To:	Interested Parties
From:	Lionel Dripps, Executive Vice President, Center for Voter Information
Re:	*Quality control steps in CVI vote-by-mail process*
Date:	March 2, 2023

The Center for Voter Information undertakes an extensive and multi-layered approach to prevent errors in vote-by-mail mailings, including:

- Only sending mail to registered voters whose mailing address and registration address are the same
- When pre-filling voter information on Vote By Mail Applications, only utilizing information provided on official State Voter Files to ensure accuracy with election administration systems
- Running multiple checks of the mailing list against the national change of address database and removing voters who have recently moved out of their municipality
- Removing voters registered at a PO Box
- Removing registered voters who appear in databases of deceased people
- Removing voters who have already requested mail ballots
- Passing every record through the Coding Accuracy Support System (CASS) correction service maintained by the USPS ensuring that every record has a mailing address with valid formating
- Removing voters who have previously unsubscribed from CVI mailings
- Removing voters registered at improbably large households, indicating that the registration address is likely missing an apartment unit number
- Only utilizing information provided by election administrators to match recipients with correct return addresses for Vote By Mail forms, and checking assignment of return addresses through multiple automated and manual systems.
- Proofing every stage of the letter and form creation process with multiple eyes on each stage, a minimum of five checks total
- Proofing multiple sample application packages before data upload, during printer programming, *and* after after printing to ensure enclosed materials match the same voter record
- Requiring printers to send mailing proofs as programmed before printing begins