

**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)
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3. Recipient Organization (Name and complete address including Zip code)

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

4a. DUNS	4b. EIN	5. Recipient Account Number or Identifying Number (To report multiple grants, use FFR Attachment)	6. Report Type <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annual <input type="checkbox"/> Annual <input checked="" type="checkbox"/> Final	7. Basis of Accounting <input type="checkbox"/> Cash <input checked="" type="checkbox"/> Accrual
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8. Project/Grant Period (Month, Day, Year) From: <b>March 28, 2020</b> To: <b>December 31, 2020</b>	9. Reporting Period End Date (Month, Day, Year) <b>September 30, 2021</b>
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**10. Transactions** Cumulative

*(Use lines a-c for single or combined multiple grant reporting)*

**Federal Cash (To report multiple grants separately, also use FFR Attachment):**

a. Cash Receipts	\$3,000,000.00
b. Cash Disbursements	\$3,000,000.00
c. Cash on Hand (line a minus b)	\$0.00

*(Use lines d-o for single grant reporting)*

**Federal Expenditures and Unobligated Balance:**

d. Total Federal funds authorized	\$3,000,000.00
e. Federal share of expenditures	\$3,000,000.00
f. Federal share of unliquidated obligations	\$0.00
g. Total Federal share (sum of lines e and f)	\$3,000,000.00
h. Unobligated balance of Federal funds (line d minus g)	\$0.00

**Recipient Share:**

i. Total recipient share required	\$600,000.00
j. Recipient share of expenditures	\$600,000.00
k. Remaining recipient share to be provided (line i minus j)	\$0.00

**Program Income:**

l. Total Federal share of program income earned	\$925.30
m. Program income expended in accordance with the deduction alternative	\$0.00
n. Program income expended in accordance with the addition alternative	\$540.34
o. Unexpended program income (line l minus line m and line n)	\$384.96

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:  
 "Please provide the following information:

**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)  d. Email Address
b. Signature of Authorized Certifying Official  <b>Moore, Orsheka</b>	e. Date Report Submitted (Month, Day, Year)  <b>April 7, 2022</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

**FEDERAL FINANCIAL REPORT**

(Additional Page)

Federal Agency & Organization

ELECTION ASSISTANCE COMMISSION

Federal Grant ID

Recipient Organization

DUNS

DUNS Status when Certified

EIN

Reporting Period End Date

Status

Awarding Agency Approval

Remarks

"Please provide the following information:

State interest earned (current fiscal year): \$0

State interest expended (current fiscal year): \$0

Program income earned (current fiscal year): \$0

Program income earned breakdown (current fiscal year): \$0

Program income expended (current fiscal year): \$0

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**Federal Agency Review**

Reviewer Name

Phone #

Email

Review Date

Review Comments

# 2021-2022 EAC Progress Report

Response ID:95 Data

## 1. Login

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Please enter the username and password provided by the EAC to begin the Progress Report. 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:

### 3. Report:

Final (Start of Grant - End)

### 4. Grant:

CARES

### 5. Reporting Period Start Date

12/31/2020

### 6. Reporting Period End Date

02/28/2021

## 4. Progress and Narrative

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### Final Progress Report:

The final report is your opportunity to share the significant features of your project and present information about the results your project achieved.

It should be written as if the reader has no previous knowledge of your project's activities. The report should cover the entire period of performance.

### Review and Self-Assessment:

**Review and highlight all activities that occurred during the implementation of the project, including an assessment of your performance.**

See below responses.

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## **7. CARES Grant Specific:**

**Describe in detail how you used the funds to address the pandemic.**

The District of Columbia Board of Elections (DCBOE) conducted two Federal Elections during the 2020 calendar year: the DC Presidential Primary Election on June 2nd, and the Presidential General Election on November 3rd. For both of these elections, DCBOE used the Cares Act grant funds for the following acquisitions:

- DCBOE contracted with a mail-house to prepare and mail a ballot to over 500,000 registered voters.
- Cost of postage to mail the ballot packets outbound to and inbound from registered voters.
- Purchase of a high speed mail sorter with signature verification to assist with accepting and processing the returned ballots.
- Personnel costs for additional temporary staffing to handle the tasks associated with processing mail ballots.
- Purchase of Ballot on Demand (BOD) printers.
- Ballot drop boxes were acquired to provide more options to voters for returning voted ballots.
- Purchase of personal protective equipment (PPE) for election workers, materials to preserve social distancing protocols in vote centers, and supplies to clean and sanitize voting equipment that were used for voter check-in, and at the mail ballot processing center.
- Funding of public relations and voter outreach campaign to explain the new vote by mail process including the availability of ballot drop boxes, voting options and the operation of vote centers. The messaging also included educating voters on how to vote-by-mail for their safety and the deadlines associated with the return of mail ballots.
- Purchase of laptops for employees to work remotely and for the expanded mail ballot processing. The purchase of the laptops ensured that staff was using updated technology and software when accessing sensitive data on the networks.

These necessary and prudent purchases significantly reduced processing time at the polls and, more importantly, reduced the risk of contact exposure in DCBOE offices and at vote centers; complied with the Centers for Disease Control and Prevention (CDC) recommendations, and the DC Department of Health (DOH) policies; and provided a safe environment for staff to continue to process all mandatory ballot needs for the 2020 Presidential Election cycle.

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## **8. Describe the major issues you faced in dealing with the pandemic and how you addressed or resolved those issues.**

During the pandemic, the DCBOE materially changed in almost every way the manner in which it conducted its elections to meet the mission of providing every DC Voter the opportunity to cast their ballots.

DCBOE shifted its operations from its headquarters location to its coop location in order to maintain social distancing with its permanent staff. Despite the social distancing efforts staff risked their and their family's health and safety by reporting to work daily to accomplish the agency's mission.

As the election cycle progressed, it became a challenge to enforce social distancing in some of the smaller locations but we utilized PPE and encouraged frequent washing of hands and sanitizing of space to mitigate exposure to germs.

We encountered a reluctance from senior election workers to get involved in the election process due to health concerns. As the process evolved to mail ballots, voters became confused about the voting process. Despite the State of Emergency, there remained an effort on the part of some elected officials to open all 144 polling places even though we did not have enough poll workers to operate them.

As our challenges continued, we were faced with a delay in acquiring technology needed to accommodate remote working conditions. This caused the BOE to establish a progressive employee rotation schedule to safely bring staff into the work site to accomplish critical tasks leading up to the election.

Among the challenges that DCBOE faced were: recruiting and training election workers, identifying polling locations, safely operating polling sites, maintaining social distancing in polling sites and in the work place, instituting telework successfully, adequate messaging, offering multiple options for voting, working under stressful circumstances, as well as staff members contracting COVID-19. There were other high-level unforeseen challenges that BOE faced, due to the public health emergency, with conducting the elections.

For the June Primary, DCBOE coordinated an outreach campaign to encourage absentee voting as an alternative to casting a ballot in person. This campaign included providing two absentee ballot request forms and pre-paid envelopes in the June 2020 Primary Election Voter Guide that was sent to every registered voter. As a result of these efforts, more than 92,000 absentee ballot requests were submitted to DCBOE for the primary election. This was over four times the number processed in previous primary elections.

Even though this effort was deemed successful, unfortunately the IT systems absentee ballot processes- which had been established a decade earlier when DC first implemented "no excuse" absentee voting – encountered a dramatic increase in request volume, and the Vote4DC app failed to function as expected. There were also reports of residents not receiving their requested ballots in a timely fashion. In response to complaints about missing absentee ballots, DCBOE used alternative methods for delivery, including overnight postage, hand delivery, and offering some voters the option to cast a ballot via email, granting them access to the existing OmniBallot Online service that had previously been used only for voters with disabilities and overseas military members.

Although DCBOE efforts to encourage by-mail voting led to far fewer ballots cast in person, there were still long lines when attempting to vote in person on Election Day. The June Primary resulted in long lines on Election Day and voter confusion about how to request, cast, and return an absentee ballot as COVID-19 spread.

In response to issues with absentee balloting and long lines for in-person voting observed during the primary, and also to encourage as many people as possible to vote by mail during the pandemic, DCBOE made the following adjustments for the November General Election:

- Operated 95 polling places as Vote Centers for the general election;
- Mailed every registered voter an absentee ballot and postage-paid return envelope.
- Messaged heavily for voters to update their registration information so that they could receive a ballot in the mail.
- Identified private facility Vote Center locations in addition to the traditional school or recreational center locations.
- Published and mailed a paper voter guide to every household.
- Email registered voters (for those whom the DCBOE maintains and email address) at least once with an electronic voter guide and lay-friendly information about the general election.
- Requested voter registration agencies to promote DCBOE's plans for the general election.
- Expanded the public outreach and media campaign with TV, radio, and print ads.
- As Early Voting started, DCBOE increased messaging to voters that included producing and distributing robocalls that reached 400,000 registered voters. DCBOE sent targeted text messages to the mobile phones of 200,000 registered voters, promoting the same early voting message. DCBOE also distributed door hangers to individual residents and placed yard signs on major thoroughfares across the city.
- Prioritized areas where more Vote Centers would be needed, especially adding more in Wards 7 and 8.
- Worked closely with community groups focused on seniors and to find innovative ways to allow seniors to cast their ballot in a quarantined situation.
- Identified and implemented a temporary solution for the Board's mobile app.
- Recruited more poll workers for Vote Centers during early voting period and on Election Day.
- Heavily messaged to voters about changes in the voting processes, voting locations and early voting.
- Upgraded in-house technology to accommodate and process the large number of returned ballots.

- Opened Vote Centers including "super centers" instead of traditional voting precincts.
- Purchased 55 drop boxes and placed them in locations that were under 24-hour camera surveillance and in heavily trafficked, well lit areas so that voters had an alternative to mailing their ballots or voting in person.

All registered voters were mailed an absentee ballot for the November 3, 2020, general election, and in-person voting options were expanded to avoid issues with lines experienced during the primary election. This included expanding early and Election Day voting sites and the establishment of "super vote centers" at large venues that could allow the processing of more voters in a shorter time span. For the general election, voters seeking to vote in person could vote early at any one of 32 early voting centers, including six super vote centers. On Election Day, voters could use any of the 95 vote centers operating on Election Day (which included the 32 vote centers opened during early voting). In addition, DCBOE provided 55 secure mail drop boxes placed throughout the city that voters could use to return their mail ballots.

To improve accessibility for disabled and elderly voters for the general election, DCBOE promoted use of OmniBallot, an electronic ballot marking system, reaching out to voters who indicated a disability on registration forms and working with partner groups focused on those with disabilities to make them aware of this option. DCBOE also arranged ballot pick-up and smaller drop boxes at senior homes, by request. DCBOE continued to work closely with the Department of Corrections to distribute informational materials, provide voter registration forms to all residents, and enable mailings, including the Voter Guide and ballots, to reach registered voters.

DCBOE also developed plans to improve communications and outreach efforts, including a large-scale outreach campaign with more frequent messaging. The DCBOE implemented a "Vote Safe DC" communication plan. The "Vote Safe DC" campaign for the general election included radio, TV, print, and digital ads, public service announcements (PSA), multiple postcard mailings, email notifications, and other forms of continuous outreach to members of the public to ensure they understood options for voting, any changes to operations, and where they could find additional information. DCBOE communications made a strategic shift from "Election Day" to "Election Week" to encourage use of a variety of options, including early voting and vote-by-mail, and to avoid issues with lines and crowds at vote centers on Election Day.

These changes were embraced by District voters, who cast their ballots by mail at a high rate in the November 2020 general election (about two thirds of the ballots cast were by-mail ballots). DCBOE was successful in its efforts to offer options for voters to vote safely during the 2020 Presidential General election. Many voters acknowledged on social media that voting during the General Election was easy and fast.

DCBOE faced unprecedented challenges administering the 2020 elections. By and large, the DCBOE was able to rectify many of the issues of the primary election and successfully conducted a largely vote by mail general election in November 2020.

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#### **9. Provide a description of any training conducted, including security training.**

DCBOE altered its election worker training schedule to accommodate social distancing protocols. The class sizes for training were reduced to a quarter of the normal size and additional days were added to allow for continued social distancing.

The DCBOE trained additional temporary staff on the hand processing of absentee ballots, which assisted in packaging over 90,000 ballot packets to be mailed to voters. This training also extended to the opening and sorting process for voted ballots returned for counting.

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#### **10. Subgrants:**

**Did your office provide subawards to local jurisdictions during this reporting period?**

No

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#### **11. Match:**

**Describe how you are meeting or have met the matching requirement.**

Met match requirements with local funded payroll expenditures paid to the hiring of additional temp employees to work mail ballots in response to the pandemic.

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**12. 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.

Mail Ballot Sorter: DCBOE acquired a high-powered mail ballot sorter which provided for the processing of 13,000 ballots, by ward, per hour.

Runbeck Election Services, Inc. \$244,000.00

Ballot on Demand Printers (BOD): DCBOE procured ninety (90) BODs which allowed the DCBOE to provide a printed paper ballot to any voter at any vote center, regardless of residence.

Runbeck Election Services, Inc. \$622,429.20

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**13. Impact:**

**Write an assessment of how your project has impacted the problems you were trying to solve. Were there unexpected benefits? Shortfalls?**

The Cares grant project allowed the DCBOE to successfully mitigate the social distancing limitations by establishing remote access to every staff member. Remote access allowed BOE staff to continue processing voter registrations and absentee ballot applications from the safety of remote work locations. The upgrade to technical equipment allowed for more efficient processing of absentee ballots and signature verification from remote locations, thus allowing for continuous social distancing.

Where remote access was not always available, the additional PPE that was acquired allowed for the BOE to reduce exposure and mitigate the chances of staff and workers becoming infected.

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**14. Lessons Learned:**

**Provide a review of your successes and suggest ways that your experience may be helpful to others. Did you make permanent changes to your processes? What are some areas of potential improvement?**

Successes:

- Change from precinct-based voting scheme to vote centers that serve all voters regardless of residence. Currently, DC Voters are assigned to specific Election Day polling places based on their residence addresses; on Election Day, they must vote in their assigned polling place for their vote to count. Vote Centers allow voters to cast their ballot at any location. That aspect of the system requiring voting at assigned polling places was important and added efficiencies when voter records were all paper and virtually all voting occurred on Election Day and in person. These records are now housed on electronic poll pads which can carry the identity of all voters on one poll pad. We also have voting equipment – Ballot Marking Devices and Ballot on Demand systems (BODs) – that provides flexibility to in-person voters and thus greater access. The BODs allow for the ability to print any ballot for any voter regardless of the location. This allows for greater flexibility for voters to access their ballot at any voting location citywide.
- Voting by Mail: Automatically mailing ballots to all registered voters was extremely popular and effective for most voters during the November 2020 election. The DCBOE intends to maintain some form of a mail ballot program for the majority of DC Voters.
- Local Drop boxes for Mailed Ballots were also extremely popular with voters. More voters opted to use the drop boxes than any other means of voting for this election. Approximately 70% of all mail ballots were received through the drop boxes.
- DCBOE communications made a strategic shift from "Election Day" to "Election Week" to encourage use of a variety of options, including early voting and vote-by-mail, and to avoid issues with lines and crowds at vote centers on Election Day. This concept created administrative efficiencies in voter processing and vote counting. Adequate and continuous messaging extensively to

motivate voters to vote early and by mail was essential to the success of the November 2020 election.

- Poll Worker Recruiting accounted for a major shift in poll worker demographics and created a very large pool of poll workers. Having large numbers of poll workers allowed for timely and responsive service to voters. It further encouraged voter engagement and openness in the process.
- Use of "Super Vote Centers" should be considered to provide voters interesting in-person options. Super vote centers allowed for speedy processing of large numbers of voters. Super Vote Centers at sports venues further involved the sports community in the voting process, which created even more interest in the community and encouraged voters to cast their ballots.
- The DCBOE found frequent town hall style meetings with the community and community leaders was a great way to exchange ideas. It also helped voters understand DCBOE's legal requirements and helped DCBOE understand the real needs and desires of voters.
- Purchasing Mail Ballot Sorter: The Board acquired a high-powered mail ballot sorter which provided for the processing of 13,000 ballots, by ward, per hour.
- Ballot on Demand Printers (BOD): DCBOE procured ninety (90) BODs which allowed the DCBOE to provide a printed paper ballot to any voter at any vote center, regardless of residence.

#### Improvements:

Although DCBOE executed an extensive outreach campaign throughout the 2020 election cycle, these efforts can be improved to better and more clearly communicate with voters and stakeholders about the elections process:

- Voters access the DCBOE website for information about the election process, so it is important to keep the site up-to-date with easy-to-find information on frequently asked questions.
- DCBOE will make rigorous efforts to correct misinformation, including proactively providing updates when policy changes create confusion among voters.
- DCBOE will communicate early and often; moving forward DCBOE will coordinate with community leaders, and other stakeholders well ahead of the next election, soliciting their feedback.
- DCBOE will include descriptions of each ballot status used in the ballot tracker system. This information should be readily available within the tracker, on the website, and included in the confirmation email sent when voters register to receive status updates. Additionally, voters should be clearly informed about what actions they need to take to "cure" their ballot if there is an issue that might prevent it from being counted.
- The locations at which voters could cast ballots in-person changed dramatically in 2020. Vote center locations were new and unfamiliar to voters, and the shift to vote centers we believe disrupted the habits of many voters accustomed to voting at their traditional precinct based polling location. As DCBOE formalizes plans for in-person voting in future election cycles- whether that be with continued use of vote centers, shifting back to precinct-based locations, or some combination – it will be critically important to communicate to all voters the plans and any changes from previous election cycles, including the location of all in person voting locations, when each will be open, and which options will be available to them. DCBOE will not only make this information part of its communication plan such as the Voter Guide, postcards, and other advertisements or outreach materials, but also make it available on the DCBOE website as a searchable map that makes it easy for voters to identify which locations are closest or most convenient for them. This mapping feature will be kept up-to-date and, if possible, should provide accurate wait times at each facility during early voting and on Election day. If and when locations change, DCBOE will post signage at inactive voting locations to notify residents of the closest alternative location to cast their ballot.

Maintaining accurate voter registration lists is among the biggest challenges to administration of all-vote-by-mail elections, and one with which the DCBOE struggled in 2020 as we transitioned to an all-vote-by-mail model.



- DCBOE should enhance its online registration systems for ease of use and more accessibility, no matter what type of device they are accessed on. The massive increase in traffic to the Vote4dC app revealed substantial problems with both usability and functionality, leading to the discontinuation of this tool mid-cycle. Therefore, DCBOE will ensure that sufficient time and resources are dedicated to developing and testing new applications that will enfranchise voters and increase trust in the DC election system.
- DCBOE should encourage registered voters to check and update their registration information regularly, with clear instructions on how to do this. DCBOE will continue to look at ways of improving voter information for District residents.
- DCBOE will continue to send periodic address confirmation mailers to all voters so that there is adequate time for response and follow up.
- DCBOE will continue to work with voter registration agencies (VRA), including but not limited to the DMV, to ensure they are effectively fulfilling their obligations to inform voters about registration opportunities. DCBOE will routinely communicate to VRAs the important role that they play in ensuring District residents are able to participate in the election process and encourage a proactive approach to executing registration possibilities.

Residents of Ward 8 experienced more challenges in voting than residents of other District wards, and especially with by-mail voting. DCBOE will help improve access and alleviate the challenges that disproportionately impacted certain wards. In particular:

- Expand opportunities to register to vote and update voter registration, particularly at agencies and community organizations that residents interact with. This will help voters ensure their registration information is up to date – specifically, address information – so that by-mail ballots are received and can be returned in a timely manner.
- Work closely with community leaders to develop and implement concerted efforts to inform and update voters on the voting process and strategies to better serve these communities.
- In areas with low rates of by-mail voting, gather information about the barriers that prevent residents from using vote-by-mail options. DCBOE will seek to understand perceptions of by-mail voting, the specific challenges residents experienced that precluded them from returning a mail ballot, and how the system might be improved to become more trusted by and better meets the needs of the residents.

Online Ballot tracking systems can be extremely helpful to voters not voting in person to track their ballot from submission to receipt. The ballot tracking systems used during the 2020 elections were generally effective, but not always timely. DCBOE will explore options for either improving current ballot tracking systems and/or consider other systems available in the market.

## 5. Expenditures

### 15. CARES COST CATEGORIES - FEDERAL

Voting Equipment and Processes: : \$244000

Voter Education/Communications: : \$70060

Staffing: : \$200000

Supplies: : \$100000

Other (Specify below) : \$1388854

Other (Specify below) : \$983231

Other (Specify below) : \$14395

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Total : \$3000540

**Comments:** Other (Contract Services) - \$1,388,853.98 Other (Equipment) - \$983,231.08 Other (Hardware and Software) - \$14,394.93

## 16. CARES COST CATEGORIES - MATCH

Staffing: : \$600000

Total : \$600000

**Comments:** Used local funds to hire additional temporary workers to assist with mail ballots during the election process during the pandemic.

## 7. Expenditures

### 17. Confirm Total CARES Expenditure Amounts

Federal : \$3000540

Match : \$600,000.00

Total : \$3600540

**OMB CONTROL NUMBER: 3265-0020**

## 8. 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**

**18. Add another contact to send a copy of submission confirmation and edit link?**

Yes!

**19.**

**First Name**

Sylvia

**Last Name**

Adams

**Title**

Deputy Director

**Email Address**

**Signature of Certifying Official:**

A handwritten signature in black ink that reads "O. Moore". The signature is written in a cursive style with a large, looped initial "O" followed by a period and the name "Moore".

Signature of: Orsheka P. Moore

## 9. Report Submitted to EAC

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Thank you. Your Final (Start of Grant - End) progress report for CARES has been submitted to the EAC. Please keep the PDF download of your submission as grant record.