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

July 2016

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Security Paper Contract Update

We have been working on a new certificate paper contract since October 2015. New contracting requirements have resulted in this process taking longer than expected. A new paper contract should be approved by the end of July 2016.

Since it often takes several months to receive paper after the contract is approved and an order is placed, we placed an emergency order in April for 200,000 sheets that arrived in June. This should ensure that we have enough stock to fill county orders as supplies are depleted. We want to fill requests for stock as they come in, but if there are more delays in getting a new contract or in ordering new stock under the contract, we may need to reduce the amounts shipped until we are certain that we can make supplies last.

As soon as the contract is approved, we will let counties know that large orders for stock can be placed. We will submit a new order request for all counties and the state office for enough stock to last a minimum of nine months. Counties can place larger orders if needed. After the initial order, we want to go back to a regular schedule of ordering every six months.



When you get close to running out of paper, please contact Kelly Stacey by email or you may call her at 971-673-1193 and she will provide you with a supply of paper until the new orders are shipped. ❖



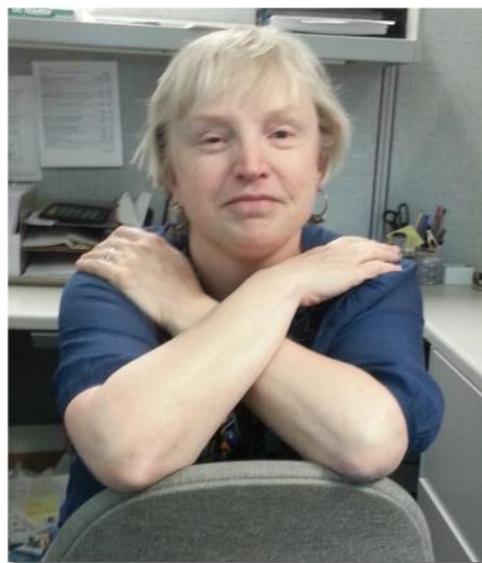
New contact person for certificate paper

Karen Wagner retired from the Oregon Center for Health Statistics on March 29, 2016. Karen worked for the state for eight years, helping our county partners and customers achieve their goals and commitments.

Kelly Stacey is the new contact for county staff for voiding certificate paper, ordering certificate paper, correcting assigned security paper numbers, and for general questions.

Please update your contact list to include Kelly's contact information. She can be reached at 971-673-1193 or via email at

kelly.a.stacey@state.or.us. ❖



What paperwork needs to be completed to appoint or remove a County or Deputy Registrar?

This is a question we are asked weekly by county vital records staff. Since there seems to be some misunderstanding about what paperwork is needed, we have prepared a handy matrix for you.

	Letter to State Registrar on County letterhead	Vital Records Commission form	OVERS enrollment form
Appointing new County Registrar	From official in County appointing County Registrar. Include name of new Registrar and effective date.	Yes	Yes
Appointing new Deputy Registrar	From County Registrar. Include name of Deputy and effective date.	Yes	Yes
Removing County Registrar	From County official/supervisor of County Registrar. Include name, effective date and name of new County Registrar.	No	No
Removing Deputy Registrar	From County Registrar. Include name Deputy and effective date.	No	No

Things to remember when appointing or removing County and Deputy Registrars:

- The County Registrar position must be

filled at all times. If the County Registrar's position is not filled for any period of time, county staff cannot

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Appoint or remove a registrar (Continued from page 2)

register, issue or amend records at the county office during that time period. If records are issued during a period of time when no registrar is appointed, those records are **legally invalid**.

- A County Registrar can't appoint himself or herself as County Registrar. There must be a county official who is responsible for **appointing the County Registrar**. For example, the County Public Health Director or the County Registrar's supervisor may appoint the County Registrar. The county official who appoints the County Registrar is responsible for informing the State Registrar of any changes to the County Registrar position. This notification should be provided as soon as a change is expected.
- The County Registrar is the only county employee who can appoint a Deputy Registrar. The County Registrar is also the only county employee who can notify the State Registrar of Deputy Registrar appointments and removals. This notification must be made as soon as the change is expected. If the state office is not notified when the Deputy Registrar leaves office, he or she will continue to have access to records for that county office, creating a **potential for fraud**.
- County Registrars and Deputies are not able to fulfill their duties until their commission request has been approved by the State Registrar and they have been enrolled in the OVERS system. **Only** commissioned county staff may register or issue vital records.

Remember we have resources available for training, which include:

- Registrar and Deputy Registrar training webinars on our website at <http://1.usa.gov/1sMZyaV>
- County Newsletters; <http://1.usa.gov/1UhLs7t>
- OVERS user guide at: <http://1.usa.gov/MwFD9W>; and
- Contacting our OVERS training coordinator at (971) 673-1197 or by email at: krystalyn.salyer@state.or.us
- Our office staff are creating a new information page on our website just for county vital records staff. This information is located at <http://bit.ly/ORcountyVR>

We are always here to answer any questions for you. Do not hesitate to call Lynda Jackson at 971-673-1164 or by email at Lynda.L.Jackson@state.or.us. ❖

Oregon Health <small>Authority</small>		PUBLIC HEALTH DIVISION CENTER FOR HEALTH STATISTICS VITAL RECORDS COMMISSIONS FOR COUNTY REGISTRAR AND DEPUTY REGISTRAR	
County: _____			
Official Entity name: _____			
Name: _____			
	(First)		(Last)
Title: (Mark one)	Registrar <input type="checkbox"/>	Deputy Registrar <input type="checkbox"/>	Lead Deputy Registrar <input type="checkbox"/>
Direct Business Telephone #:	Ext. _____	Fax#:	_____
E-Mail Address: _____			
Physical Address: _____			
City:	State:	Zip code:	_____
Mailing Address (if different): _____			
City:	State:	Zip code:	_____
I have read and understand the duties attached:			
Printed name	Signature	Date	
County Registrar's approval for Lead Deputy Registrars and Deputy Registrars			
Printed name of County Registrar	Signature	Date	
STATE VITAL RECORDS USE ONLY			
Approved by State Registrar on:	Date	Jennifer A. Woodward, State Registrar	
Commission expires on: _____			

Update to OVERS services

During the recent vital records fees update, we noticed that there were some inconsistencies that need to be cleaned up, as well as some updates that needed to be implemented to county vital records services. We plan to begin this process soon. Once the process is complete, all counties will have a consistent list of vital records services.

Some services will be deleted and some services will be renamed for better clarity. For example, “Birth CC Long” will be removed, as it now refers to a copy of the microfilmed paper birth record that is issued on security paper. The service is only provided at the state office and there is a higher fee for these certificates. The “Birth CC Short” will be renamed to “Birth CC Electronic,” since this is a clearer description of this electronic record that includes full legal information.

Below is a list of the deleted services no longer applicable to the county:

- Fax Copy Long Birth;
- Birth CC Long;

Continuity of operations plans

Vital records and statistics activities have been determined by the Public Health Division to be mission critical. Therefore, the Center for Health Statistics must have a comprehensive continuity of operations plan. This is a plan we have developed over the years to determine what our expectations are during times of limited staff, limited access to the building, power outage, and other potentially disruptive situations. While some organizations think of continuity of operations plans (or COOP) only in relation to emergencies, a COOP can provide clarity and direction in many less

- Death Correction No Fee;
- Fax Copy Long Death; and
- Fax Copy Short Death.

The services that will be renamed for better clarity are:

- “Birth CC Short” will be renamed to “Birth CC Electronic”;
- “Death Replace CC No Fee” will be renamed to “Death Replace CC Long No Fee”;
- “Death Replace CC with Fee” will be renamed to “Death Replace CC Long with Fee”; and
- “Veteran’s Death CC” will be renamed to “Veteran’s Death CC Long”.

We will be sending out several reminders prior to the update to OVERS services. If you have any questions, please contact Kelly Stacey at 971-673-1193 or kelly.a.stacey@state.or.us. You can also contact Karen Rangan at 971-673-1182 or at karen.l.rangan@state.or.us. Thank you!
❖

intensive situations, including a flood, snowstorm or influenza epidemic.

Should counties have a written continuity of operations plan?

Every county that has cross-training, back-up plans or has ever asked “what do we do if . . .” has an informal business continuity plan. The advantage of a written continuity of operations plan is that the people who have the answers do not have to be available for others to know what the plan is.

We encourage registrars and deputy

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Continuity of operations plans (Continued from page 4)

registrars in each county to start thinking about a business continuity plan. If you already have one, that is great! Do not forget to treat it as a living document. “Living” documents do not have to be final to be useful; and, living documents are never final. Even after completed, periodic reviews and updates should occur as staff, technology, locations and basic needs change.

“The advantage of a written continuity of operations plan is that the people who have the answers do not have to be available for others to know what the plan is.”

The components of our plan

The broad purpose is to describe and plan how we will do our work in situations that are other than standard. Several considerations must be addressed, but all fall into the basic “when, who, where, what, and how” categories.

- When will the plan be implemented (under what circumstance)?
- Who are the essential personnel to make the plan happen? This is not always the highest ranking staff.
- Where can business occur (standard location or alternate)?
- What minimal business activities are considered essential?
- How can these minimal business activities occur (e.g., knowledge, equipment and other supplies)?

These answers change with different situations, so a COOP should allow variations to meet the actual situation at hand. Fortunately, many of the considerations and some of the solutions are

the same, so a template of needs can be created and reused for a variety of situations.

We will be sharing more of our COOP in a future county webinar. It is important to note that we do not plan to accomplish all of our daily work under the COOP. While everything we do is important, and not doing something will negatively affect our partners and customers in the short run, it is impractical to plan to accomplish the same amount of work in the same amount of time with severe limitations in staff and/or other resources.

Some issues we are considering include:

- Communication with our staff to assess their safety and availability;
- Access to security paper if we are unable to enter our building;
- Communication with the public and our partners about where to find us;
- Availability of staff, considering transportation and other demands on their attention (family, for example); and, of course,
- Access to power and the internet.

For situations that require moving our office a substantial distance (such as a severe earthquake), we must think about how staff are going to get there; once there, where they will sleep; whether it will be close enough to walk back and forth to the temporary office or transportation is needed; how long we will need to be away; and more. We will likely reach out to some of you for alternatives and advice on locations, equipment, secure housing of supplies near alternate sites, and other needs. Although the geographic area of each county is smaller than the state as a whole, many of

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Continuity of operations plans (Continued from page 5)

the other considerations are the same.

Our next steps

We will continue to work on our COOP, filling in gaps, adding new possible situations, updating staff availability, and finding dozens of other issues to address. Our next county webinar will be an initial discussion on continuity of operations in vital records offices and will include information on the analysis of vital records.

We will provide a template on our county

web page for your use. We are not requiring each county have a continuity of operations plan at this time, but we do want to assist those of you who have, or are starting to develop, a plan.

Jennifer Woodward is available to provide additional information and answer questions on this topic (Jennifer.A.Woodward@state.or.us or 971-673-1185.) ❖

New county webpage available — It is a great tool

Online resources for county vital records offices are now available in one easy location: <http://bit.ly/ORcountyVR>. This new landing page brings together forms, information, and training materials from across the Center for Health Statistics (CHS) website for your convenience.

For the first time on the web, this site provides our County Registrar and Deputy Registrar Vital Records Commissions form as a downloadable PDF. It can be found in the “Information for New Vital Records Staff” section, along with

Upcoming webinars

After a hiatus due to staff turnover and other pressing needs (such as the fee increase), the Center for Health Statistics is happy to announce the return of quarterly webinars about vital records. Our most recent county webinar was about the topic of issuing vital records and was broken into two parts. Part one covered the laws and policies relating to

instructions for gaining access to the Oregon Vital Events Registration System (OVERS) and our system user guides.

Other resources now compiled here include our current fees, contact information for CHS staff, frequently asked questions, triennial-review materials, and our webinar schedule and archive.

If there are other resources you would like to see shared on this page, please feel free to contact Carolyn Hogg at carolyn.hogg@state.or.us. ❖



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issuing vital records and part two was an OVERS demonstration. We had the opportunity to use our new webinar software, Adobe Connect, and we feel that, overall, it was a success.

The webinars that the Center for Health Statistics hosts are specific to our county staff

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Upcoming webinars (Continued from page 6)

partners, and we will continue holding these sessions on a quarterly basis. We understand how important it is to communicate with our partners and address common questions, scenarios, and issues you are seeing. Our next topic will focus on vital records statistics and business continuity. What other topic(s) would you like to see covered in the future?

Our county webpage is a resource for a schedule of



upcoming webinars, as well as a list of our past webinars and links to download the PowerPoint presentations that were covered. The direct link is: [http://](http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/Pages/countytraining.aspx)

public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/Pages/countytraining.aspx. If you have any topics you want to see covered or any feedback to provide from the last webinar, please feel free to contact Krystalyn Salyer, OVERS Trainer, at 971-673-1197 or krystalyn.salyer@state.or.us.



Attention all Registrars and Deputy Registrars

We recently discovered that we had never received certain records that were thought to have been sent to the Center for Health Statistics. This naturally created a big problem.

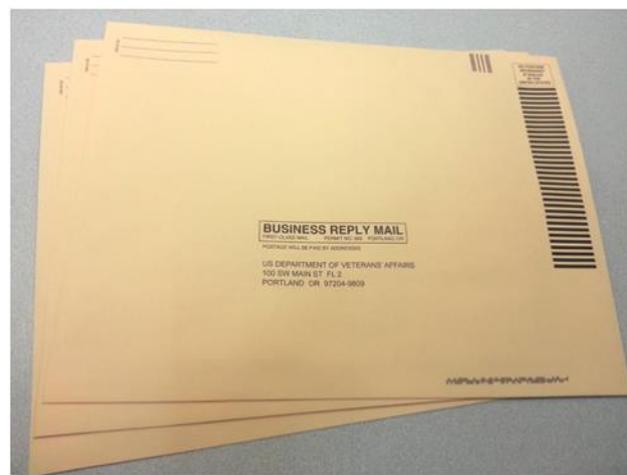
The 9" x 12" "Oregon Health Authority" business-reply mail envelopes typically contain vital records; birth, death, marriage, divorce, domestic partnerships, dissolution of domestic partnerships, and induced termination of pregnancy records.

The 9" x 12" "US Department of Veterans' Affairs" business-reply mail envelopes are used to send Applications for Veteran's Affairs burial benefits and contain certified records for veteran use only.

Unfortunately, the Veterans' Affairs envelopes (manila) and OHA (manila) business-reply envelopes look very similar, aside from the Oregon Health Authority listing a PO Box mailing address and the

US Department of Veterans' Affairs listing a physical mailing address. Please pay close attention when using these envelopes to ensure that the right documents are sent to the right place.

For more information, contact JoAnn Jackson at joann.jackson@state.or.us or at 971-673-1160. ❖



Wanted—Newsletter topics

Have a question or idea for a future newsletter article? Contact Judy Shioishi at 971-673-1166 or judy.shioishi@state.or.us. Judy collects ideas for articles and shares them with the writing team.

Thank you to the contributors of this newsletter: Carol Sanders, Jamie Gould, Karen Rangan, Lynda Jackson, JoAnn Jackson, Karen Cooper, Melissa Alarcon-Evans, Karen Hampton, Heidi Murphy, Carolyn Hogg, Krystalyn Salyer, Jill Janisse, Kelly Stacey, Jennifer Woodward, Cynthia Roeser, Judy Shioishi, Barbara Price, Linda Reynolds, Rosie Alvarado.

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Portland, OR 97293-0050

General information: 971-673-1190
Order vital records: 1-888-896-4988

Website:

[http://
public.health.oregon.gov/
BirthDeathCertificates](http://public.health.oregon.gov/BirthDeathCertificates)

OVERS website:

<http://healthoregon.org/overs>

