VoteCal merges the older voter record into the most recent voter record, making it the surviving voter record. <ul style="list-style-type: none"> ○ If the potential duplicate voter merge process can automatically determine the surviving voter record, then the voter records are merged, and the voter activity log is updated for both records. ○ If the merge process cannot automatically determine the surviving voter record, then a Merge Voter Determine Survivor message is sent to the county (Refer to the Merge Voter Determine Survivor section for additional information). • If No – Not Same Voter: VoteCal does not merge the voter records and the voter activity log is updated in both records. (Note: VoteCal marks the voters as not a match and will not match those voter records again in the future. If voters are erroneously marked as not a duplicate voter match, contact the VoteCal Help Desk to request to clear the match determination).

2.2.2 Merge Voter Determine Survivor

Once two voters are matched, VoteCal will attempt to merge them. In cases where there is conflicting information regarding which voter should retain as the “survivor” voter, VoteCal sends a “Merge Voter Determine Survivor” (MVDS) message to the county with the most recent registration date for the county to review and make a determination on which record should survive.

Consequently, it is very important to update the Registration Date when accepting a new address, see the “Updating Registration Date” guidance document for details. Updating registration dates will aid VoteCal and county election official staff in identifying surviving voters. Working these messages is essential in creating a single centralized voter record for each registered voter in California.

The Merge Voter Determine Survivor messages are triggered based on the following three scenarios:

1. The voter registration dates are the same on both voter records.



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 10 of 33

2. There is voter participation history on the “older” voter registration record that is more recent than the “newer” voter registration record.
3. There is voter activity transaction history that is more recent on the “older” voter registration record than the “newer” voter registration record.

2.2.2.1 How to Determine the Surviving Voter Record

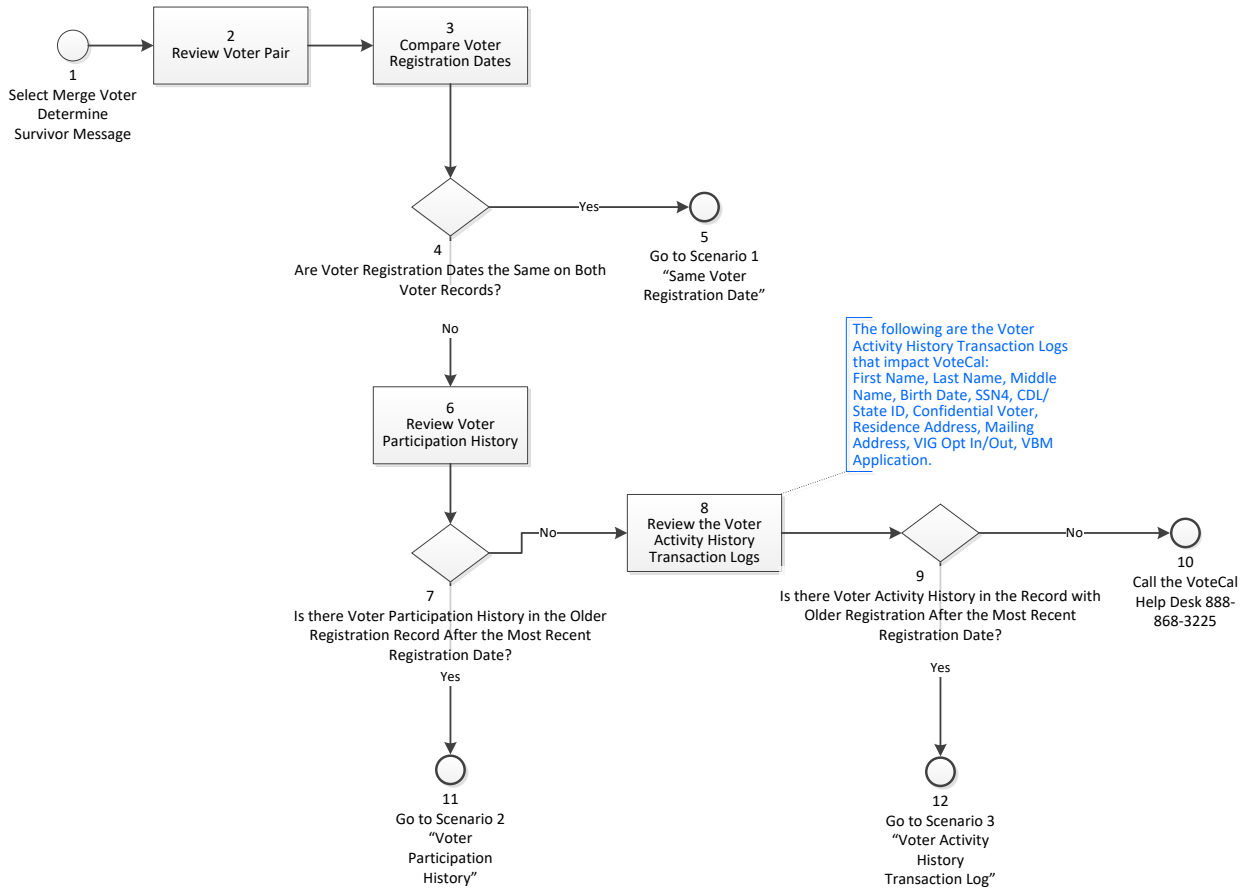
When deciding which voter record is the surviving record, county staff should review and analyze the voter information beyond the voter registration date in order to ensure the voter record selected as the surviving record is the county where the voter currently resides.

Below are suggested general steps for analyzing Merge Voter Determine Survivor messages. Once a Merge Voter Determine Survivor scenario is identified, go to the specific scenario for additional information for analyzing and making a determination based on the specific scenario.

Figure 1: Merge Voter Determine Survivor Workflow describes the general steps for analyzing the Merge Voter Determine Survivor messages. Scenarios 1 through 3 provide recommended steps to assist county staff in making the best surviving voter determination.



Figure 1: Merge Voter Determine Survivor Workflow



2.2.2.2 General Steps for Analyzing Merge Voter Determine Survivor

1. Review both voter records.
2. Compare the voter registration dates on both voter records.
3. If the voter registration dates on both records are the same, stop here and go to, **“Scenario 1: Same Voter Registration Dates.”**
4. Once it is determined that the voter registration dates are **not** the same, review both voter records and determine if voter participation history occurred on the “older” registration record that was more recent than the voter record with the most current voter registration date.
5. If the voter voted in the county with the older voter registration date after the most current voter registration date, stop here and go to **“Scenario 2: Voter Participation History.”**
6. If the voter registration dates are **not** the same and there is no voter participation history on the older record after the most recent voter registration date, review the voter activity history transaction logs. See Table 3: Voter Activity Log Transactions Impacting Merge Voter Determine Survivor for a list of the activities that impact VoteCal’s ability to determine the surviving voter.



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 12 of 33

7. If any of the transactions in Table 3: Voter Activity Log Transactions Impacting Merge Voter Determine Survivor occurred in the “older” voter registration record more recent than the voter record that has the most current voter registration date, stop here and go to, “Scenario 3: Voter Activity History Transaction Log.”
8. If you have reviewed this document and cannot identify the reason for the Merge Voter Determine Survivor message, call the VoteCal Help Desk for assistance (888) 868-3225.

Table 3: Voter Activity Log Transactions Impacting Merge Voter Determine Survivor

ACTIVITY CODE ID	ACTIVITY DESCRIPTION
7	First Name
8	Last Name
9	Middle Name
10	Birth Date
12	SSN4
13	CDL/State ID
20	Confidential Voter
25	Residence Address
29	Mailing Address
33	VIG Opt In/Out
35	VBM Application

2.2.2.2.1 Scenario 1: Same Voter Registration Dates

In this scenario, VoteCal is unable to make a determination because the voter registration dates are the same date on both voter records. When both records have the same voter registration date, VoteCal sends the message to the county with the last record in. (Example: County A enters a new voter registration card at 8:00AM for Joe Green and County B enters a new voter registration card for Joe Green at 8:06AM, County B receives the message.)

Once it is determined that the registration date on both voter records is the same, conduct the following steps prior to making a determination:

1. Identify the reason for the same registration dates. Contact the other county or the voter to determine the reason for two registrations on the same date. Things to consider:
 - What are the statuses of the voter records? (Active/Inactive/Cancelled)
 - Is this a county data entry error?
 - Did the voter make a mistake?
2. Verify the current residential address of the voter. Contact the voter or the other county, if necessary. A user may also want to conduct a statewide search on the other voter record to assist in determining the most recent residential address.



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 13 of 33

3. Once the most current residential address is identified, respond to the Merge Voter Determine Survivor message by selecting the surviving voter record.

2.2.2.2.2 Scenario 2: Voter Participation History

In this scenario, VoteCal is unable to make a determination because there is voter participation history on the “older” voter registration record dated more recent than the voter record with the more current voter registration date (Example: voter registered in County A in 6/2013, voter registered in County B in 11/2015, voter voted in County A in 11/2015). Conduct the following steps prior to making a determination:

1. Contact the other county to verify if the voter participation history in the older voter record is correct. Things to consider as you research:
 - What are the statuses of the voter records? (Active/Inactive/Cancelled)
 - Was the voter participation history added by mistake? (e.g., if a county used a wand they may have scanned the wrong voter)
 - Did the voter vote in the county with the “older” voter registration record because the voter completed a new registration affidavit in the new county after the 15-day close and was therefore still eligible to vote in the county with the older voter registration record?
 - Did the voter move out of your county and back to the county with the “older” registration record and assume they were still registered?
2. Contact the voter or the other county to verify the current residential address of the voter, if necessary.
3. Once the surviving voter record is determined, respond to the Merge Voter Determine Survivor message by selecting the surviving voter record.

2.2.2.2.3 Scenario 3: Voter Activity History Transaction Log

In this scenario, VoteCal is unable to make a determination because the voter activity log on the “older” voter registration record has voter activity dated after the registration date on the voter record with the more current voter registration date (Example: the county with the oldest registration record updated the residence address of the voter). Conduct the following steps prior to making a determination:

1. Determine why there is voter activity history on the older record after the more current voter registration date. Refer to Table 3: Voter Activity Log Transactions Impacting Merge Voter Determine Survivor. for examples of transactions that can initiate a Merge Voter Determine Survivor message. Things to consider prior to making a determination:
 - Review the following:
 1. User name to determine type of user who initiated the transaction
 2. Specific field for the transaction (e.g., local status reason vs. statewide reason code)
 3. Transactions that occurred on the same day that provide a full picture of what occurred
 - What are the statuses of the voter records? (Active/Inactive/Cancelled)
 - Was the voter activity a result of a data clean-up effort (historical or in preparation for VoteCal)? Check county VoteCal go-live dates and if the activity



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 14 of 33

occurred in the months prior to their go-live date, then the change might have occurred due to preparing data for integration to VoteCal.

- Was the voter activity a result of data clean-up at the time of cancellation of the voter registration record? The change might have occurred due to the county updating information when a voter re-registers.
2. Review both voter records for the most current address and determine the surviving record. Contact the voter or the other county, if necessary.
 3. Once the surviving voter is determined, respond to the Merge Voter Determine Survivor message by selecting the surviving voter record.

Note: When reviewing activity transaction logs it is important to understand the differences between each of the EMS activity transaction logs. For a list of the activity transaction logs refer to Appendix B.

2.2.3 Resolve UID

VoteCal sends a Resolve unique ID message when VoteCal attempts to assign a HAVA ID using the voter’s driver’s license number or SSN4 and finds there is an existing voter with the same HAVA ID, driver’s license number and/or SSN4. It is up to the county to resolve duplicate UIDs. In many cases these two voter records are the same person, and a potential match message may have already been sent for county determination; therefore, potential duplicate match and merge voter determine survivor messages should be resolved and responded to prior to working resolve UID messages. If a user marks a resolve UID message as completed but the UID, driver’s license, or SNN4 has not been corrected or the voter records have not been merged in VoteCal, then the resolve UID message will re-generate. For those voters that are not duplicates, the user must determine why the two voters have same driver’s license number or SSN4 and make a correction. If the county has performed the county actions listed in Table 4: Resolve UID Message and the UID message returns, the county should contact the SOS VoteCal Help Desk at 888-868-3225 or email VoteCalHelp@sos.ca.gov.

Table 4: Resolve UID Message

EMS MESSAGE TYPE	WHY DID I GET THIS?	ACTION TO RESOLVE MESSAGE
Resolve Unique Identifier	The Resolve UID message is sent to county(s) when VoteCal attempts to create a HAVA ID using the voter’s driver’s license or SSN4 and finds there is already a voter(s) who was assigned this HAVA ID. Counties need to research and resolve the matching CA DL/ID or SSN4. In some cases, the voter’s may be a match or the wrong CA DL/ID or SSN4 was provided by the voter or a user made a data entry error when entering the voter record. Once the county responds	<p>County Action:</p> <ol style="list-style-type: none"> 1. Review both voter records 2. Compare the DOB, CA DL/ID, SSN4 and name for both records. 3. Determine if the correct CA DL/ID is entered for <i>each</i> of the voter records. Make the appropriate corrections to the voter record(s) by one or more of the following actions: <ol style="list-style-type: none"> a. If they are not the same voter, correct the CA DL/ID. 4. If they are the same voter, look for a Potential Duplicate Match message and if one exists respond appropriately.



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 15 of 33

EMS MESSAGE TYPE	WHY DID I GET THIS?	ACTION TO RESOLVE MESSAGE
	<p>to the message, VoteCal checks again and if the issue hasn't been resolved, VoteCal sends the message again.</p> <p>Note: all potential duplicate match messages and merge voter determine survivor messages should be resolved before working resolve unique identifier messages; because if a potential duplicate exists and they are a match, a new Resolve UID message is sent to the counties involved.</p>	<p>If a Potential Duplicate match does not exist, force a match between the two voter records from within your EMS. Respond to the EMS Message question, "Same Voter?" Yes or No. (Note: A "Yes" response <i>does not automatically</i> merge the voters. The response only closes the message. A county action is required to correct the voter record in order for the merge process to be initiated or respond to the potential duplicate match message if one exists.)</p> <p><u>VoteCal Action:</u> Once the Resolve UID message has been responded to by all counties involved, VoteCal checks if the voters have been merged or not merged, and if the CA DL/ID of two or more voter records are the same. If two or more voter records are still the same, a new Resolve UID message is sent to the counties involved.</p>

2.2.4 Duplicate Voter Unmerge

Please reference section 2.2 Voter Match and Merge for definitions of the terms "Match" and "Merge" as it relates to this section.

When counties determine that a merged pair of voters should not have been merged, county staff can unmerge these voter records in their EMS, provided one of the merged voter records (survivor or non-survivor record) resided in their county at the time of the match. Please reach out to your EMS support for instructions on unmerging voters within your specific EMS. The process of unmerging will separate voter records that were previously merged. When a county unmerges a voter, VoteCal will not match this pair of voters again unless the county contacts the VoteCal Help Desk and requests SOS to clear the match determination for the voter records as described in the below section 2.2.5 Clear Match. Clear Match will reverse the merge and allow the voters to merge again.

2.2.5 Clear Match

Please reference section 2.2 Voter Match and Merge for definitions of the term "Match" and "Merge" as it relates to this section.

Counties can contact VoteCal help desk to request that SOS clears a previously matched voter pair before or after the voter records are merged. When VoteCal clears a match, subsequent execution of the VoteCal duplicate check process may identify this pair as a match again. If you



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 16 of 33

do not want a voter pair to ever match again, see section 2.2.4 for following the duplicate voter unmerge process.

Examples for why a county should contact the VoteCal help desk to clear a match are as follows:

- When a voter has been un-merged but they really are the same person,
- When a county responded negatively in error to a potential match, clear the match and run duplicate check on the voter.
- When a county responded negatively in error to an MVDS saying this was not a match, clear the match and run duplicate check on the voter.
- When a survivor was chosen in error
- When a series of matches occur that shouldn't have

2.3 Voter Move

The Voter Move category of EMS Messages includes NCOA Potential Address Change, Potential DMV COA Match and Push Voter messages. These three voter move processes assist on identifying when registered voters move among counties to ensure voter registrations document voter's current addresses. This section identifies the three types of voter move messages and indicates the name of the individual guidance document that supports that process and further describes the associated EMS messages produced by these processes.

2.3.1 NCOA Potential Address Change

The National Change of Address (NCOA) process has its own guidance document which 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 refer to the [VoteCal Guidance Document](#): "Guidance Document National Change of Address (NCOA)."

2.3.2 Potential DMV COA Match

The Department of Motor Vehicles (DMV) change of address (COA) process has its own guidance document which describes the EMS Messages associated with DMV COA and the options counties have to respond to the Potential DMV COA Match EMS Messages. Please refer to the [VoteCal Guidance Document](#): "Department of Motor Vehicles Change of Address."

2.3.3 Push Voter

The Push Voter process has its own guidance document which describes how counties are able to initiate a voter push to move voters among counties, and how counties are able to respond to Push Voter EMS Messages. Please refer to the [VoteCal Guidance Document](#): "Push Voter."



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 17 of 33

2.4 Voter Eligibility

The Voter Eligibility category of EMS messages includes potential felon records and potential deceased messages. Potential felon matches are sent to the county to confirm or deny the voter record identified matches with the felon record. Potential deceased matches are sent to the county to confirm or deny the voter record identified matches with the deceased record. Voters with confirmed felon or deceased matches are cancelled.

For the purposes of this section:

- "Match" shall refer to the process where a felon or deceased record is identified as potentially matching a voter record in VoteCal based on characteristics defined in Appendix E and F.

2.4.1 Potential Deceased Match

VoteCal processes death records received from the California Department of Public Health (CDPH) and identifies records that may be a match to that voter in two instances:

1. When a county adds or updates a voter registration record,
(Note: This message is ONE voter record that may match to one or more deceased records.)
2. When the Secretary of State receives new deceased records from the CDPH
(Note: This message is ONE death record that may match to one or more voter records.)

In both instances, if any deceased records appear to match the voter record, VoteCal sends the Potential Deceased Match message to the county to research and resolve the potential match. Once the county has made a determination for that death match message, VoteCal will not send another potential match for that voter pair again, unless a county calls the VoteCal Help Desk and requests they clear the match determination.

Also, in both instances the County Action to resolve the message and the VoteCal Action is the same:

County Action:

1. Review the voter record and the associated deceased record.
2. Compare the DOB, name and any other information included in the deceased record to help verify a match. (Depending upon the availability of resources, counties may review obituaries, check DMV records, search county death records, etc., to verify the voter's deceased record.)
3. Determine whether or not the deceased record is a match to the voter record.
4. Respond to the EMS Message,
 - a. Yes – voter record matches deceased record, or
 - b. No – voter record does not match the deceased record.

VoteCal Action:



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 18 of 33

Once the Potential Deceased Match message is responded to, VoteCal performs the following actions:

- If county determination is Yes - Cancel voter record with reason of “Voter Deceased”, set the effective date to the date the death file is received from CDPH and update voter activity log.
- If county determination is No – Update the voter record with no voter match decision.

2.4.2 Potential Felon Match

Note: This section describes the functionality of the potential match messages in VoteCal as of the issuance date of this guidance document. However, the SOS is in the process of evaluating changes required to support Senate Bill 504, Becker. Elections: voter registration.

VoteCal processes felon records received from the California Department of Corrections and Rehabilitation (CDCR) identifies records that may be a match to that voter in two instances:

1. When a county adds or updates a voter registration record,
(Note: This message is ONE voter record that may match to one or more felon records.)
2. When the Secretary of State receives new felon records from the CDCR
(Note: This message is ONE felon record that may match to one or more voter records.)

In both instances, if any felon records appear to match the voter record, VoteCal sends the Potential Felon Match message to the county to research and resolve the potential match. Once the county has made a determination for that felon match message, VoteCal will not send another potential match for that voter pair again, unless a county calls the VoteCal Help Desk and requests they clear the match determination.

Also, in both instances the County Action to resolve the message and the VoteCal Action is the same:

County Action:

1. Review the voter record and the associated felon record.
2. Compare the DOB, SSN4, name and all of the information included in the felon record to help verify a match. (Counties may also try contacting parole officers, etc., to verify the felon match)
3. Determine whether or not the felon record is a match to the voter record.
4. Respond to the EMS Message,
 - a. Yes – voter record matches felon record, or
 - b. No – voter record does not match the felon record.

VoteCal Action:

Once the Potential Felon Match message is responded to, VoteCal performs the following actions:

- If county determination is Yes - Cancel voter record with reason of “Felon”, set the effective date to the date the felon file is received from CDCR and update voter activity log.



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 19 of 33

- If county determination is No – No action to voter record. Voter and Felon record are marked to never match again.

2.4.3 Unmatch (Felon or Deceased)

Please reference section 2.4 Voter Eligibility for definitions of the term “Match” as it relates to this section.

When counties determine that a match to a felon or to a deceased record should not have been matched, the county staff can use their EMS to unmatch the voter to felon or voter to deceased records provided the voter involved resided within their county at the time of the match. Please reach out to the EMS for support on unmatching voters to felon or deceased records within your specific EMS. When a county unmatches a voter from a felon or deceased record, VoteCal will not match this felon or deceased record to the voter again unless the county contacts the VoteCal Help Desk and requests SOS to clear the match determination as described in the below section 2.4.4 Clear Match. Clear Match will reverse the match and allow the voter to match again to felon or deceased records.

2.4.4 Clear Match

Please reference section 2.4 Voter Eligibility for definitions of the term “Match” as it relates to this section.

Counties can contact VoteCal help desk to request that SOS clears a previously matched voter to felon or voter to deceased record before or after the match is complete. When VoteCal clears a match subsequent execution of the matching process may include this voter to deceased or voter to felon as a match. If you do not want a voter to match the felon or deceased record again, see section 2.4.3 for following the Unmatch (Felon or Deceased) process.

Examples for why a county should contact the VoteCal help desk to clear a felon or deceased match are as follows:

- When a voter has been unmatched but they really are a felon or is deceased.
- When a county responded negatively in error to a potential match, clear the match allow voter to rematch.
- When a series of matches occur that shouldn't have



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 20 of 33

Appendix A - Messages VoteCal sends to the EMS

Table 5: VoteCal Messages to EMS lists the messages VoteCal sends to the EMS. The response required field notes the messages that VoteCal requires a response. The county EMS responds automatically to some of the messages and other messages require user intervention.

Table 5: VoteCal Messages to EMS

MESSAGE	DESCRIPTION	VOTECAL RESPONSE REQUIRED?
Affidavit Number not Found	The voter registration affidavit number was not located in affidavit issuance tracking.	No
Batch Clear Match ID	SOS clears matches using VoteCal process. These matches are unmatched when already applied and/or potential matches can be ignored.	No
Confidential Voter Cancelled	The registration status of a confidential voter was updated to cancelled.	No
Confidential Voter Merged	A confidential voter was merged with another voter record.	No
Confidential Voter Status Expired	The confidential status of a voter has expired.	No
Confidential Voter Warning	This is a warning message that a confidential voter's confidential status is expiring.	No
Critical Error	A voter registration was not accepted.	No
Deficient Error	A voter registration record was accepted but with validation issues that the county needs to correct.	Yes
DMV COA No Match	VoteCal received a change of address from DMV but an Active/Inactive/Pending voter record could not be found to be a match.	No
DMV COA Transactions Since Match	Changes have occurred to a voter between the time of a match and an un-match for a DMV COA transaction. The county needs to manually review and update as needed.	No
Extract Files Generated	VoteCal created extract file(s) for the county. The message includes the file for use by the EMS.	No
High Confidence Deceased Match	A voter registers and VoteCal finds a high confidence deceased match and automatically cancels the registration.	Yes (EMS responds). This functionality is not enabled at this time.
High Confidence Deceased Match For Confidential Voter	A confidential voter registers and VoteCal finds a high confidence deceased match and automatically cancels the registration.	Yes (EMS responds). This functionality is not enabled at this time.
High Confidence Deceased Match to Voter	VoteCal receives a new deceased record, matches it against the voter registration records, finds a high	Yes (EMS responds). This functionality is



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 21 of 33

MESSAGE	DESCRIPTION	VOTECAL RESPONSE REQUIRED?
	confidence deceased match with a voter and automatically cancels the registration.	not enabled at this time.
High Confidence Deceased Match to Voter For Confidential Voter	VoteCal receives a new deceased record, matches it against the voter registration records, finds a high confidence deceased match with a confidential voter and automatically cancels the registration.	Yes (EMS responds). This functionality is not enabled at this time.
High Confidence DMV COA Match to Voter	VoteCal receives a DMV COA, matches it against the voter registration records, finds a high confidence match with a voter and an automatically updates the address.	Yes (EMS responds). This functionality is not enabled at this time.
High Confidence Duplicate Match	VoteCal finds a high confidence duplicate match and updates the voter registration records.	Yes (EMS responds)
High Confidence Felon Match	A voter registers and VoteCal finds a high confidence felon match and automatically cancels the registration.	Yes (EMS responds). This functionality is not enabled at this time.
High Confidence Felon Match For Confidential Voter	A confidential voter registers and VoteCal finds a high confidence felon match and automatically cancels the registration.	Yes (EMS responds). This functionality is not enabled at this time.
High Confidence Felon Match to Voter	VoteCal receives a new felon record, matches it against the voter registration records, finds a high confidence felon match and automatically cancels the registration.	Yes (EMS responds). This functionality is not enabled at this time.
High Confidence Felon Match To Voter For Confidential Voter	VoteCal receives a new felon record, matches it against the voter registration records, finds a high confidence felon match with a confidential voter and automatically cancels the registration.	Yes (EMS responds). This functionality is not enabled at this time.
List Of Values Changed	SOS modified a standard value in the list of values and requested the changes to be sent to the counties.	No
Merge Voter Determine Survivor	VoteCal cannot determine which voter should be the survivor of a merge due to voter participation or voter activity on the record with the oldest registration date. SOS requests the county to determine which voter record is the best voter record.	Yes
Merge Voter Determine Survivor for Confidential Voter	VoteCal cannot determine which voter should be the survivor of a merge due to voter participation or voter activity on the record with the oldest registration date. At least one of the voter records	Yes



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 22 of 33

MESSAGE	DESCRIPTION	VOTECAL RESPONSE REQUIRED?
	belongs to a confidential voter. SOS requests the county to determine which voter record is the best voter record.	
Messages Cleared	SOS clears messages using VoteCal process. EMS can clear these messages without a response.	No
NCOA Potential Address Change	VoteCal received a National Change of Address potential address change and requests the county to validate the address change.	Yes
New Voter	VoteCal received and processed a new voter record.	No
Online Voter Registration Pending Signature	VoteCal received an online application that does not contain enough information to register a voter or the voter elected to print/sign/mail prior to completing the registration process.	No
Political Party Changed	SOS created a new or modified an existing political party.	No
Potential Deceased Match	A voter registers and VoteCal finds potential matches with deceased records. SOS requests the county to determine the validity of the match.	Yes
Potential Deceased Match For Confidential Voter	A confidential voter registers and VoteCal finds potential matches with deceased records. SOS requests the county to determine the validity of the match.	Yes
Potential Deceased Match to Voter	VoteCal receives a new deceased record, matches it against the voter registration records, and finds potential matches with voters. SOS requests the county to determine the validity of the match.	Yes
Potential Deceased Match to Voter For Confidential Voter	VoteCal receives a new deceased record, matches it against the voter registration records, and finds potential deceased matches with voters. SOS requests the county to determine the validity of the match. At least one of the potential matched voters is a confidential voter.	Yes
Potential DMV COA Match to Voter	VoteCal receives a DMV COA, matches it against the voter registration records and finds potential matches with voters. SOS requests the county to determine the validity of the match.	Yes
Potential DMV COA Match to Voter For Confidential Voter	VoteCal receives a DMV COA, matches it against the voter registration records and finds potential matches with voters. SOS requests the county to determine the validity of the match. At least one of the potential matched voters is a confidential voter.	Yes
Potential Duplicate Match	A voter registers and VoteCal finds potential matches with other voters. SOS requests the county to determine the validity of the match.	Yes



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 23 of 33

MESSAGE	DESCRIPTION	VOTECAL RESPONSE REQUIRED?
Potential Duplicate Match For Confidential Voter	A voter registers and VoteCal finds potential matches with other voters. SOS requests the county to determine the validity of the match. At least one of the potential matched voters is a confidential voter.	Yes
Potential Felon Match	A voter registers and VoteCal finds potential matches with felon records. SOS requests the county to determine the validity of the match.	Yes
Potential Felon Match For Confidential Voter	A voter registers and VoteCal finds potential matches with felon records. SOS requests the county to determine the validity of the match.	Yes
Potential Felon Match to Voter	VoteCal receives a new felon record, matches it against the voter registration records and finds potential matches. SOS requests the county to determine the validity of the match.	Yes
Potential Felon Match to Voter For Confidential Voter	VoteCal receives a new felon record, matches it against the voter registration records and finds potential matches. SOS requests the county to determine the validity of the match. At least one of the potential matched voters is a confidential voter.	Yes
Push Voter	This message is sent when a county submits a push voter transaction to move a voter to another county based on notice/letter received from the voter.	Yes
Push Voter Confidential	This message is sent when a county submits a push voter transaction to move a confidential voter to another county based on notice/letter received from the voter.	Yes
Resolve UID	When VoteCal attempts to create a HAVA ID using the voter's driver's license or SSN4 and finds that there is already a voter(s) who has been assigned this HAVA ID, this message is sent to the county.	Yes
Scheduled Task Cancelled	SOS Administrator cancels a scheduled task initiated by the EMS.	No
Scheduled Task Failed	VoteCal failed to complete a scheduled task.	No
Statewide Election Changed	SOS created a new or modified an existing statewide election.	No
Synch Completed	VoteCal completes a synchronization request for a county.	Yes (EMS responds)
Synch Requested	VoteCal received a synchronization request. SOS requests the county EMS to send the matching data from the county for comparison.	Yes (EMS responds)
UnMerge Duplicate Voter	This message is to notify the EMS that an unmerge has occurred. Within the message is an indicator as to whether transactions have happened	No



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 24 of 33

MESSAGE	DESCRIPTION	VOTECAL RESPONSE REQUIRED?
	between the time of the merge and the un-merge. If transactions have happened, the county needs to manually review and update the voter records as needed.	
Unresolve Push Voter	VoteCal returns a message to county that originally submitted the push voter transaction notifying the county could not be determined thus it is unresolved	No
Update Voter Precinct Result	This message is sent when a county EMS updates a voter(s) precinct, singularly or in batch.	No
Voter Cancelled	VoteCal has changed a voter status to cancelled.	No
Voter Comment Created	VoteCal has created a voter comment.	No
Voter Correspondence	This message is to notify the voter's current county's EMS of changes to voter's correspondence.	
Voter Merged	Voter merged a voter record with another voter record.	No
Voter Moved	VoteCal moved a voter between counties.	No
Voter Participation Changed	County changed Voter Participation History for a voter that has moved to another county.	No
Voter Registration Pending Precinct	VoteCal requests the county to supply a precinct for a voter. The voter status is pending, awaiting precinct assignment.	No
Voter Sent Notices	This message includes a list of voters that notices are generated for a county by SOS. This message is only sent for notice type "CAN" and "VNC".	No
Voter Updated	VoteCal updated a voter record.	No



Appendix B - Activity History Transaction Log Descriptions

Table 6: Activity History Transaction Log Descriptions contains a list of the activities that VoteCal displays as well as a sample of how VoteCal documents the change. The local county EMS may not include all three columns.

Table 6: Activity History Transaction Log Descriptions

ACTIVITY CODE ID	ACTIVITY DESCRIPTION	SAMPLE DESCRIPTION OF CHANGE
1	Havald	Value changed to X from Y using HAVA ID Method
2	VoterSignature	Added signature created on Date received from DMV
3	AffidavitImage	Add affidavit image created on Date
4	CorrespondenceImage	Add correspondence of type PDF on Date
5	VoterId	Received new registration with Voter ID <insert voter ID>
6	EmsVoterId	Value changed to X from Y
7	FirstName	Value changed to X from Y
8	LastName	Value changed to X from Y
9	MiddleName	Value changed to X from Y
10	BirthDate	Value changed to X from Y
11	Gender	Value changed to X from Y
12	SSN4	Value changed to X from Y
13	CdIStateId	Value changed to X from Y
14	RegistrationEffectiveDate	Value changed to X from Y
15	StatusChangeDate	Value changed to X from Y
16	County	Value changed to X from Y
17	PoliticalParty	Value changed to X from Y
18	VoterStatus	Value changed to X from Y
19	VBMVoterType	Value changed to X from Y
20	ConfidentialVoter	Value changed to: Is Confidential Voter – True Confidential Application Date: Date Confidential Legal Basis: Court Ordered
21	HavaldRequired	Value changed to X from Y using HAVA ID Method
22	LanguagePreference	Value changed to X from Y
23	RegistrationMethod	Value changed to X from Y



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 26 of 33

ACTIVITY CODE ID	ACTIVITY DESCRIPTION	SAMPLE DESCRIPTION OF CHANGE
24	Precinct	Value changed from precinct id X, number Y, and name Z to id A, number B, and name C
25	ResidenceAddress	<p>Added Address</p> <p>If residential address is standard, then:</p> <p>Line 1 - HouseNumber HouseFractionNumber HouseNumberSuffix PreAddressDirectionalCode StreetName PostAddressDirectionalCode AddressStreetTypeCode</p> <p>Line 2 - AddressUnitTypeCode AptNumber</p> <p>Line 3 - City, StateCode ZIP5-ZIP4</p> <p>If residential address is non-standard then:</p> <p>Line 1 Line 2 Line 3 City, StateCode ZIP5-ZIP4</p>
29	MailingAddress	<p>Added</p> <p>Line 1 - AddressFreeFormText1 Line 2 - AddressFreeFormText2 Line 3 - AddressFreeFormText3 City, StateCode ZIP5-ZIP4 CountryCode</p>
33	VIGOptOut	Value changed to X from Y
34	BirthPlace	Value changed to X from Y
35	VBMApplications	Added VBM Application type Online received on Date
36	Extract	Voter included in extract X on Date
40	DMVCOAMatch	MultipleHighConfidenceMatch match using match set DMV_Name_DOB found with DMV COA record ID 12345
41	DMVCOAMatchValidity	The potential match using DMV_NAME_DOB found with DMV COA record ID 2468759 is False. No Match found In-County
42	UnmatchDMVCOARecord	Unmatched with DMV COA record id X
43	DeceasedMatch	MatchesMeetingMinimumConfidenceThreshold match using match set V2D_SSN4_Name_DOB_HI found with deceased record ID 2468759



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 27 of 33

ACTIVITY CODE ID	ACTIVITY DESCRIPTION	SAMPLE DESCRIPTION OF CHANGE
44	DeceasedMatchValidity	The potential match using V2D_SSN4_Name_DOB_HI found with deceased record ID 2468759 is False. No Match found In-County
45	UnmatchDeceasedRecord	Unmatched with deceased record id X
46	FelonMatch	SingleHighConfidenceMatch match using match set V2F_Name_DOB found with felon record ID 123456
47	FelonMatchValidity	The potential match using V2F_Name_DOB found with felon record ID 202503 is True. no value
48	UnmatchFelonRecord	Unmatched with felon record id X
49	DuplicateVoterMatch	SingleHighConfidenceMatch match using match set V2V_ID_Name_DOB_HI found with voter record ID 19257297 Note: The MergeVoterDetermineSurvivor message may be sent to the county to determine which voter record is the survivor. Until a response is received, the voters are not merged.
50	MergeVoter	Voter merged with voter record id <insert voter ID>
51	DuplicateVoterMatchValidity	The potential match using V2V_ID_FName_DOB found with voter record ID 4765784 is IsCorrectDetermination-True.no value
52	UnmergeVoter	Unmerged with voter record id X
53	NCOARecordMatch	Potential match found from NCOA Response with NCOA Record Id X
54	NCOARecordMatchValidity	Potential match found from NCOA Response with NCOA record Id X and resolved as Match
55	CountyArchiveVoter	Value changed to X from Y
56	LocalStatusReason	Value changed to X from Y
57	VoterStatusReason	Value changed to X from Y
58	NCOARecordMatchForwarded	Potential match found from NCOA Response with NCOA Record Id X was forwarded to CountyName County
59	VIGExtract	Voter included in DateTime for ElectionName, requested by CountyName
60	SampleBallotOptOut	Value changed to X from Y
61	ElectronicNotificationEmail	Value changed to X from Y



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 28 of 33

Appendix C – Voter Match Criteria (Automated)

Automated High Confidence Match Criteria											
Match Criteria Name	Match Score	Match Type	CA DL/ID	SSN4	First Name	DOB	Last Name	House Number	Street Name	Hit: Single / Multiple	Unique ID Only (HAVA ID)
V2V_ID_SSN4_HI	95	High confidence	Exact	Exact						Single	
V2V_ID_NAME_DOB_HI	92	High confidence	Exact		Same Characters order	Exact	Same Characters			Single	
V2V_SSN4_NAME_DOB_HI	89	High confidence		Exact	Same Characters	Exact	Same Characters			Single	
V2V_ID_HAVA_DOB	80	High confidence	Exact			Exact					Exact



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 29 of 33

Automated Potential Duplicate Match Criteria

Match Criteria Name	Match Score	Match Type	CA DL/ID	SSN4	First Name	DOB	Last Name	House Number	Street Name	Hit: Single / Multiple	Unique ID Only (HAVA ID)
V2V_ID_FNAME_DOB	62	Potential	Exact		Same Characters	Exact				Both	
V2V_SSN4_FNAME_DOB	60	Potential		Exact	Same Characters	Exact				Both	
V2V_ID_LNAME_DOB	58	Potential	Exact			Exact	Same Characters			Both	
V2V_SSN4_LNAME_DOB	56	Potential		Exact		Exact	Same Characters			Both	
V2V_FName_LName_CD	53	Potential	Exact		Exact		Exact			Both	
V2V_FName_DOB_DDMM_HNo_Sname	49	Potential			Exact	MM/YYYY		Exact	Exact	Both	
V2V_FName_DOB_DDYY_HNo_Sname	48	Potential			Exact	DD/YYYY		Exact	Exact	Both	
V2V_FName_DOB_DDMM_HNo_Sname	47	Potential			Exact	MM/YYYY		Exact	Exact	Both	
V2V_FName_LName_DOB	45	Potential			Exact	Exact	Exact			Both	



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 30 of 33

Appendix D – Voter Match Criteria (Non-Automated)

Non-Automated (Enhanced) High Confidence Match Criteria													
Match Criteria Name	Match Score	Match Type	CA DL/ID	SSN4	First Name	DOB	Last Name	Voter Status	House Number	Street Name	City	Middle Name	Suffix
PV2V_County_Requested_HI	67	High confidence	Match criteria flexible - to be determined while working with individual counties										
Non-Automated (Enhanced) Potential Match Criteria *These are subject to change													
Match Criteria Name	Match Score	Match Type	CA DL/ID	SSN4	First Name	DOB	Last Name	Voter Status	House Number	Street Name	City	Middle Name	Suffix
PV2V_Same_Name_Address	44	Potential	Match or missing		Exact		Exact	Both Active or Pending	Exact	Exact		First Initial or Blank	Exact / Blank
PV2V_Swapped_Names	42	Potential	Match or missing	Match or missing	Exact Last Name	(MM/YYYY, DD/YYYY, or DD/MM) or house # and street name match	Exact First Name	Active, Inactive, or Pending	*Exact House # and Street name or DOB match				
PV2V_Twins	41	Potential				Exact	Exact	Active	Exact	Exact	Exact		
PV2V_DOB_Address	37	Potential				Exact		Active	Exact	Same Characters	Exact		
PV2V_County_Requested_Potential	36	Potential	Match criteria flexible - to be determined while working with individual counties										



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 31 of 33

Appendix E – Match Criteria for CDPH Deceased Records

Match Criteria Name	Match Score	Match Type	CA DL/ID	SSN4	First Name	DOB	Last Name
SSN4_NAME_DOB	92	Potential		Exact	Same Characters	Exact	Same Characters
NAME_DOB	68	Potential			Same Characters	Exact	Same Characters
SSN4_LNAME_DOB	66	Potential		Exact		Exact	Same Characters
SSN4_FNAME_DOB	64	Potential		Exact	Same Characters	Exact	
SSN4_NAME	62	Potential		Exact	Same Characters		Same Characters



Guidance: EMS Messages

Issuance Date: December 17, 2015

Revision Date: September 7, 2022

Page 32 of 33

Appendix F – Match Criteria for CDCR Felon Records

Match Criteria Name	Match Score	Match Type	CA DL/ID	SSN4	First Name	DOB	Last Name
SSN4_NAME_DOB	70	Potential		Exact	Same Characters	Exact	Same Characters
NAME_DOB	68	Potential			Same Characters	Exact	Same Characters
SSN4_LNAME_DOB	66	Potential		Exact		Exact	Same Characters
SSN4_FNAME_DOB	64	Potential		Exact	Same Characters	Exact	
SSN4_NAME	66	Potential		Exact	Same Characters		Same Characters



Guidance: EMS Messages

Issuance Date: December 17, 2015

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Page 33 of 33

Appendix G – Match Criteria for DMV COA Records

Match Criteria Name	Match Score	Match Type	CA DL/ID	SSN4	First Name	DOB	Last Name
DMV_ID_NAME_DOB_HI	90	High confidence	Exact		Same Characters	Exact	Same Characters
DMV_NAME_DOB	68	Potential			Same Characters	Exact	Same Characters
DMV_ID_LNAME_DOB	64	Potential	Exact		Same Characters	Exact	
DMV_ID_FNAME_DOB	64	Potential	Exact			Exact	Same Characters
DMV_ID_NAME	62	Potential	Exact		Same Characters		Same Characters