



DIRECTIVE 2023-10

June 6, 2023

To: All County Boards of Elections
Board Members, Directors, and Deputy Directors

Re: Updated Instructions on Data Collection and Cancellation Procedures for Completion of
2019 National Change of Address ("NCOA") Process

BACKGROUND

The purpose of this Directive is to replace previously issued instructions in [Directive 2023-05](#) due to the August 8, 2023 Special Election. Section II of [Directive 2023-05](#) is no longer in effect and is replaced by the updated instructions provided below.

[Directive 2023-05](#) required the boards of elections to send a registration readiness notice ([Secretary of State Form 255-A-3 – Updated 2/24/2023](#)) to each registration that is in active-confirmation status as a result of the 2019 NCOA Process. This process was completed when the boards sent notices on or before March 23, 2023. The remaining step is the cancellation of inactive voter registration records pursuant to the 2019 NCOA Process.

INSTRUCTIONS

I. CANCELLATIONS PURSUANT TO THE 2019 NCOA PROCESS

Boards of elections are prohibited from cancelling any voter registration pursuant to the 2019 NCOA Process prior to the August 8, 2023 Special Election. The following instructions are for the period after the August 8, 2023 Special Election, preceding any cancellation.

A. PRE-CANCELLATION SPREADSHEET: 2019 NCOA PROCESS RECORDS

Before completing any cancellations pursuant to the 2019 NCOA Process, all boards must submit a "pre-cancellation file" to the Secretary of State's Office. Prior to providing the pre-cancellation file, boards must process all outstanding voter registration transactions and timely resolve duplicate registrations. To meet the goal of resolving all duplicate registrations prior to providing the pre-cancellation spreadsheet, each board must complete the following steps:

1. Submit all voter history for the August 8, 2023 Special Election by **Tuesday, September 12, 2023**. The board must ensure all voter-initiated activity dates are updated.
2. Receive from all designated agencies and process all voter registration transactions received by the close of business on **Tuesday, September 12, 2023**.¹

¹ [R.C. 3503.10](#)

3. Resolve all outstanding duplicate registrations by the close of business on **Thursday, September 14, 2023**.

By 4:00 p.m. on Friday, September 15, 2023, each board must upload the spreadsheet containing the records of registrations that are pending cancellation pursuant to the 2019 NCOA Process:

The pre-cancellation file format is the same as for the registration readiness file and must be uploaded to the board's SharePoint folder in a .csv format. Each record provided in the spreadsheet must meet the following data conditions:

- The record is in active-confirmation status as a result of the 2019 NCOA Process.
- The record appears on the 2019 Out-of-County NCOA list.
- The record's registration date is before February 27, 2019.
- The record does not contain voter history on or after May 7, 2019.
- The record does not contain any voter-initiated activity between the date the confirmation notice was mailed and the date the data is compiled for the pre-cancellation list. Voter-initiated activity includes voting, submitting a valid absentee ballot application, registering to vote, updating, or confirming an address with a board of elections or the BMV, or signing a candidate or issue petition that is verified by a board of elections.²
- The record appears on the registration readiness notice spreadsheet.

Boards are prohibited from cancelling any registration that appears on a "Do Not Cancel" list from the Secretary of State's Office.

B. CANCELLATION SPREADSHEET: 2019 NCOA PROCESS RECORDS

Once the Secretary of State's Office reviews the list of voter registration records pending cancellation, each board will receive an email instructing the board to proceed with cancelling the registrations. The boards must not cancel any registration until receipt of that email. Prior to cancelling any records, boards must update voter-initiated activity for any voter who signed a petition that was verified by the board or had any other type of voter-initiated activity. All identified records must be cancelled by **Wednesday, September 27, 2023**.

If a board of elections is holding a special or charter election within 30 days of that date, the board must notify the Secretary of State's Office as soon as that is known, so that an alternative date can be set.

Boards of elections must not cancel any registration pursuant to the 2019 NCOA Process to which any of the following apply:

1. The registration appears on the "Do Not Cancel" list;
2. The registration is impacted by a voter registration vendor's error known to the board;

² See Election Official Manual, [Chapter 4, Section 4.01](#).

3. The board is missing voter history in their county voter registration database from any election between May 7, 2019 Primary/Special Election through the August 8, 2023 Special Election; or
4. The registration appears on the Secretary of State's Statewide Voter Registration Database ("SWVRD") in "active" status.

By 12:00 noon on Thursday, September 28, 2023, each board must upload the spreadsheet containing the registrations that received the registration readiness notice and were cancelled. The cancellation file format is the same as described above for the registration readiness file and pre-cancellation file. The cancellation file must be uploaded to the board's SharePoint folder in a .csv format.

II. MAINTAINING RECORDS OF CANCELLATION

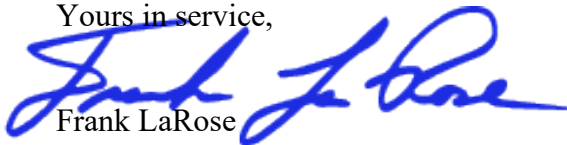
Each board must work with its voter registration vendor to ensure that its county voter registration system maintains and can produce a list of voter registrations cancelled pursuant to this Directive. Boards must record all of the following in their county's voter registration system:

- The date that it mailed a registration readiness notice ([Secretary of State Form 255-A-3 – Updated 2/24/2023](#)) to an elector;
- If the elector responds to the notice, the date on which the elector responded; and
- If the elector does not respond to the notice, the date the registration was cancelled.

Boards of elections must maintain and make available for public inspection and copying at a reasonable cost all records concerning the implementation of programs and activities conducted for the purpose of ensuring the accuracy and currency of registration lists, including the names and addresses of all registered electors sent confirmation notices and whether the elector responded to the confirmation notice.³

If you have any questions regarding this Directive, please contact the Secretary of State's Office at (614) 728-8789.

Yours in service,



Frank LaRose
Ohio Secretary of State

³ [52 U.S.C.A. §20507\(i\)](#); [R.C. 3503.26\(B\)](#); CBE-44 & CBE-46, [Secretary of State Retention Schedule](#).