

DIRECTIVE 2025-31 GENERAL VOTE RECORDS MAINTENANCE PROGRAM CHECKLIST

There are two parts of Ohio's implementation of the general voter records maintenance program:

The NCOA Process:

- A voter identified through the NCOA process as moving In-County has their voting address automatically updated to their new address.
- A voter identified as moving Out-of-County is sent a notice and flagged for removal after four additional years of no voter activity.

The Supplemental Process:

- A voter identified as engaging in no voter activity for two years is sent a notice and flagged for removal after four additional years of no voter activity.

To ensure that the records associated with the NCOA and Supplemental Mailing are properly identified, please refer to the checklists below.

I. NATIONAL CHANGE OF ADDRESS (NCOA) UPDATING VOTER RECORDS:

Before beginning the NCOA In-County, Out-of-County or Supplemental Process, each board of elections must complete the following steps:

- ☐ Complete the local data entry of all voter registration applications, including any information from provisional ballot envelopes cast in the May 6, 2025 Primary/Special Election.
- ☐ Update all voter registration records to account for voter-initiated activity, as necessary. 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 Bureau of Motor Vehicles (BMV), or signing a candidate or issue petition that is verified by a board of elections.¹
- ☐ Retrieve and review the "Automatic Confirmation of Address Safeguard" file from the Board of Elections Portal (BOE Portal) and update any record in "active-confirmation" status to "active-active" status.²

¹ See [Chapter 4](#), Section 4.01 of the Election Official Manual.

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

- ☐ Boards of elections will access their 2025 In-County and Out-of-County NCOA files through the BOE Portal. An email will be sent from the elections division when files are available. Boards of elections must first process In-County NCOA voters.

For In-County NCOA voters, boards of elections must ensure all the following steps are complete prior to sending the notice:

- ☐ Update the voter's registration address to the address in the 2025 In-County NCOA file, and
- ☐ Either place or keep the voter in "active-active" status.

Do not send notices to the impacted NCOA voters at this time.

For Out-of-County NCOA Voters, boards of elections must ensure these steps are complete:

- ☐ The board places the voters in "active-confirmation" status.

An elector who appears on the 2025 Out-of-County NCOA list may have appeared on previous NCOA lists. Under the 2025 Out-of-County NCOA Process, do not send a confirmation notice to an elector to whom the board previously sent a notice unless the address on the 2025 Out-of-County NCOA list is new or different from the address that appeared on NCOA lists in previous years. If the board must send a new confirmation notice to a new/updated address, the four-year timeline does not restart.³

Do not send notices to the impacted NCOA voters at this time.

II. NCOA IN-COUNTY, NCOA OUT-OF-COUNTY, AND SUPPLEMENTAL SPREADSHEET FORMAT:

- ☐ The spreadsheet must be uploaded to the board's SharePoint folder in a .csv format and contain the following:
 - ☐ county number
 - ☐ county name
 - ☐ state voter ID
 - ☐ confirmation reason (NCOA In-County/NCOA Out-of-County or Supplemental)
 - ☐ registration date

³ [52 U.S.C.A. §20507\(d\)](#) and [R.C. 3503.21\(B\)](#).

- ☐ last voted date
- ☐ first name
- ☐ last name
- ☐ address
- ☐ address line 2
- ☐ city
- ☐ state
- ☐ zip code
- ☐ voter status
- ☐ Include records identified through the NCOA In-County and Out-of-County Process identified in Section I. above.

III. SUPPLEMENTAL RECORDS CRITERIA:

Each Supplemental record provided in the spreadsheet must meet the following data conditions:

- ☐ The voter record is in “active-active” status -OR- the voter record is in an “active-confirmation” status, had a Confirmation Notice Mailed prior to January 7, 2023, and does not appear on the 2025 Registration Readiness list.
- ☐ The voter’s registration date is before May 2, 2023.
- ☐ The voter’s record does not contain voter-initiated activity on or after May 2, 2023. 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.⁴
- ☐ The voter does not appear on the “Automatic Confirmation of Address Safeguard” list on the Board of Elections Portal.

IV. MAILING NOTICES UNDER THE 2025 GENERAL VOTER RECORDS MAINTENANCE PROGRAM

- ☐ The board receives an email from the Secretary of State’s office authorizing the board to mail NCOA and Supplemental notices.
- ☐ There are three types of notices used in the NCOA Process and Supplemental Process:

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

- ☐ [Secretary of State Form 10-S-In County NCOA](#) must be used for those records that are identified as part of the **In-County NCOA Process**.
- ☐ [Secretary of State Form 10-S-Out of County NCOA](#) must be used for those records that are identified as part of the **Out-of-County NCOA Process**.
- ☐ [Secretary of State Form 10-S-Supplemental](#) must be used for those records that are identified as part of the **Supplemental Process**.
- ☐ Each board must mail all notices no later than **Friday, August 22, 2025**, using the prescribed forms, including a postage-paid return envelope with the notification form.⁵
- ☐ Notices are always mailed to the address that appears on the 2025 NCOA list for the voter. However, to prevent confusion, regardless of the address to which the notice is mailed, the front, preprinted side of [Secretary of State Form 10-S-Out of County NCOA](#) and [Secretary of State Form 10-S-In County NCOA](#) must include only the address at which the elector is registered to vote. That is the address the voter is being asked to confirm.
- ☐ Boards of elections, by forwardable mail, must mail the notices to each registration that meets the criteria above.
 - ☐ The "Your Voter Registration Information" box at the top of page two of the notices must be populated with:
 - date issued
 - name
 - address
 - ☐ Boards must include a postage-paid return envelope with each notice.
 - ☐ Each board must incorporate the use of the Official Election Mail logo on both outbound and inbound envelopes used with the registration readiness notices.
 - ☐ Each board should consult with its Election Mail Coordinator for assistance in preparing for this mailing.
- ☐ Boards must ensure proper quality control is performed to ensure the confirmation notices and the courtesy reply mail return envelope are properly printed and included in the outbound mailing envelope.

⁵ [R.C. 3503.21\(D\)](#).

- ☐ Each board utilizing a vendor to print the notices must inform the vendor of the timeframe associated with this mailing to ensure the deadline is achieved.
- ☐ Boards must also record in their voter registration system the date the confirmation notice is mailed to an elector and, when applicable, the date the board receives a response to the confirmation mailing or the date the notice is returned undeliverable. **This record is critical to establishing the four-year anniversary date for each confirmation notice.**
- ☐ Each board must review and follow the outsourcing required mailings section in [Chapter 2, page 46 of the Election Official Manual](#).
- ☐ Each board must mail all confirmation notices no later than **Friday, August 22, 2025**.

V. DATA COLLECTION AND REVIEW

- ☐ Each board of elections must submit a “confirmation notice file” to the Secretary of State’s office. Boards must generate this file the day that confirmation notices are mailed. The board of elections must upload the spreadsheet to the board’s SharePoint folder containing registration records that received each type of confirmation notice by **Friday, August 29, 2025**.

VI. RESPONSES TO THE CONFIRMATION NOTICE MAILING

A. Change of address within the county:

- ☐ If the elector provides a new residential address within the county, the board of elections must update the elector’s registration record with the new address as of the date provided by the online voter registration system or the date of receipt of the mailed-in notice from the elector. The board must send the elector an acknowledgment notice ([Secretary of State Form 10-J](#)) informing the elector of the registration update and the location of their new polling place. The board must place or keep this elector as “active-active” in its voter registration database.

B. Change of address to another Ohio county:

- ☐ If the elector returns the notice by mail and provides a new residential address in another Ohio county, the board of elections that originally mailed the notice must keep a copy of the completed notice and mail the original to the elector’s new county board of elections, the new board will enter the elector into its voter registration database as an active voter. Completed notices returned under this section must be forwarded to the appropriate board of elections at least every week. The board of the new county must send the elector an acknowledgment notice ([Secretary of](#)

[State Form 10-J](#)) informing them of the registration update and location of their new polling place. Update this elector as “active-active” in the board’s voter registration database.

C. Change of address to another state:

- ☐ If an elector completes and returns the notice and provides a new residential address in a different state, the board of elections that originally mailed the notice must cancel the elector’s registration in that county and make a notation on the elector’s registration record of the date the return notice was received and the date of cancellation. The online voter registration system does not permit the user to provide a new permanent residential address outside the state of Ohio.

D. Verification of current address:

- ☐ If the elector verifies they reside at the same address on file with the board of elections using the online voter registration system or returns the notice by mail, the board must indicate on the elector’s registration record the date that notice was received by the board and note that the address on file with the board of elections is correct. The board must place or keep this elector as “active-active” in its voter registration database.

E. Notice NOT returned:

- ☐ **In-County NCOA process:** If the elector fails to return the notice and otherwise fails to engage in any voter-initiated activity, the elector must continue to be listed as “active-active” in the county’s voter registration database.
- ☐ **Out-of-County NCOA and Supplemental process:** If the elector fails to return the confirmation notice and otherwise fails to engage in any voter-initiated activity, the elector must continue to be listed as “active-confirmation” in the county’s voter registration database.

F. Handling “No Forwarding Address” returns:

- ☐ **In-County NCOA process:** In-county notices must be sent by forwardable mail. If the USPS returns a Secretary of State Form 10-S-In County NCOA Acknowledgement Notice of Voting Address Update Due to In-County Move that is undeliverable, the board must investigate and, if the notice was sent to an incorrect address, send it to the correct address. If the board is unable to verify the voter’s correct address, it must change the assigned voter status for that voter from “Active” to “Inactive” (or “Active-Confirmation”) and issue [Secretary of State Form 10-S-1 confirmation notice](#) to the voter by forwardable mail.

- ❑ **Out-of-County NCOA and Supplemental process:** Confirmation notices must be sent by forwardable mail. However, the USPS sometimes will return to the board of elections a confirmation notice that is undeliverable because the USPS does not have a forwarding address for the elector. The board must record that fact in the comments section of that elector's record and keep the undeliverable confirmation notice for four years.

If you have any questions regarding this directive, please contact the Secretary of State's office at 614-728-8789 or via email at Intake@OhioSoS.gov.