IOWA SECRETARY OF STATE
ANNUAL REPORT
2018

INTRODUCTION

Serving as Iowa's Secretary of State is a tremendous honor. I am extremely proud of the accomplishments the office has attained over the past four years. We have made great strides in modernizing the State of Iowa's elections and business registration systems, ensuring election integrity and offering top-notch service.

When I returned to this office in January 2015, 20 years after beginning my first term, I was dismayed to see the lack of technological upgrades. Much of the equipment we used in the mid-90s was still in operation. Through diligence, hard work and new resources, we are finally able to give Iowa's business community the service it deserves.

We launched Fast Track Filing for new businesses in the Spring of 2018. It was an immediate success. A process that used to take as much as three weeks was now possible to complete in less than 10 minutes. My goal is to operate the office at the speed of business, not the speed of government. Fast Track Filing finally made that possible. For the third straight Fiscal Year, Iowans set a record for new business filings.

The 2018 general election was a huge success in the state. We surpassed 1,334,000 voters, making it the highest turnout for a midterm election in the state's history. Throughout the past few years, my office has focused heavily on bolstering the cybersecurity protections for our elections infrastructure. We brought together a myriad of county, state and federal agencies, as well as partners in the private sector, to ensure the integrity and security of Iowa's elections.

The provisions of Iowa's Election Modernization and Integrity Act started taking effect in 2018. It began with a soft rollout of the Voter ID provisions, so that voters, precinct election officials and county auditors had a full election cycle to get acquainted with the new law. This was accompanied by an extensive voter outreach effort. Iowans overwhelmingly showed they were "voter ready" at the polls.

Sincerely,

Paul D. Pate
Iowa Secretary of State

2018 ACHIEVEMENTS

VOTING & ELECTIONS DIVISION

Successful 2018 primary and general election - More than 1.33 million Iowans participated in the November election. Iowa once again ranked among the top states in the nation for voter participation. It was a clean, smooth election overall. A record for the most absentee ballots cast in a midterm election was also surpassed.

"Voter Ready" roundtables and outreach - Secretary Pate devised a statewide outreach effort to inform voters about recent changes to Iowa election laws, particularly the implementation of Voter ID. The office partnered with county auditors to conduct non-partisan roundtable discussions across the state to answer voters' questions and explain the new processes. An extensive statewide media effort was launched utilizing TV, radio, newspapers, social media and outdoor advertising prior to the June primary and November general elections. A customizable toolkit was also developed, with input from stakeholder groups. It was designed for groups and organizations to share voter educational materials with their members.

Partnerships pay dividends for election cybersecurity - Protecting the integrity and security of a state's elections requires a massive team effort. Cybersecurity is one of the biggest issues election administrators face. The Secretary of State's Office partnered with the State Office of the Chief Information Officer (OCIO) to ensure all 99 counties received cybersecurity protections. By November 5, 2018, all 99 counties were receiving at least one cyber-service from OCIO.

Secretary Pate also created the Election Cybersecurity Working Group to provide recommendations and develop best practices. The partners the Secretary of State worked with to secure Iowa's elections included the U.S. Department of Homeland Security, the FBI, Iowa Homeland Security and Emergency Management, the Iowa Department of Public Safety, the Governor's Office, the Iowa National Guard, Iowa Counties Information Technology, county auditors and private vendors.

National award for poll worker training - The Iowa Secretary of State's Office was the recipient of the Election Center's 2018 Professional Practice State Award for the training materials we developed for poll workers. The award was presented to Secretary Pate and his staff during the National Association of State Election Directors' (NASED) summer conference in Philadelphia. The "Storyboard Training for Poll Workers" paper prepared by Secretary Pate's office provides step-by-step instructions for poll workers regarding the various scenarios for implementing Iowa's new voter ID requirements. The materials were provided to all 99 county auditors in the state, who distributed them to poll workers.

Online voter registration - Two of Secretary Pate's top goals are increasing voter registration and participation. He worked with the Iowa Department of Transportation (DOT) to develop an electronic voter registration system that launched on January 1, 2016. More than 57,000 Iowans successfully registered to vote or updated their information using the online system in 2018, including 27,799 during October. Approximately 145,000 Iowans have utilized Iowa's online voter registration system since its launch. Iowa ranks among the top states in the country in both voter registration and participation.

ERIC membership - The Secretary of State's Office became the 25th state to join the Electronic Registration Information Center (ERIC). Participation in ERIC helps Iowa improve the accuracy of our voter rolls, register more eligible citizens, reduce costs and improve efficiencies in the voting process. This partnership included a mailing to more than 300,000 Iowans who are eligible to vote, but are not registered, encouraging them to use Iowa's online voter registration system.

Curbside voting signs provided for each precinct - Secretary Pate and Disabilities Rights Iowa joined forces to help Iowans with disabilities vote. Together, they purchased curbside voting signs for every polling place in the state. Curbside voting is an option available to Iowans with disabilities who have trouble exiting their vehicle or entering a polling place. The signs were included in supplies that auditors gave to each precinct location and were used statewide for the first time on November 6, 2018.

Safe at Home continues expansion - The Safe at Home (SAH) program continued to grow throughout 2018. SAH is an address confidentiality program created to protect survivors of domestic violence, sexual assault, trafficking and stalking. Safe at Home currently serves more than 500 participants across 59 counties. Iowa averages more than 2,000 convictions for domestic violence and sexual assault each year.

Williams inducted into the Election Center Hall of Fame - State Director of Elections Dawn Williams was inducted into The Election Center's Hall of Fame during ceremonies in New Orleans in August 2018. Only 12 other election professionals in the country have received this honor. Recipients are selected because they have earned respect and trust among their peers and furthered the elections profession through their conduct and actions. Dawn Williams has been an election professional for more than 30 years.

Secretary Pate receives top national certification for election officials - Secretary of State Paul Pate was designated as a Certified Elections/Registration Administrator (CERA), the highest professional achievement in the nation for an election official. The certification ceremonies were conducted by The Election Center and took place in New Orleans in August 2018. Pate is the only Secretary of State in the United States to complete the certification process while serving as Secretary of State.

BUSINESS SERVICES

Fast Track Filing for new businesses launched - Secretary Pate launched Fast Track Filing for new businesses during the Spring of 2018. The new, innovative application greatly enhances the speed and efficiency of the filing process. New businesses using Fast Track Filing have their documents processed within a maximum of two days, and a minimum of five minutes. The system is accessible online 24 hours a day at filings.sos.iowa.gov. Projections show Fast Track Filing will save the Iowa Secretary of State's Office more than 4,000 staff hours annually.

Record high for new business filings - The Business Services Division processed 23,649 new business filings in Fiscal Year 2018, achieving a new record state record for the third straight year.

Small business partnership with Google, SBDC - As part of an ongoing effort to promote and encourage entrepreneurship in Iowa, Secretary Pate continued the partnership with Google and Iowa's Small Business Development Centers (SBDC) to help small businesses get off the ground, grow their online presence and achieve success. New businesses in Iowa can take advantage of Google's Get Your Business Online program after they file with the Secretary of State's Office. The Secretary of State's Office provided space for Google and SBDC at our Iowa State Fair booth to help fairgoers learn about and register for the Google program. Throughout the first day of the Fair, Google, SBDC and Secretary Pate's office conducted workshops aimed at helping businesses grow.

Fast Track Filing for updating registered agent begins - Fast Track Filing for updating an entity's registered agent became available in the Fall of 2018. The expedited filing process will eventually be available for all types of business filings with the Iowa Secretary of State's Office. Fast Track Filing was made possible through the Iowa Legislature's creation of the Technology Modernization Fund in 2017.

Efficient processing - The Secretary of State's Office processed more than 125,000 corporate documents in 2018.

GENERAL

Elections 101/Iowa Youth Straw Poll - Secretary Pate developed an online curriculum for Iowa high school students, designed to involve students in civic engagement while educating them about Iowa's unique role in the political process. The "Elections 101" curriculum included two Iowa Youth Straw Polls in 2018, one in the spring and the other in the fall. Hundreds of schools and tens of thousands of students participated, casting ballots for their preferred candidates in Iowa's gubernatorial and congressional races.

College Voter Engagement Summit - Secretary Pate hosted a two-day College Voter Engagement Summit at the State Capitol in April to help prepare students for the 2018 elections and identify best practices for non-partisan voter registration drives on campus. More than 70 participants from 16 colleges and universities across Iowa registered. Presenters guided students through step-by-step best practices for establishing a voter registration drive. Focus was also placed on helping students understand Iowa's new voter ID requirements.

Honor a Veteran with Your Vote/Partnership with Hy-Vee - Secretary Pate continued to expand the Honor a Veteran with Your Vote program. Honor a Veteran is way to pay tribute to those who served in the military that fought for our rights to choose our representative form of government. Secretary Pate partnered with Hy-Vee to distribute 50,000 Honor a Veteran postcards at all their Iowa stores in conjunction with the grocery chain's annual Veterans' Day free breakfast for military veterans and active duty personnel.

State Fair Straw Poll - Thousands of people voted in Secretary Pate's State Fair Straw Poll. The goal was to get Iowans excited about voting and the November 2018 general election. During the State Fair, staffers at the Secretary's booth also helped numerous Iowans register to vote.

Partnership with the Iowa League of Heroes for "Be A Voter" initiative - Secretary Pate and the Iowa League of Heroes continued their partnership to promote voter registration and civic engagement in Iowa. "Be A Voter" trading cards, featuring the League of Heroes posing at the State Capitol, were produced by Secretary Pate's office. Thousands of cards were distributed, and the superheroes helped Secretary Pate conduct a voter registration drive at the State Fair.

DEPARTMENTAL OVERVIEW

VOTING & ELECTIONS DIVISION

Successful 2018 primary and general election with new Voter ID requirements

The Secretary of State's Elections Division worked extensively on preparing for the 2018 election cycle and implementation of the Voter ID requirements. Ensuring every eligible voter has the necessary identification to cast a ballot, the Elections Division collaborated with the Iowa Department of Transportation to compare files and populate driver's license numbers into voter records. The Secretary of State then sent new Voter ID cards to 123,000 Iowa voters that do not have an Iowa driver's license or non-operator's ID in December 2017. Throughout 2018, every newly registered voter who did not possess an Iowa driver's license or non-operator's ID was sent a free Voter ID card from their county auditor.

The Elections Division produced a new Precinct Election Official manual and printed it for all precincts in Iowa. A new online training program for Precinct Election Officials was created. Four training sessions with auditors and staff were conducted.
Over the course of the year, the Elections Division certified 270 state and federal candidates and 67 judicial retentions for the general election ballot, and 469 candidates for the June primary election. The office processed 52 annual subscriptions of voter registration lists, which required daily updates, as well as 190 one-time requests.

Enhancing election security

Secretary Pate and his staff take cybersecurity very seriously. Several steps were taken to enhance election cybersecurity in 2018. The Secretary's Elections Division conducted numerous cybersecurity workshops for county election commissioners and staff. Partnering with the Iowa Office of the Chief Information Officer (OCIO) and the U.S. Department of Homeland Security (DHS), free cybersecurity resources and training were offered throughout the year. The goal was ensuring all 99 counties' systems were protected.

The Elections Division collaborated with the U.S. Election Assistance Commission to create the "Election Security in Iowa" animated video in July 2018. The video details the numerous steps Iowa election officials, primarily at the county and precinct level, take to protect the integrity of the vote and the physical security of ballots and equipment.

The U.S. Department of Homeland Security and the Iowa Secretary of State's Office joined forces to create cybersecurity snapshot posters that could be customized for each state. Secretary Pate's Elections Division was working on a county-specific version when the collaboration commenced. The posters were provided to all 99 counties and became a model for DHS to use around the nation.

Secretary Pate and Elections Division staff traveled to numerous counties to partner with county auditors and precinct election officials to discuss Iowa's election cybersecurity with the media. The goal was to increase voter confidence in Iowa's elections.

Outreach to voters and stakeholder groups to ensure Iowans are "Voter Ready"

The Secretary of State's Elections Division partnered with county auditors across the state to conduct non-partisan "Voter Ready" roundtable discussions. County leaders from all three political parties and other stakeholder groups and organizations were invited. The goal was to inform voters about the changes to Iowa election law and partner with stakeholder groups to provide educational materials to their members.

The Voter Ready Toolkit was created in 2018 based on input from the League of Women Voters, the Iowa Democratic Party, the Libertarian Party of Iowa, the Republican Party of

Iowa, the Iowa Developmental Disabilities Council, Disability Rights Iowa, NAACP, AARP, Iowa Catholic Conference, LULAC, InterFaith Alliance of Iowa, Iowa Association of Business and Industry, Iowa League of Cities, Iowa Farm Bureau, Campus Compact, 50-50 in 2020, Iowa State Association of County Auditors and college students. Attendees at the roundtable discussions were offered the opportunity to sign-up for the Voter Ready Toolkit and encouraged to share the materials.

Electronic Poll Book implementation

Iowa has made great strides toward Secretary Pate's goal of enhancing the technology of our elections by implementing electronic poll books in every county. A revolving loan fund was established by the Iowa Legislature in 2017 and a Revolving Loan Fund Committee was established in 2018 to review applications and grant loans. Use of the e-poll books has expanded to 95 of Iowa's 99 counties.

National Voter Registration Act/Help America Vote Act

The Secretary of State is designated as the Chief State Election Official for purposes of administering federal election law, such as the National Voter Registration Act (NVRA) and the Help America Vote Act (HAVA). In that role the Secretary continued implementation and review of the NVRA to ensure that all eligible Iowans are provided the opportunity to register to vote.

Online Voter Registration

A collaboration with the Iowa DOT to develop online voter registration opportunities for Iowa voters was completed and deployed on January 1, 2016. This application is available to Iowa residents who have an Iowa driver's license or non-operators ID and wish to register to vote or to change their registration information. The system resulted in significant savings in processing time for the State of Iowa. More than 57,000 Iowans successfully registered to vote or updated their information using the online system in 2018, including 27,799 during October. Approximately 145,000 Iowans have utilized Iowa's online voter registration system since its launch.

Statewide Voter Registration System (IVoters)

The Iowa Secretary of State continues its third-party vendor contract to maintain IVoters, the statewide voter registration system and the election night reporting program. The Elections Division worked with counties to conduct annual voter list maintenance, including the National Change of Address program. We also provided state and federal court systems a pool of registered voters to potentially serve as jurors in district, state, and federal court.

Election Night Reporting System

The Iowa Secretary of State successfully implemented a new election night results reporting system that was used in both the 2018 primary and general elections. Following an RFP process, the office awarded a contract to a private vendor for election night reporting systems. The election setup process saved staff time and reduced potential errors over the prior system, which also offered strong security features. Media, county auditors and public comments were universally positive about the new systems' user-friendly interface.

Safe at Home

During its third year, the Safe at Home (SAH) program continued helping Iowans to regain a sense of normalcy and shield them from harm. SAH is an address confidentiality program created to protect survivors of domestic abuse, sexual assault, trafficking and stalking from being found by their abusers. The program provides a substitute address for all SAH participants to use instead of their actual residence address, receiving and then delivering all first-class mail to SAH participants. The SOS maintains a separate voter registration and absentee balloting database for participants, which enables them to vote without exposing their physical address.

Safe at Home currently serves over 500 participants in 58 counties. Over the past year, the SAH staff have made nearly 40 presentations to various organizations and agencies. In October, for Domestic Violence Awareness Month, SAH started a social media initiative called "Share Their Story," which resulted in 155,000 Facebook video views, and three times the average amount of monthly traffic to the SAH website. In conjunction with the campaign, SAH compiled a booklet to help Iowans assist a friend or family member who is facing domestic violence. Titled "Someone You Know Needs Help," it provides practical suggestions and a list of local programs and resources available across the state. Over 6,000 booklets were distributed to local domestic violence programs, faith-based organizations, and hair salons throughout Iowa.

Annexations

The Secretary of State's office is the filing office for all city annexations that are not filed with the City Development Board. This includes annexations that are 100 percent voluntary and non-urbanized. This class of annexations is presumed to require simple ministerial approval. The Secretary of State's Office reviewed, approved and filed 79 annexations in 2018.

BUSINESS SERVICES DIVISION

Business Entity Filings

The Business Services Division is the business portal for the state. Among its key responsibilities are the registration and authorization of domestic and foreign entities to transact business in Iowa, filing secured transaction lines under the Uniform Commercial Code, commissioning Iowa Notaries Public. Our Online Business Center allows business to be conducted 24-hours a day, seven days a week. It provides access to over three million filed documents and a complete array of forms, applications and searchable databases for businesses, lending institutions and interested citizens.

Each business day the customer service phone line receives over 200 telephone calls and emails with business services-related questions. The Office is continually seeking to improve its service delivery to citizens and the business community.

The Business Services Division houses more than 7 million stored electronic documents. This does not include old documents that are stored on microfilm. There are over 239,890 active business entities registered in the corporation database. Corporation filings include: articles of incorporation, articles of organization and amendments, miscellaneous filings, and statements of changes of registered agents. Most entities are also required to file a biennial report with the Office. In 2018, the Office processed more than 125,000 transactions against the corporation database. More than 10,500 of those were done utilizing the new Fast Track Filing system. Of those, 68,826 were biennial reports, 92.5 percent of which were filed online. The Business Services Division issued over 14,594 certificates of good standing on Iowa registered entities, accepted more than 940 original notices for service of process on Iowa registered entities and 467 trademark-related filings.

Online Filings

The Secretary of State's Office continues to move toward paperless filings, allowing immediate communication between the office and customers.

2018 Filing Transactions

UCC Certified Lien Reports	196,593
Filings	121,549
Corporate Transactions	125,299
Original Notices	946
Certificates of Good Standing	14,594
Notary Renewals	12,725
New Notaries	6,174

Apostilles & Notary Certifications	2,768
TOTAL	**478,515**

Uniform Commercial Code (UCC)

The Business Services Division is responsible for filing and maintaining lien records under the Uniform Commercial Code. The Office currently maintains over 1,033,386 lien records in our UCC database. The UCC filing system supports commerce by giving lenders a central place to file notices regarding personal property pledges as collateral for loans.

Examples include liens on: farm equipment and machinery, personal property, manufacturing equipment, inventory, crops, and livestock. Additionally, the office files federal tax liens and other federal liens.

In 2018, the Business Services Division filed 125,299 documents, provided 196,593 certified lien search reports, and supplied thousands of copies of filed documents to customers. Virtually all certified searches and UCC filings are done online by customers.

Notary Public Commissions

The Business Services Division is responsible for commissioning Iowa notaries. A notary is a person who serves the public as an impartial and unbiased witness by identifying persons who come before the notary. They are especially critical to the legal, business, financial and real estate communities of Iowa. The most common function of a notary is to witness and attest that a person signing a document is who they claim to be.

The Secretary of State's Office maintains a database of approximately 59,191 active notaries, which most often require renewal at three-year intervals. In 2018, the Office renewed 12,725 notaries and commissioned 6,174 new notaries.

The Division is responsible for issuing apostilles and notary certifications on documents destined for foreign counties that have been notarized by an Iowa notary. These certifications from the Secretary of State confirm that the notary is an Iowa Notary Public. The Office issues more than 6,000 of these annually.

Mechanic's Liens

The Secretary of State's Office maintains the Mechanic's Notice and Lien Registry (MNLR) for Iowa. In order to preserve a mechanic's lien rights on a residential construction project, a subcontractor must post a preliminary notice on the MNLR prior to the balance due is paid to the general contractor or the owner-builder.

In accordance with Iowa Code chapter 572.13B, a preliminary notice posted before the balance due is paid to the general contractor or the owner-builder is effective as to all labor, service, equipment, and material furnished to the property by the subcontractor. There are approximately 35,000 MNLR filings in our system. 12,000 of these filings were processed in 2018.

Miscellaneous Filings

In addition to corporations, UCC's and notaries, the Office maintains the following:

Agricultural Reports (9H & IOB)
Athlete Agents (9A)
Travel Agent & Agency Registrations (9D)
Voluntary Annexations (368)
Land Patents (9G)
Oaths of Office (9.3)
Transient Merchants Registrations (9C)
Credit Service Organizations (538A)
28E Agreements (28E)
List of Cities Incorporated in Iowa (9.2)
Condemnation Filings (6B & 9.2A)
Acts of Resolutions of the General Assembly (9.1)

INFORMATION TECHNOLOGY DIVISION

Securing elections in all 99 counties

The Iowa Secretary of State's Office worked extensively with OCIO to provide cybersecurity protections for all 99 counties. As of June 2018, 93 of 99 counties were registered for "Securing the Human" cybersecurity training, but only five were covered by OCIO's Intrusion Detection Systems and only 25 were using the FireEye HX cyber-threat protection. Throughout the spring and summer of 2018, Secretary Pate's IT and Elections Divisions, along with OCIO, conducted extensive outreach efforts to sign up all 99 counties for OCIO's protections.

On November 5, 2018, OCIO reported to SOS that all 99 counties were utilizing at least one of OCIO's cyber security programs, 80 were using three or more services, eight were using two services, and 11 were using one. An additional 25 counties are in the process of implementing additional cyber services from OCIO. Between June and November, 61 new counties obtained OCIO's Intrusion Detection System and 31 new counties implemented OCIO's Malware Detection. The increase in security protections were substantial.

Partnership with DHS to secure systems

The Secretary of State's Office welcomed the U.S. Department of Homeland Security (DHS) into the office to conduct a Risk and Vulnerability Assessment on the state's systems in April 2018. DHS also conducts weekly scans on SOS systems. In June 2018, an Albert sensor provided by DHS was placed on Iowa's State Voter Registration Database (IVoters). Albert is a unique network monitoring solution that provides automated alerts on both traditional and advanced network threats, allowing organizations to respond quickly when their data may be at risk. DHS conducted another round of cybersecurity assessments on the Secretary of State's systems in August 2018.

Fast Track Filing implementation

The Fast Track Filing system was designed by the Secretary of State's Information Technology Division, with assistance from a private vendor. SOS IT specialist Kyle Phillips deserves most of the credit for implementing the technological aspects. The new system allows entrepreneurs to register new businesses with the State of Iowa within minutes. Previously, the process could take as long as three weeks. Fast Track Filing (FTF) for new businesses launched in the Spring. The FTF system became available for updating an entity's registered agent in the fall of 2018. The IT Division continues its work to eventually move all business filings onto the Fast Track system.

Two-factor authentication for IVoters

Secretary Pate's IT Division implemented two-factor authentication for access to IVoters, the state's voter registration database. This important step provides an extra layer of security for a system that is used by approximately 500 elections personnel across Iowa.

Full Staff Awareness of IT Risks

The SOS has trained 100 percent of staff on Securing the Human Information Technology awareness through the OCIO web-based training. Employee training is a critical component to securing our IT resources, with the goal of developing a culture of information security awareness.