

**FEDERAL FINANCIAL REPORT**

(Follow form instructions)

1. Federal Agency and Organizational Element to Which Report is Submitted  <b>ELECTION ASSISTANCE COMMISSION</b>				2. Federal Grant or Other Identifying Number Assigned by Federal Agency (To report multiple grants, use FFR Attachment)  <b>DC20101001</b>			
3. Recipient Organization (Name and complete address including Zip code)  <b>DISTRICT OF COLUMBIA, GOVERNMENT OF</b> <b>441 4TH STREET, NW, SUITE 250N, WASHINGTON, DC 200012714</b>							
4a. DUNS Number	4b. EIN	5. Recipient Account Number or Identifying Number (To report multiple grants, use FFR Attachment)		6. Report Type	7. Basis of Accounting		
				<input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual <input checked="" type="checkbox"/> Annual <input type="checkbox"/> Final	<input type="checkbox"/> Cash <input checked="" type="checkbox"/> Accrual		
8. Project/Grant Period (Month, Day, Year) From: <b>March 28, 2018</b>				9. Reporting Period End Date (Month, Day, Year) <b>September 30, 2020</b>			
To: <b>September 30, 2019</b>							
<b>10. Transactions</b>					Cumulative		
<i>(Use lines a-c for single or combined multiple grant reporting)</i>							
<b>Federal Cash (To report multiple grants separately, also use FFR Attachment):</b>							
a. Cash Receipts					\$6,000,000.00		
b. Cash Disbursements					\$4,487,398.30		
c. Cash on Hand (line a minus b)					\$1,512,601.70		
<i>(Use lines d-o for single grant reporting)</i>							
<b>Federal Expenditures and Unobligated Balance:</b>							
d. Total Federal funds authorized					\$6,000,000.00		
e. Federal share of expenditures					\$4,487,398.30		
f. Federal share of unliquidated obligations					\$0.00		
g. Total Federal share (sum of lines e and f)					\$4,487,398.30		
h. Unobligated balance of Federal funds (line d minus g)					\$1,512,601.70		
<b>Recipient Share:</b>							
i. Total recipient share required					\$750,000.00		
j. Recipient share of expenditures					\$150,000.00		
k. Remaining recipient share to be provided (line i minus j)					\$600,000.00		
<b>Program Income:</b>							
l. Total Federal share of program income earned					\$97,124.48		
m. Program income expended in accordance with the deduction alternative					\$0.00		
n. Program income expended in accordance with the addition alternative					\$0.00		
o. Unexpended program income (line l minus line m and line n)					\$97,124.48		
11. Indirect Expense	a. Type	b. Rate	c. Period From	Period To	d. Base	e. Amount Charged	f. Federal Share
g. Totals:					\$0.00	\$0.00	\$0.00
12. Remarks: Attach any explanations deemed necessary or information required by Federal sponsoring agency in compliance with governing legislation: State interest earned: \$0							
13. Certification: By signing this report, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the purposes and intent set forth in the award documents. I am aware that any false, fictitious, or fraudulent information may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 18, Section 1001)							
a. Typed or Printed Name and Title of Authorized Certifying Official  <b>Moore, Orsheka</b> <b>Senior Budget Analyst</b>				c. Telephone (Area code, number, and extension)			
b. Signature of Authorized Certifying Official  <b>Moore, Orsheka</b>				d. Email Address			
e. Date Report Submitted (Month, Day, Year)  <b>February 3, 2021</b>							

Standard Form 425  
OMB Approval Number: 4040-0014  
Expiration Date: 02/28/2022

**Paperwork Burden Statement**  
According to the Paperwork Reduction Act, as amended, no persons are required to respond to a collection of information unless it displays a valid OMB Control Number. The valid OMB control number for this information collection is 4040-0014. Public reporting burden for this collection of information is estimated to average 1 hour per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: US Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave, SW, Suite 336-E, Washington DC 20201. Attention: PRA Reports Clearance Officer

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(Additional Page)

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Federal Agency & Organization : ELECTION ASSISTANCE COMMISSION

Federal Grant ID : DC20101001

Recipient Organization : DISTRICT OF COLUMBIA, GOVERNMENT OF  
441 4TH STREET, NW, SUITE 250N, WASHINGTON, DC 200012714:

DUNS Number

DUNS Status when Certified

EIN

Reporting Period End Date : September 30, 2020

Status :

Remarks :

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**Federal Agency Review**

Reviewer Name :

Phone # :

Email :

Review Date :

Review Comments :

# EAC Progress Report

Response ID:78 Data

## 1. Login

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Please enter your userword and password to begin the Progress Narrative. If you require assistance or have any questions, please contact [grants@eac.gov](mailto:grants@eac.gov)

## 2. Verification

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## 3. EAC Progress Report

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### 1. State or Territory:

District of Columbia

### 2. Grant Number:

DC20101001-01

### 3. Report:

Annual (Oct 1 - Sept 30)

### 4. Grant:

Please select only one.

Election Security

### 5. Reporting Period Start Date

10/01/2019

### 6. Reporting Period End Date

09/30/2020

### 7. DUNS/UEI:

### 8. EIN:

### 9. Recipient Organization:

#### Organization Name

District Of Columbia Board Of Elections

**Street Address**

1015 Half Street, Se Suite 750

**City**

Washington

**State**

DC

**Zip**

20003

## 4. Progress and Narrative

### 10. Describe in detail what happened during this reporting period and explain how you implemented the approved grant activities.

During this reporting period, the DC Board of Elections (DCBOE) conducted two elections in June 2020 (June 2 and 16) and made preparations for the November 2020 Presidential General election. The processes for conducting these elections in the District of Columbia were materially impacted by the current State of Emergency as declared by the District of Columbia and federal governments regarding the coronavirus.

As a result of the pandemic, the DCBOE altered its methods of conducting the two (2) June 2020 elections to allow for District residents to vote in a safe and secure manner during the pandemic. BOE put in place an action plan that provided solutions to most of the challenges associated with conducting effective elections for the voters of the District of Columbia. The plan provided ballots to be mailed to every eligible registered voter, a ballot drop-off system for both the Primary and Special Elections, a reduction in the number of individual polling places operated, and an expansion of Vote Center locations to larger facilities to allow for social distancing for in person voting options and an altered training program to train election workers, poll workers and staff on how to conduct an election during the pandemic.

To assist with notifying voters of the pandemic voting options, the BOE implemented a full scale messaging campaign that included social media, radio, PSA's, television, email, and other means of communications to provide continuous information to District residents regarding the change in the voting process and the methods for voting during the June elections and the General election.

### 11. Provide a timeline and description of project activities funded to meet HAVA requirements. Provide an analysis of how such activities conform to the submitted State Plan or Program Narrative as applicable.

During this rating period, DCBOE expended HAVA funds to purchase Personal Protective Equipment (PPE) for election officers (poll workers), materials to implement social distancing protocols in polling places, and supplies to clean and sanitize voting equipment (voting machines and poll books used for voter check-in). The BOE integrating the poll worker training regimen to include content on COVID-19-related practices and implemented alternate training practices to include virtual activities.

DCBOE also expended HAVA funds to transform its existing absentee ballot program into a full blown vote by mail program. This program expansion required the acquisition of various equipment and supplies to support automation and expand capacity to support the inbound and outbound ballot preparation and mailing processing operations, as well as inbound processing of returned mail ballots.

In more detail, these activities included printing of materials including envelopes, preparing and packaging materials for mailing, and implementing appropriate processes to manage the voted materials upon return of voted ballots. These processes included expanding technical assets to allow for increased processing of voter information, including voter registration applications, email communications, mail ballot applications and voted ballots. Subsequently, when the voter

returned the completed ballot, staff had to scan these ballots to log their return (and update the voter registration record), sort the ballots, prepare these ballots for tabulation, and ultimately, tabulate these ballots. Grant funds have also been expended to cover costs for additional temporary staff to support all of the tasks associated with these efforts. In addition, this staff (as well as full-time staff) handled significantly heightened levels of voter inquiries (phone, and email/online inquiries) about these new processes and routine issues such as ballot status, as well as related process and procedural questions.

Hardware and Software Inclusion Solution, Democracy Live, Knowink, Elysium, Avid Systems, Gotta Go Now - \$104,220.90

The Board expended HAVA funds with the following contractors:

Elysium – purchased laptops for staff to work remotely during the pandemic office shutdown.

Avid Systems – purchased. laptops for staff to work remotely during the pandemic office shutdown.

Gotto Go – To protect the health and safety of staff and temporary workers, BOE rented a bathroom trailer to accommodate the increased workforce at the Board's warehouse during the pandemic. In response to an anticipated increase in demand for mail ballots as a result of self-isolation and quarantine, BOE moved its absentee ballot (all-mail ballot) processing operation to its warehouse. This move resulted in a significant number of workers relocating to the warehouse where they could work in a social distancing posture. BOE's warehouse had one women's restroom with one stall which was insufficient for the increased staff hired to process absentee ballots.

Knowink – expansion of the programming services associated to electronic poll books processing vote by mail and in person voting at vote centers.

Democracy Live – BOE purchased an accessible, audio-enabled sample ballot, voter guide lookup tool and accessible absentee ballot tool for the District of Columbia registered voters to use during the 2020 election cycle. The accessible sample ballot and voter guide was multilingual, and compatible with all major screen readers, tactile switches, closed captioning and sip-and-puff systems. The site was accessible by any voter using any device through any web browser.

Inclusion Solutions - BOE used HAVA funds to purchase multiple language and ASL virtual interpreter services for District residents with limited or no English proficiency.

The Others (Contract Services) consist of Bayne LLC, Computer Aid, Inc, Runbeck Election Services, Intercycle, Travel (Training), USPS Postage, Knowink, Comcast Spotlight, and poll worker payments. - \$1,627,282.34

The Board expended funds on postage under the developed vote by mail program which included prepaid envelopes for the returned ballot packets. (USPS / Pitney Bowes Postage costs). The Vote by mail program also included cost for intelligent mail bar code deployment for outgoing and returning mail ballot packets. BOE also used HAVA funds for the purchase of secured drop boxes that allowed for an alternative method for the return of mail ballots to the Board beyond the USPS(Intercycle); for travel and training on the vote by mail ballot process and to oversee (quality control measures) the mail house operation (Training/travel to K&H Mail house); for the purchase of high speed mail sorting equipment with signature verification software; (Runbeck); and for the hiring of a Public Relations firm to develop and implement a communication and education plan for the voters related to the changes in voting procedures in the District. The PR Firm implemented an aggressive messaging campaign for voters to make sure their registration information was accurate and up-to-date and to utilize the vote by mail option to avoid in person voting. The messaging campaign included social media, radio ads, PSA's, TV ads, and other such means to provide continuous information on the voting process for voting in the 2020 elections (Bayne LLC). BOE also used HAVA funds on cable television advertisements (Comcast Spotlight); for the hiring of a temp agency to provide IT support to assist with the testing of voting equipment; to prepare ballots for mailing, for the processing of returned ballots and for website updates and management; (Computer Aid, Inc.) and for poll worker/election worker payments. The increased election worker stipends were needed to attract and recruit election workers to process voters in person during the COVID-19 pandemic. These HAVA funds were also expended to cover costs for temporary staffing needed to handle the following tasks: processing returned mail-ballots, performing data entry of returned mail ballots, processing, scanning and tabulation of returned vote by mail ballots, as well as handling significantly heightened levels of voter inquiries, (walk-in, phone, call center,

and email/online inquiries) about the new voting processes as well as routine issues such as ballot status and where to vote.

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**12. Describe any significant changes to your program during the course of the project, or if the project was implemented differently than described in your original State Plan or Program Narrative.**

**Otherwise enter - no significant changes during this period.**

The DCBOE significantly altered its voting program to expand in-person voting from individual polling place locations to vote center locations that allowed for social distancing during in-person voting. The Board also expanded its absentee voting program to a full blown vote by mail program, wherein the DCBOE mailed a ballot to every voter in the District.

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**13. Describe any favorable developments which enabled meeting time schedules and objectives sooner or at less cost than anticipated or producing more or different beneficial results than originally planned.**

**Otherwise enter N/A.**

The vote center expansion allowed voters to go to any location to cast a ballot as opposed to being limited to a home precinct. The vote center expansion also included the ability to provide a paper ballot to the voter at any vote center as opposed to limiting voting access to a touch screen voting device as in the past.

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**14. Report on the number and type of articles of voting equipment obtained with the funds. Include the amount expended on the expenditure table.**

**Otherwise enter - No articles of voting equipment purchased during this period.**

- Grant funds were expended during this period to cover the purchase of additional voting equipment and hardware: 130 ES&S Express Vote Machines, 277 Express Vote tabulators and 50 Precinct Scanners, as well as 40 vote center Ballot on Demand Printers. All purchases for equipment, software, and hardware allowed the Board to provide voters with confidential, independent, and verifiable voting opportunities in the District of Columbia.

- DCBOE also utilized HAVA grant funds to acquire a Mail Ballot sorting system in preparation for the 2020 election cycle. DCBOE needed this technical upgrade to handle the volume of mail ballots; to efficiently process military and overseas ballots; to make inbound ballot processing quicker; to insert and sort the vote by mail ballots; to capture the voters' signatures; and to effectively manage the election mail processing right in BOE's warehouse facility.

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**15. Provide a description of any security training conducted and the number of participants.**

**Otherwise enter - no security training conducted during this period.**

We hired over 20 temporary technical staff to support the rollout and support of vote center expansion and technology used therein. Techs were trained to trouble shoot epollbook issues, BOD printer issues and the ballot marking devices used at the polling place.

All polling place staff was trained on the use of PPE and Covid cleansing at the vote centers as well.

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**16. Subgrants (if applicable):**

**Describe how you made funds available to local jurisdictions.**

**Provide a description of the major categories of subgrant activities local voting districts will accomplish with the funds.**

**Otherwise enter N/A.**

N/A

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**17. Match (if applicable):**

**Describe how you are meeting the matching requirement.**

**Otherwise enter - match not required.**

We plan to track eligible activities from our local operating budget to meet the state match obligation. The DC BOE is committed to satisfying all the requirements of the HAVA program and satisfying the State match before the due date. If the Board does not meet the match through local operating budget activities, BOE will request that the District deposit matching funds into the election account on or before the due date.

**18. Issues Encountered:**

**Describe all major issues that arose during the implementation of the project and the reasons why established goals were not met, if appropriate. Address each issue separately in its own section, and describe whether and how the issues were resolved. Also, briefly discuss the implications of any unresolved issues or concerns.**

**Otherwise enter - no issues encountered.**

DCBOE acknowledge there were difficulties in conducting the June 2020 Primary election. The Covid-19 pandemic presented a number of challenges. One challenge was time. New voting processes often take years to plan and even longer to effectively test and implement. An additional challenge was staffing, training, and poll worker recruitment. Staffing shortages, along with public health guidance, meant we had to limit the number of voters entering a Vote Center to 10 at a time to meet the pandemic restrictions.

Our normal staff of 1,700 experienced poll workers was reduced to a mere 365 people for the early voting period and 215 workers on Election Day. Despite a reduction in poll workers, we remained determined to serve voters and deployed all available DCBOE staff to assist with the mail-in ballot processing as well as to support Vote Centers.

The pandemic itself was a challenge. Vote Centers were set up in compliance with the CDC and DC Department of Health guidelines, which limited the number of workers to ten per Vote Center. Yet, voters were processed at a rate of one voter per minute.

There were communication challenges. We asked District of Columbia voters to request their mail-in ballot. We began with press conferences and social media messages. We then procured an advertising campaign. In about 5 weeks, 735 radio ads were played on 17 stations and 5.4 million digital ads were served to DC residents. 21 print ads appeared in 7 outlets, 27 community meetings were held, dozens of radio/tv interviews were conducted, and 3,045 commercials were played on TV. We sent an email to the nearly 200,000 registered voters who provided email addresses. Finally, we reminded voters to return their ballots or vote in person in the days prior to the election.

The communications effort worked - the requests started pouring in at unprecedented rates.

For the June 2nd election, more than 92,000 voters requested an absentee ballot. 81,696 returned their ballots by mail. 33,194 people voted in person. Voters clearly got the message:

- Over 110,000 people voted in a Primary Election
- During a terrifying and deadly pandemic
- While a curfew was in place for the last days of in person voting.

The success of the messaging campaign exposed weaknesses in our IT infrastructure. Our underlying assumption was the absentee ballot process would scale to manage greater volume. Unfortunately, the IT infrastructure supporting absentee ballot request processes periodically failed or was overwhelmed when faced with more than 4 times the normal demand.

Once in heavy use, we also discovered that the Vote4DC mobile app was not compatible with all mobile devices as the vendor had previously claimed. The vendor was not responsive to our numerous requests to address our concerns and make appropriate updates in a timely manner.

There were also reports of issues with the USPS mail delivery. We subsequently had discussions with the USPS executive team regarding improvements.

For the November Presidential General election cycle, we implemented the additional activities listed below to resolve long lines encountered at the vote centers during June and to mitigate the strain on our IT system from the voluminous email communications and ballot request applications submitted from voters requesting a mail in ballot:

1. Mailed a ballot to every registered voter in DC using a private mail house. Messaged heavily for voters to update their registration information immediately, as opposed to simply requesting a ballot.
2. Created a Vote-By-Mail program, hiring a program manager and staff.
3. Opened 40 Vote Centers 7 days before Election Day for early voting and voting on Election Day.
4. Identified Vote Center locations in addition to the traditional school or recreational center locations.
5. Prioritized areas where more Vote Centers would be needed, especially adding more in Wards 7 and 8.
6. Worked closely with community groups focused on seniors to find innovative ways to allow seniors to cast their ballot in a quarantined situation.
7. Identified and implemented a temporary solution for the Board's mobile app.
8. Hired additional IT and other staff in anticipation of a much heavier workload.
9. Recruited more poll workers for Vote Centers during the early voting period.
10. Heavily messaged to voters about voting locations and early voting.
11. Upgraded in-house technology to accommodate and process the large number of absentee ballots anticipated for the November election.

In closing, 33,194 people voted in person. 81,696 returned their ballots by mail. Mail-in ballot voters alone were nearly more than the entire number of votes cast in the last DC Primary Election. Our experienced pollsters and workers were reduced by more than 75%. Our staff and their families were hit hard by Covid-19. What normally would have taken 18 months was accomplished, with some difficulties, in 8 weeks. DCBOE rose to meet an unprecedented challenge. We experienced losses and disruptions more akin to a battlefield than an election, and we enabled more than 110,000 residents to vote.

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## **19. Upcoming Activities:**

### **Provide a timeline and description of upcoming activities.**

During FY 21-22, BOE plans to use the remaining HAVA funds to cover election security costs associated to cyber and physical, for temporary staffing, to cover enhanced PPE and cleaning services at facilities, for election official training, for website enhancements with ADA accessible services; for voting equipment maintenance and support services; and for Information System hardware and software upgrades, including, network maintenance, election system upgrades, and facilities management including coop site upgrades, warehouse system upgrades and training modules for personnel development.

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## **5. Expenditures**

### **20. Current Period Amount Expended and Unliquidated Obligations**

#### **GRANT COST CATEGORIES**



	Federal	Match
Voting Equipment:	\$1,034,343.50	
Post-Election Auditing:		
Voter Registration Systems:		
Cyber Security:		
Communications:	\$348,510.07	
Total	\$1,382,853.57	
Others (Personnel)	\$210,524.06	
Others (Supplies)	\$143,561.97	
Others (Hardware and Software)	\$104,220.90	\$0.00
Others (Contract Services)	\$1,627,282.34	\$150,000.00

**OMB CONTROL NUMBER: 3265-0020**

## 6. Certification

Name and Contact of the authorized certifying official of the recipient.

**First Name**

ORSHEKA

**Last Name**

MOORE

**Title**

Senior Budget Analyst

**Phone Number**

**Email Address**

Signature of Certifying Official:



Signature of: ORSHEKA P MOORE

## 7. Report Submitted to EAC

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Thank you, your progress report has been submitted to EAC. Please keep the PDF download of your submission as grant record.