



**ALEX PADILLA** | SECRETARY OF STATE | STATE OF CALIFORNIA  
ELECTIONS DIVISION

1500 11<sup>th</sup> Street, 5<sup>th</sup> Floor, Sacramento, CA 95814 | **Tel** 916.657.2166 | **Fax** 916.653.3214 | [www.sos.ca.gov](http://www.sos.ca.gov)

August 25, 2020

County Clerk/Registrar of Voters (CC/ROV) Memorandum #20179

**TO:** All County Clerks/Registrars of Voters

**FROM:** /s/ Harjit Basi  
VoteCal Director

**RE:** General Election: Vote-By-Mail Preparedness

As you are aware, pursuant to Executive Orders [N-64-20](#) and [N-67-20](#), [AB 860](#), and [SB 423](#), all Californians who are registered (and otherwise eligible) to vote in the November 3, 2020, General Election shall receive a vote-by-mail (VBM) ballot. Consistent with Section 2226, this provision is not intended, and shall not be construed, to mean that voters in an inactive voter registration status shall receive a VBM ballot in connection with the November 2020 General Election.

The VoteCal staff and the 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 VBM ballot. The checklist has been attached; please complete the checklist as needed, 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)

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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](mailto:VoteCalHelp@sos.ca.gov).

If you need assistance completing actions within your EMS please contact DFM support at [support@dfmassociates.com](mailto:support@dfmassociates.com) or Runbeck support at [emshelpdesk@runbeck.net](mailto:emshelpdesk@runbeck.net).

Attachment



# SOS VoteCal

And

## CACEO Business Process Committee (BPC)



### 2020 General Election – Vote-by-Mail Preparedness Checklist

Checklist to Prepare your Election Management System for 100% Vote-by-Mail ballot mailings:

**Verify/Update your County Procedures for Vote-By-Mail Suspend/Reissue:**

- Test procedures for each scenario in CTE/Mock Election 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)		

- Review with EMS Account Manager if necessary.

**Verify Data Entry/Cleanup is Complete in your County:**

- Paper Voter Registration Forms
- New Electronic Registrations
  - California Online Voter Registration (COVR)
  - Department of Motor Vehicle (DMV)
- Electronic Registration Cleanup
  - Records with bad/missing addresses resolved.
  - Records pended for precinct/other issues.
- Returned Notices Processed
  - VNC/2225b/c/8d2; other - as applicable.

**Review and Process New Duplicate Lists Provided by the VoteCal Team by Weekly Email:**

- Potential Twins
- Swapped Names
- Same Name and Address
- Probabilistic Name and DOB
- Any other potential match lists provided

- Review and Process Duplicate Analysis Wizard/Tools from Local EMS:**
  - Contact EMS account manager for best practices
  - Identify and merge voter record pairs you find that you are confident are for the same voter
  
- Review and Process EMS Messages from VoteCal:**
  - 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
  
- Run VoteCal Sync Check and Resolve Differences Identified:**
  - Refer to VoteCal Guidance Document: Sync Check
  
- Optional: Review and Process Coding Accuracy Support System (CASS) Data:**
  - Use the CASS certification from the post office.
  - Check with your print vendor for this service.
  - Update address errors based on information provided.
  
- Check Local EMS Duplicate Messages:**
  - Potential Duplicates
  - Merge Voter Determine Survivor
  - Local Duplicate Analysis Wizard
  
- Check Activate Underage Voters:**
  - Run Happy Birthday Job to activate
  - Follow EMS Procedures
  - Set local and state status change reasons appropriately
  
- Check Special Case Situations:**
  - Confidential Voters
  - Safe-at Home Voters (not included in extracts)
  - Voters w/ known problems from past elections
  
- After 1<sup>st</sup> Extract:**
  - Review suspend/reissue process for additional/daily/supplemental mailings.
  - 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.
  - Continue to review VoteCal and EMS potential duplicate messages prior to each extract.
  - Activate Underage Voters, as necessary.
  - Review Error/Correction file from State Voter Information Guide (VIG)
    - 1<sup>st</sup> file usually around E-45
    - 2<sup>nd</sup> file usually around E-23