



DEBRA BOWEN | SECRETARY OF STATE
STATE OF CALIFORNIA | ELECTIONS

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October 9, 2008

County Clerk/Registrar of Voters (CC/ROV) Memorandum #08299

TO: All County Clerks/Registrars of Voters

FR: Catherine Ingram-Kelly
Catherine Ingram-Kelly
Voter Registration, Program Manager

RE: November General: Social Security Administration Database Shutdown

The Social Security Administration will be performing their annual data center facilities maintenance this weekend. Beginning at 9:00 p.m. Friday, October 10, 2008, the SSA portion of the HAVA CalValidator system will be unavailable. SSA is scheduled to return to normal service hours on Monday, October 13, 2008.

For processing batch files on Monday, October 13, 2008, please contact:

Steven Carda steven.carda@sos.ca.gov
Jenny Chernis jenny.chernis@sos.ca.gov
Cathy Ingram-Kelly cingram-kelly@sos.ca.gov

While SSA is unavailable, CalValidator will continue to process both online and nightly batch processes through DMV, which will verify CDL/ID numbers as normal. Requests to verify SSN4s provided by registrants will fail with an error indicating a system error. Most county EMS systems will automatically resend the records that failed due to the SSA outage until they are checked successfully. Online transactions to check SSN4s that fail during the SSA outage must be manually re-entered on Monday.

The work to be performed by SSA involves their facility, not the HAVA lookup system, so SSA is confident that the system should function normally after the work is completed.

If you have any questions regarding this matter, please feel free to contact the CalVoter Helpline at (888)VOTECAL (888-868-3225).

Thank you.