



Nine balloons, by B.K. Dewey, flickr gallery, <http://www.flickr.com/photos/bdewey/5031919899/lightbox/>

News from the Center for Health Statistics exclusively for county vital records offices, registrars and their deputies

May 2012

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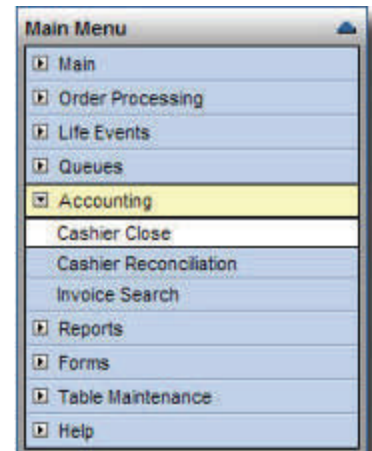
IMPORTANT ! - New Cashier Close process to start July 2nd

The Oregon Vital Event Registration System (OVERS) includes an accounting feature known as Cashier Close. Cashier Close is a revenue reconciliation tool. Completing Cashier Close makes available reports that summarize revenue transactions by payment type for each order by each OVERS user that you have set up in your county. In order to utilize these reports, Cashier Close must be run on a regular basis.

The Center for Health Statistics (CHS) is looking at implementation of an electronic ordering feature within OVERS. Implementation of this feature is dependent on regularly completing Cashier Close.

Currently the Cashier Close process cannot be done on a regular basis within OVERS because there are simply too many orders to close out in the system. When we attempt to run the Cashier Close process, the system times out, and we receive server errors. The OVERS vendor has provided CHS with a program that can be run by our system administrator to force completion of the Cashier Close process within the system. However, we can only run the program one time. Once the program runs, it will affect all orders statewide and bring all county and state accounts to a zero balance.

CHS plans to run this program on June 29th. After it runs, the



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New Cashier Close process (Continued from page 1)

Cashier Close process can be completed by state and county users without problems.

All county and state staff must begin completing Cashier Close on a regular basis starting July 2nd. Not running Cashier Close on a regular basis will eventually block state and county users from accessing and printing the revenue transaction reports that are currently available in OVERS. These reports will be very important for state and county users to maintain yearly statistics.

In order to guarantee we are all prepared to

use Cashier Close, CHS will begin offering webinar trainings in June. More information on how to sign up for the training will be sent to each county as the date approaches. Each county user will need to complete Cashier Close - daily, weekly or monthly - depending on the overall number of orders entered for your county. CHS will work with each county to help decide which timeline is best for running Cashier Close at your county.

For questions about the upcoming training, contact Kerry Lionadh, OVERS Training Coordinator by phone at 971-673-1197 or via email at Kerry.L.Lionadh@state.or.us ❖

Annual Registration of County Registrar and Deputy Registrar commissions

The Center for Health Statistics is now renewing county registrar and deputy registrar vital records commissions annually. All commissions expire December 31st of each year. You will receive new Vital Records' Commissions forms along with information on the roles and responsibilities in November. Each county registrar and deputy registrar who continues their vital records duties for the following year must complete and sign the form. New county registrars and deputy registrars who are appointed any time during the year must also complete this form. The form is available on our website at: <http://1.usa.gov/ltaFYa>

The county official who makes the appointment of a county registrar is responsible for informing the state registrar of any changes to the county registrar position. The county registrar who makes the appointment of a deputy registrar is responsible for informing the state registrar in writing when deputy registrar positions change.

It is important to notify the state immediately of any changes in deputy registrars and county registrars. If the state registrar is not notified when a county registrar or deputy registrar leave, the person will continue to have access to records through OVERS for that county office. This creates the potential for fraud.

Registrar positions must be filled at all times. Any gap between

registrars would create a lack of authority to register, issue or make amendments at the county office. Records issued during a period when no registrar is appointed are legally invalid.

When a new county registrar or deputy registrar is hired, the following is required:

- Notify the State Registrar, Jennifer A. Woodward, of the change as soon as

Records issued during a period of time when no registrar is appointed are legally invalid.

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Registration of Registrars (Continued from page 2)

possible and prior to the start date. Notification should be on official county letterhead sent by mail, fax, or attached to an email.

- The new county registrar or deputy registrar must complete, sign and mail to our office the new commission form located on our website at <http://1.usa.gov/ltaFYa>.
- If a new employee for vital records will be using the Oregon Vital Events

Registration System (OVERS), the employee needs to submit an enrollment form. An enrollment form can be obtained from the Center for Health Statistics website at <http://1.usa.gov/NamkOh>

For any questions related to changes in county vital records staff, contact Lynda Jackson at Lynda.L.Jackson@state.or.us or 971-673-1164. ❖

Want to be a superhero? Use OVERS to fight crime

The news these days is full of stories of criminals who use false identification to commit identity theft. What you may not realize is that every time you issue a vital record from Oregon Vital Events Registration System (OVERS), you become a crime fighter with just a few keystrokes.

In the state of Oregon all county offices have access to the technology that will ensure vital record security. OVERS tracks the statewide inventory of unused intaglio paper, the intaglio

paper associated with issued birth and death certificates, and the contact information of

the person who requested the certificate. In other words, every birth and death certificate order entered into OVERS creates an audit trail, enabling faster detection of fraudulent vital records.

County offices already use OVERS to track all birth certificate issuances. The reason



OVERS is used for all birth certificate orders is that you can only print the registered birth certificate by first creating an order in OVERS.

Death certificate issuance works a little differently. Unlike birth certificates, most death certificates at the county level cannot be printed from OVERS because the county receives them and issues them before they are registered in the OVERS system. Since many death certificates are not registered in OVERS at the time of county issuance, it is technically possible (but highly discouraged) for county staff to skip creating an order in OVERS for those records. This is the kryptonite to our attempt to create a perfect audit trail for all issued vital records, and to overcome it we need your help.

If every county vital records office statewide uses OVERS to enter all orders for vital records, we will have an accurate, centralized issuance history. Recording the order and intaglio paper numbers for every issued birth and death certificate will better enable us to detect fraudulent records and

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Use *OVERS* to fight crime (Continued from page 3)

help law enforcement agents catch criminals more quickly.

Notifying County Clerks of deaths to county residents

An important vital records function is to notify county clerks when deaths occur to residents, so that deceased persons can be removed from the voting rolls. Good communication between offices and accurate voting rolls builds public confidence in our government processes. Sending a file for all deaths allows the elections clerk to process the changes effectively. Individual families will not need to contact the elections clerk to stop future ballots addressed to decedents.

How are county clerks notified of the deaths?

The only authorized routine sharing of death information from the county vital records office is with the county clerk (ORS 247.570). Confirming this contact has been part of the vital records triennial review for many years.

What if the decedent dies in their county of residence?

Within five business days of receiving the death certificate, the county registrar contacts the county clerk with the name, age, date of birth, and residence address of the decedent. The full death certificate should not be shared as it contains more information than required by law and is a confidential record.

What if the decedent dies outside their county of residence but within Oregon?

The Center for Health Statistics sends a file to the Secretary of State each month of

If you are not currently recording all death certificate orders in *OVERS*, won't you join our league of superheroes today? Your cape is waiting. ❖

deaths that occurred to Oregon residents outside their county of residence. This file contains the information required to identify the decedent and the county of residence. The Secretary of State's office then shares this information with each county.

What if the person died in another state?

Each state controls how the records of events occurring in that state can be shared. Most states will share the information with another vital records office (Center for Health Statistics in Oregon) but only for the purpose of evaluating the

Removing deceased persons from the voting rolls in their county of residence is an important vital records function.

health status of the population. We will share information on Oregon residents that died in another state to the extent we can lawfully do so. Since these deaths occurred outside of the county of residence, they will be reported to the Secretary of State to share with the county clerk of the resident county.

If you have any questions about this process or the content of the notice to the county clerk, contact Karen Hampton at 971-673-1191 or by email at

Karen.R.Hampton@state.or.us. ❖

Errors on birth records - What should county staff do?

When customers order birth records in person, they may find errors and ask your help in getting them corrected at the state office. What can you do to help them? Here are two options - choose the best one depending on the circumstances:

1. Issue the certified copies of the record with the errors and release them to the customer. Explain that free replacement certificates (up to three) will be provided if the errors are corrected within a year of issuance and the original certificates are returned.

Use this option when there may not be time to get the record corrected and issued before the six month issuance period is over. Issuing the record provides the customer with the information they need to request corrections.

2. Do not issue a certified copy of the record to the customer. Instead, retain the customer's order in a pending file until the record can be corrected. Check periodically in OVERS to see if the correction has been completed and then mail the record to the customer. Use this option when record(s) are ordered shortly after birth, and there is time for the correction to be completed. If the customer is contacting our office to request the correction and the errors are complicated, it may be better for the customer to have the certificates so they know exactly what changes need to be made when they submit their request.

If you have time:

Assist the customer to obtain the correction from the state office by printing a working

copy of the birth certificate, circling all the errors and clearly marking the changes needed. Add the customer's phone number, email address, or mailing address so we can follow up when there are problems. Fax the working copy to the attention of Amanda Vega at 971-673-1201. We highly recommend that requests for corrections be faxed or mailed since our call volume is high. Phone messages frequently do not contain enough information to locate the record and do the follow up amendment request.

Amanda normally faxes correction requests to hospitals where the births



occurred. If the hospital confirms that typographical errors were made when the record was keyed, they submit an electronic correction. If the parent requests a change that is not found in the birth worksheet, Amanda requests an affidavit and in some cases an amendment fee from the parents.

Actions to avoid:

- Never release a working copy of the birth record to a customer. We do not want customers to attempt to use non-certified copies of birth records. Non-certified copies can be altered and re-photocopied. Releasing working copies creates a risk for fraud. Please remember that working copies are for internal use only.

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- Do not refund a search fee because a correction is needed. Oregon law requires that a search fee be charged for each record request. Refunds should be provided only when there is an error in screening the application for the record or when the customer decides to cancel an order prior to a search and issuance.
- Do not call and request a hospital to make a change to a birth record when the parents did not provide that information

at the time of birth. The hospital can only legally submit amendment requests that accurately reflect information provided on the birth worksheet.

If you have additional questions about assisting customers to make corrections, call or email Amanda Vega or Carol Sanders. Email addresses and phone numbers are available on the last page of the newsletter and on our web page at:

www.healthoregon.org/chs. ❖

Policy for release of veteran's copies

In accordance with Oregon Revised Statute 432.080, the state vital record's office will provide a certified copy of the veteran's death record *free of charge* upon request from the United States Department of Veterans Affairs (VA). These records need to be stamped for "veteran's use only."

A funeral home handling a deceased veteran's affairs may order a free copy of the certified death record from the state or county for use in proceedings on a claim for the veteran's benefits. County vital record offices should not provide free certificates

directly to veterans or family members of veterans. The county office may provide a free veteran's copy to the VA or the funeral home, but only for use in proceedings on veteran's benefits.

County vital record offices should not provide free certificates directly to veterans or family members

If you have questions, please contact JoAnn Jackson, registration manager at 971-673-1160 or JoAnn.Jackson@state.or.us. ❖

Policies related to Replacement Certificates

We still receive questions regarding our policy on replacement certificates. Here are the main things to remember:

- The state issues replacement certificates within one year from the date issued after birth or death records have been amended and when the original certificates are returned.
- Up to three certificates can be replaced free of charge. If four or more certificates are returned for replacement, there is a flat \$20 fee.

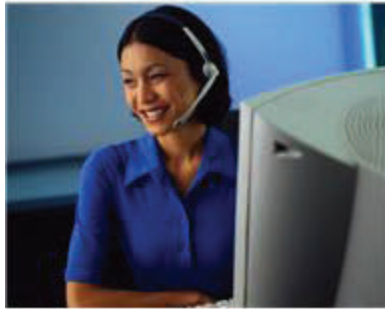
- Free veterans' certificates should not be included in the count when calculating when to charge the \$20 flat fee. The \$20 flat fee for four or more replacements is charged even if death records are returned due to medical certifier errors.

The basis for charging a replacement fee is in Oregon Revised Rules 333-011-0116 (17). ❖

Who to Call at the Center for Health Statistics

Here is a handy guide for general telephone numbers at the Center for Health Statistics:

- If a customer wants to order a vital record from another county, or for an event that occurred more than six months ago, provide our state vital records order hotline number at **971-673-1190**.
- Any questions unrelated to orders may be directed to our information line at **971-673-1180**. This is a public line, so you may share this number



with customers. You may also call this number if you do not know the direct telephone number for a specific CHS employee. If you have questions about our Oregon Vital Events Registration System (OVERS), please call our Help Desk at **971-673-0279**. We provide password resets, order assistance, training, and user sign-up, among other services. This number is not a public line and is intended only for our partners in counties, funeral homes, and medical offices. ❖

Wanted—Newsletter topics

Have a question or idea for a future newsletter article? Contact JoAnn Jackson at 971-673-1160 or JoAnn.Jackson@state.or.us. JoAnn collects ideas for articles and then shares them with the writing team.

Thank you to the contributors of this newsletter:

Carol Sanders, Ember Talent, Becki Buskirk, Karen Hampton, Tom Peterson, Patty Thompson, JoAnn Jackson, Kerry Lionadh, Lynda Jackson, Dancia Hall, Carolyn Hogg, Linda Reynolds, James Burke, Karen Rangan, and Jennifer Woodward.

Have a question? Try asking one of the helpful CHS staff listed below.

Frequent Contacts

Paternities Debbie Gott 971-673-1155	Tony Bojanowski 971-673-1143
Birth Corrections <1 year, Amanda Vega 971-673-1169 1+year, Johanna Collins 971-673-1137	Adoptions Debbie Draghia 971-673-1152 OVERS Helpdesk 971-673-0279
Death Corrections Patty Thompson 971-673-1163	
Delayed Filings Becki Buskirk 971-673-1147	
Filiations	

CHS Managers

State Registrar Jennifer Woodward 971-673-1185	OVERS Manager Karen Hampton 971-673-1191
Amendments/Certification Manager Carol Sanders 971-673-1178	Data Processing Supervisor Cynthia Roeser 971-673-0478
Statistics Manager Joyce Grant-Worley 971-673-1156	Certification Supervisor Karen Rangan 971-673-1182
Registration Manager JoAnn Jackson 971-673-1160	

The Center for Health Statistics' office is located at:

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Mailing Address: P.O. Box 14050
Portland, OR 97293-0050

Telephone: 971-673-1180

Website: <http://public.health.oregon.gov/PHD/ODPE/CHS>

OVERS website: <http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/index.aspx>

