

Welcome!



# **County Vital Records Issuance: Part 1**

Public Health Division  
Center for Public Health Practice  
Center for Health Statistics

April/May 2016



Selling / Issuance

Today's  
Presenter

**Karen Rangan**

State Certification Supervisor



**Choose 2<sup>nd</sup>  
option to  
Dial-In**

**Join Audio Conference**

This meeting's audio conference was successfully started.  
How would you like to join the meeting's audio conference?

Dial-out [Receive a call from the meeting]

Dial-in to the Audio Conference via Phone

**Dial telephone number:**  
Toll access number (Toll): 1 (630) 424-8428  
Toll free access number (Toll Free): 1 (866) 377-3315

**Enter the following details when prompted:**  
Participant pin code: 7909824  
Moderator pin code: 1873059

**Once joined to the audio, identify yourself:**  
Press 998494# on your phone.

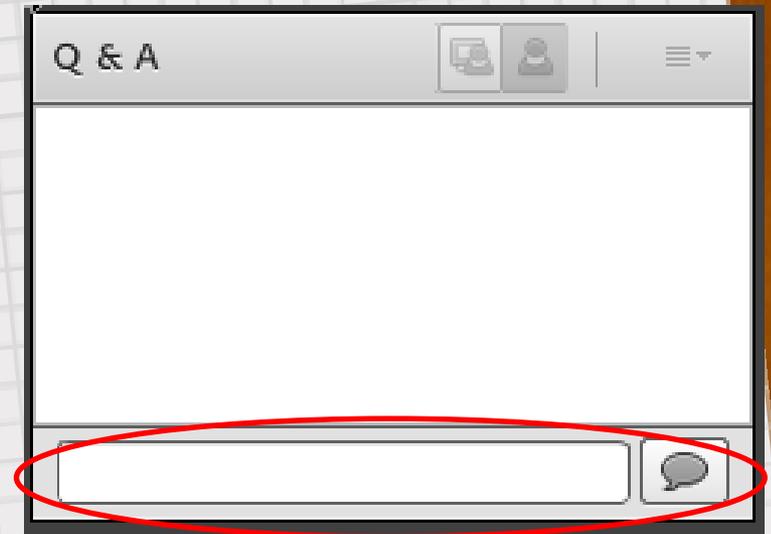
[More dial-in information...](#)

Using Microphone (Computer/Device)

Done Listen Only

## How we will communicate

1. **Speak:** when phones unmuted
2. **Q & A:** when we take a break for a discussion, you can use this feature to ask questions



Selling / Issuance



Vital Records  
Processes

# Today's Agenda

1. Eligibility to order a record
2. ID requirements
3. Fees and refunds
4. Ordering replacements
5. Policy for release of  
veteran's copies
6. Handling Problem Orders
7. Tips and Resources



# Today's Agenda

## ISSUING VITAL RECORDS

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# Birth records

## Eligibility to order

- Mother
- Father or 2<sup>nd</sup> parent, **if listed on record**
- Step-parent, **if married to a parent listed on the birth record and child is under age 18**
- Registered domestic partner **of the mother**
- Grandmother/Grandfather - **as long as their child is listed on the record**
- Sister/Brother, **age 18 or older**

Who can order a birth certificate?

ORS 432.380(2)(C)(B)(ii)

# Birth records

## Eligibility to order

- Legal representative - with documentation of who they represent and why they are ordering
- Government agencies - with documentation and why they are ordering
- Legal Guardian - with documentation of legal guardianship paperwork
- Non-eligible person with a notarized permission note from an eligible person

Who can order a birth certificate?

ORS 432.380(2)(C)(B)(ii)

# Death records

## Eligibility to order

- Current husband/wife/spouse
- Parent
- Grandparent
- Grandchild
- Brother/Sister
- Registered domestic partner
- Legal guardian

Who can order a death certificate?

ORS 432.380



# Death records

## Eligibility to order

- Government agency
- Legal representative of an immediate family member
- An agency or person who demonstrates a personal or property right reason
- Non-eligible person with a notarized permission note from an eligible person

Who can order a death certificate?

ORS 432.380

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# ID Requirements

1. Current, valid Oregon driver's license, permit, or ID card.
2. Current, valid passport.
3. Current, valid out-of-state driver's license or ID card.
4. Current student ID card with name and picture (high school students only).

ONE of  
the  
following



## ID Requirements

**Any ONE of the following documents, plus ONE MORE document from the next slide showing a current address:**

1. Armed Services ID card.
2. Selective service card or military discharge paper
3. U.S. Alien registration card with picture.
4. U.S. Immigration or naturalization papers.
5. Tribal membership or ID card with picture
6. Concealed hand gun license with picture.
7. Matrícula Consular Card with photo and address

or...

## ID Requirements

**Any THREE of the following documents, as long as one shows a current address:**

1. Official papers issued by courts with name and date of birth
2. Official Corrections Department or parole papers
3. Vehicle registration or title
4. Personalized check, or savings account statement
5. Pistol or firearms permit
6. State hunting or fishing license
7. Utility or other bill with current address – dated within last 30 days
8. Paycheck stub or paycheck – dated within the last 30 days
9. Company identification card
10. Voter registration card issued by a county elections department
11. Valid food stamp, welfare, or unemployment identification (current year)
12. Medical or hospital card of identification
13. Tax statements - W-2 forms, etc. (current year)
14. Auto insurance policy (current year)
15. Union membership card

<http://public.health.oregon.gov/BirthDeathCertificates/GetVitalRecords/Documents/iddocs.pdf>



P.O. Box 4438  
Portland, OR 97208-4438

Please detach and return this portion with your payment.

Please indicate change of mailing or email address on back.

To redeem a PGE gift card, see back.

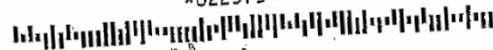
0912

0000-0000-000000
Account Number

Due Date: 03/31/16

Amount Due: \$ 97.23

\*022375



Customer Name  
Address  
PORTLAND OR 97233-5855

PGE

125000041332305980305000



R0022519 Page 1 of 2

Please indicate amount paid below

\$



### OREGON INSURANCE CARD

INSURED	DAVENPORT, JILL	MUTL VOL
POLICY NUMBER	114 7052-F23-37A	EFFECTIVE
YR 1986	MAKE TOYOTA	DEC 23 2015 TO JUN 23 2016
MODEL 1/2 T	VIN JT4RN50R3G0180833	
AGENT	GREGG HOTTMANN INS FIN SVC INC	9AF3-AA1
PHONE	(503)554-1200	NAIC 25178

- A BODILY INJURY/PROPERTY DAMAGE LIABILITY
- P1 PERSONAL INJURY PROTECTION
- D 250 DEDUCT COMPREHENSIVE
- U1

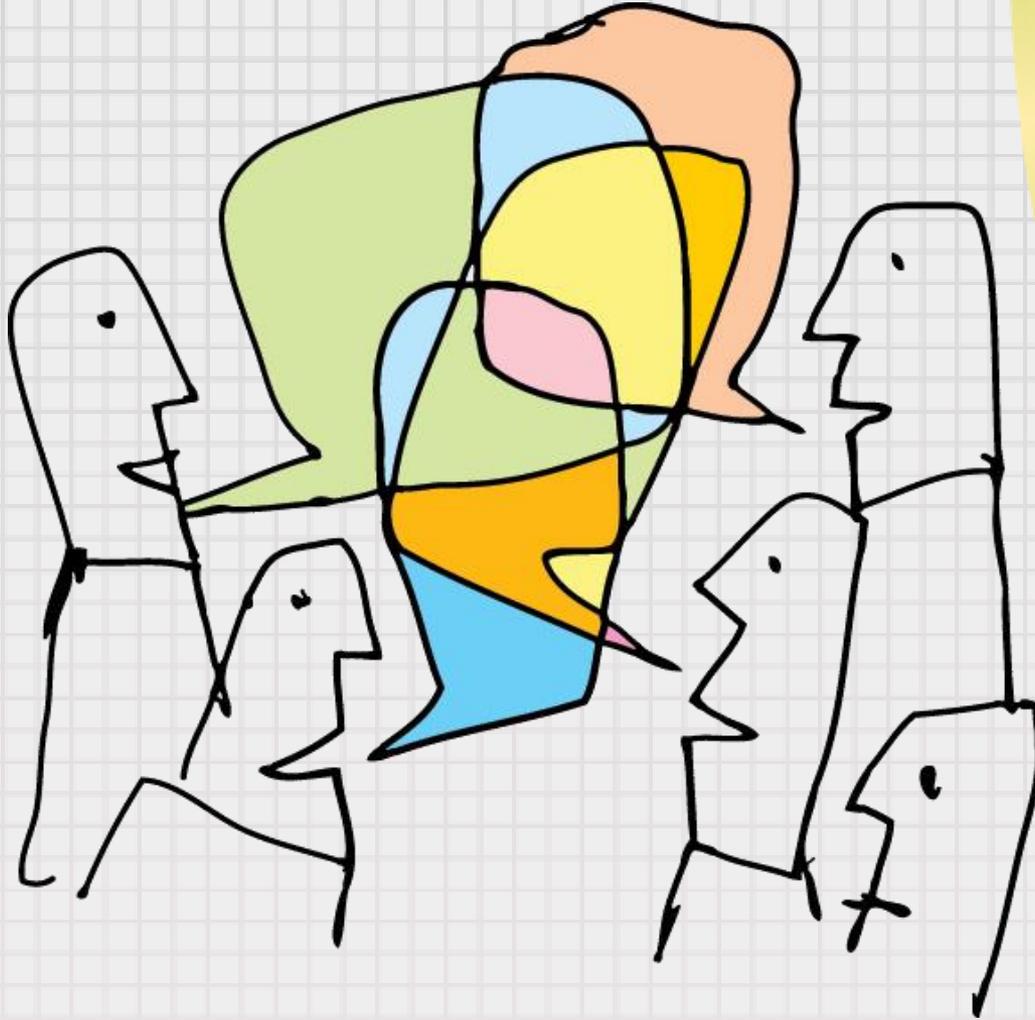
SEE REVERSE SIDE FOR ADDITIONAL COVERAGE INFORMATION

Acceptable proofs of identity



Eligibility to order a record  
ID Requirements

## Time to Discuss



Chat

Discuss

Ask Questions

# Today's Agenda

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Fees are collected to pay for the search for the record, whether or not a record is found.

Services	New Fee 1/1/2016	Fee Collected By:
Birth Certificates - First Copy	\$25.00	County & State
- - Each Additional Copy	\$20.00	County & State
Death Certificates - First Copy	\$25.00	County & State
- - Each Additional Copy	\$20.00	County & State
Amendment Fee	\$35.00	State Only
Certificate Replacement Fee	\$5/per replacement	County & State
Verification Fee (after 5 free verifications)	\$10/first 5 for free	State Only
Certified Copy of Birth Record requested as image (no discounts for additional copies)	\$30 each	State Only
Amendment Expedite Fee - by arrangement - for amendment within 3 work days	\$30 each	State Only

Printable version of this list located at <http://public.health.Oregon.gov/BirthDeathCertificates/Documents/fees/2016-county-fee-schedule.pdf>

To refund, or not to refund?

Fees  
and  
Sales

OAR 333-011-0340

- No refunds are issued after the record search has been completed.
- Do not refund a search fee because a correction is needed.



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Birth

## Replacements

- **ONE** free replacement certificate
- **\$5** for each additional replacement certificate

Only one  
free  
replacement

Check issuance history in OVERS to check if the one free replacement has been issued.

### Issuance History

Order Number: 20160400010

Service Name	Security Paper Number	Tracking Number	Date Printed	Shipped Date	Date Completed	Date Voided	User	Issuing Office	Delivery Date	
State Birth CC Short	00003318396		APR-07- 2016 02:53 PM		APR-07-2016 02:56 PM		County Skeleton Key	Multnomah County Vital Records		<a href="#">Edit</a>

Return

Birth

## Replacements

- Issue replacements only after original certificates are returned.
- If the customer cannot return certificates, a new order and fee is needed.

Original document must be returned for a replacement



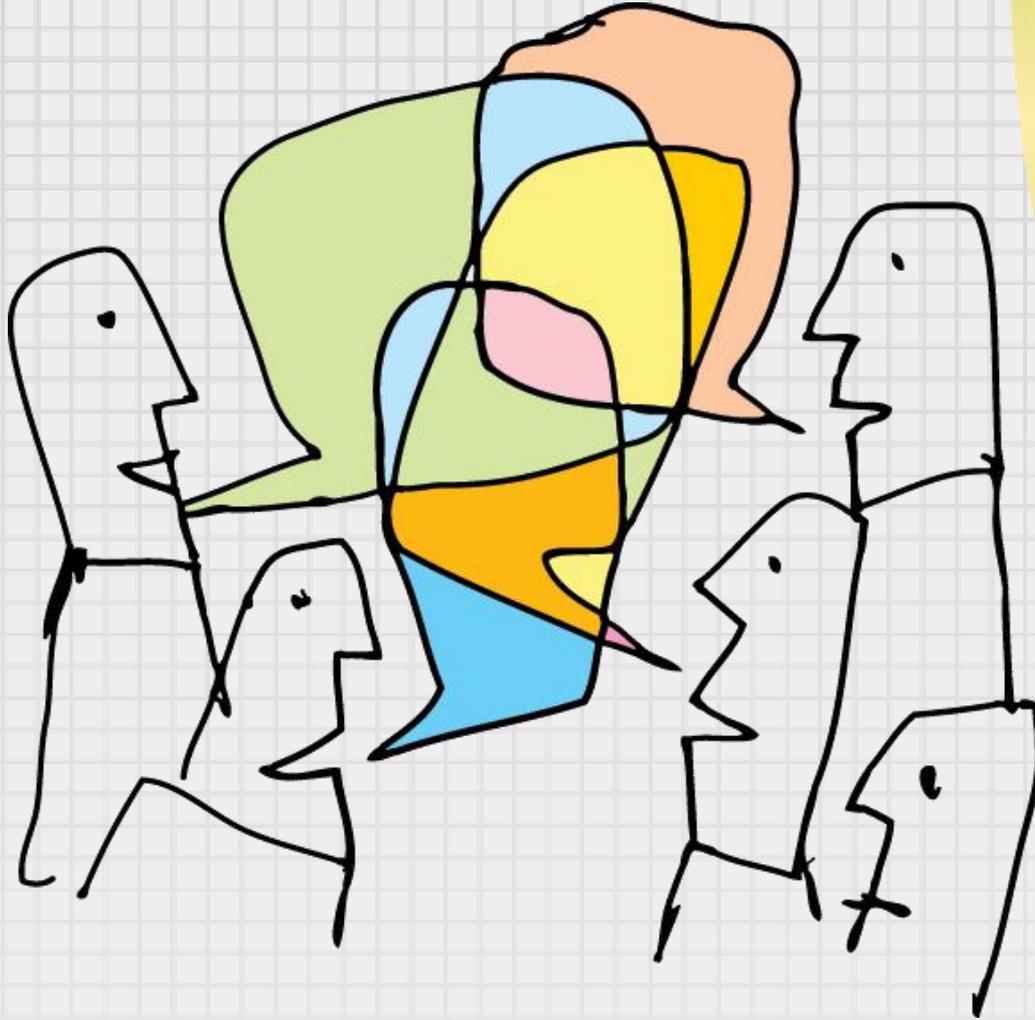


Only up to 6  
months from  
the event

## Note:

- No free exchange of long for short or short for long certificates unless an amendment been done.
- Counties can issue replacements for up to 6 months from the date of event.

# Time to Discuss



Chat

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## Policy for release of Veteran's copies

- In accordance with ORS 432.080, send up to 2 death certificates for a veteran to Veterans Affairs offices.
- Stamp the certificate “Veteran’s Claim Use Only”.
- Funeral homes do not receive free VA certificates
- County vital record offices should not provide free certificates directly to veterans or family members.

### ORS 432.080



Please Note

**The postage-  
paid envelopes  
we provide to  
counties are for  
Veteran's  
Use Only**

Mail to United States  
Department of Veterans' Affairs



The order form to request more envelopes  
is located here:

<http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/Documents/45-43.pdf>

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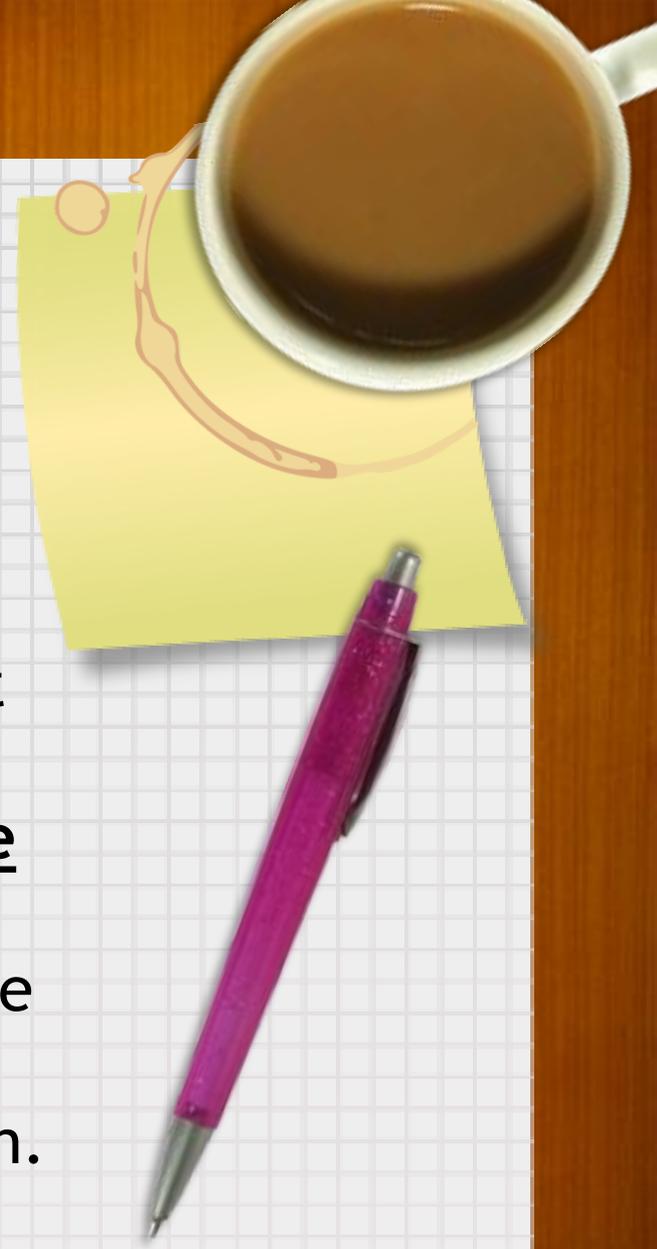


## Handling Problem Orders

- Accept the order and the fee.
- Mark the order form to show the wrong information on the record.
- Do not give the customer a working copy of the record (for internal use only)
- If needed, give the parents a copy of the order form.

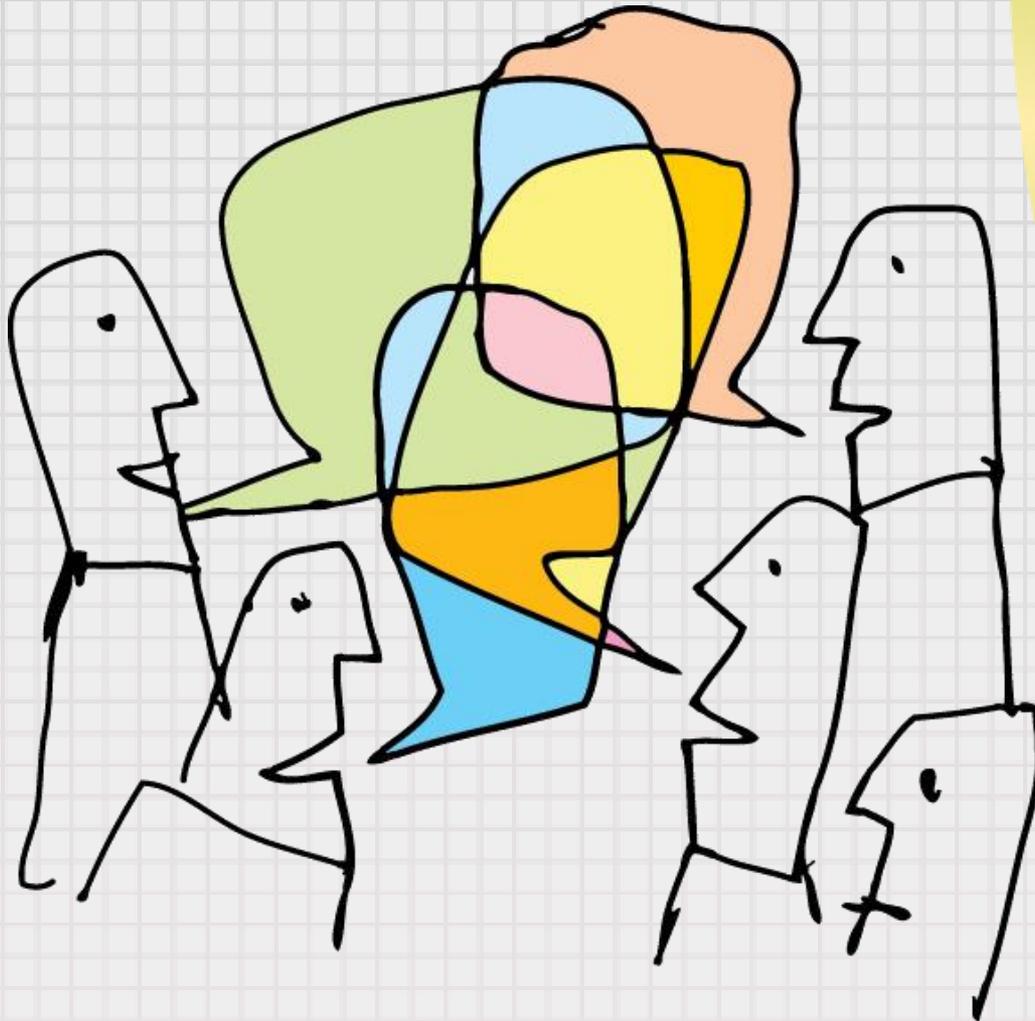
## Example:

Customer comes up to our counter and places an order. We process the order and find a discrepancy. We ask the customer to verify the information that they provided to us. Do not verify any information on the record prior to the customer placing an order. Do not verify information on the record if there is a discrepancy. The customer **MUST** provide to you the accurate information.



Releasing Veteran's Copies  
Verification Requests

## Time to Discuss



Chat

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Ask Questions

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Check the status

/Order Valid/Completed

### Order Summary

Source: Counter  
Received Date: APR-07-2016

ProCheck / ProID Status:  
Fee Effective Date: APR-07-2016

#### Applicant Information

Name: Mom Example  
Address: 111 1st Street S  
Portland, Oregon 97232  
Attention: Mom Example  
Phone: (555) 555-5555  
Email:

#### Payment Information

Type	Amount	User
Cash	\$25.00	County Skeleton Key
<b>Paid:</b>	\$25.00	
<b>Due:</b>	\$25.00	
<b>Balance:</b>	\$0.00	

#### Event Requested

Event Type: Birth Correspondence Work Order Amend Receipt Mailing Envelope Mailing Label  
Relation: Mother  
Relocate File Number:  
Conversion Locate Number:  
Status: /Legal Valid/Medical Valid/Certified/Not Registered/Registration Approval Required - AOP/AOP Pending  
Amendments:  
Comments:

#### Matched Events

Registrant	Match	Total Number of Issuances	Date of Last Issuance
Child Example	Yes	1	APR-07-2016 02:53 PM

#### Services

Service Name	Quantity	Priority	Delivery	Fee
Birth CC Short 	1	Regular	COUNTER	\$25.00 Issue

[New Order](#) [Copy to New](#) [Validate Order](#) [Void](#) [Issuance History](#)

[Previous](#) [Return](#)

/Legal Valid/Medical Valid/Certified/Not Registered/Registration Approval Required - AOP/AOP Pending

## Important Tips

### Statuses

<b>Registration Approval Required</b>	Do not issue. The State's Registration approval is required.
<b>Not Registered</b>	Do not issue. Has not yet been registered in OVERS.
<b>Missing Child</b>	Child may be missing. Contact the State before issuing. - Carol Sanders (971) 673-1178
<b>Deceased</b>	Child's birth record has been matched to a death record. Stamp birth record with Deceased stamp.
<b>Do not issue</b>	Contact the State before issuing. - Carol Sanders (971) 673-1178
<b>Fraudulent Activity</b>	Contact the State before issuing. - Carol Sanders (971) 673-1178
<b>Monies owed</b>	Money is owed to the State for this record. Contact the State before issuing. - Carol Sanders (971) 673-1178
<b>Legal Action</b>	Contact the State before issuing. - Carol Sanders (971) 673-1178
<b>Probable Birth Death match</b>	Infant may be deceased. Contact the State Registration Unit before issuing. If confirmed stamp the record "deceased".
<b>Hold</b>	State has placed a hold on the record. Contact the State for details. - Carol Sanders (971) 673-1178
<b>AOP Pending</b>	Acknowledgement of Paternity has not been established. Record, do not issue

Take a closer look before you issue



# *Kelly Stacey*

- When security paper should be voided, send an e-mail to Kelly listing the voided paper numbers.
  - Security paper needs to be voided when a customer is returning the original for replacement, and when it gets ruined or destroyed in the printing process.
- Don't forget to shred the original certificates issued which have now been replaced.

*Contact info:*

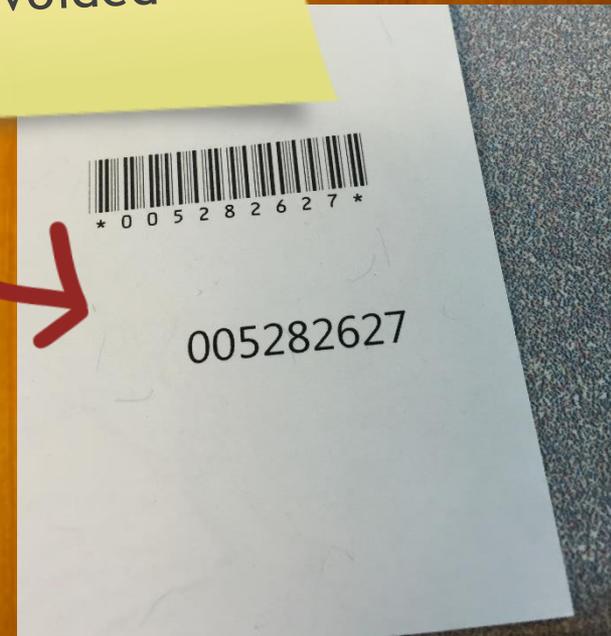
[KELLY.A.STACEY@state.or.us](mailto:KELLY.A.STACEY@state.or.us)

**971-673-1193**

Resources

**For security paper questions**

Send security paper numbers that need to be voided



- Maintain physical security of the certificate paper.
- Part of Triennial Review criteria
- Contact Kelly by phone or email with questions about security paper

*Contact info:*

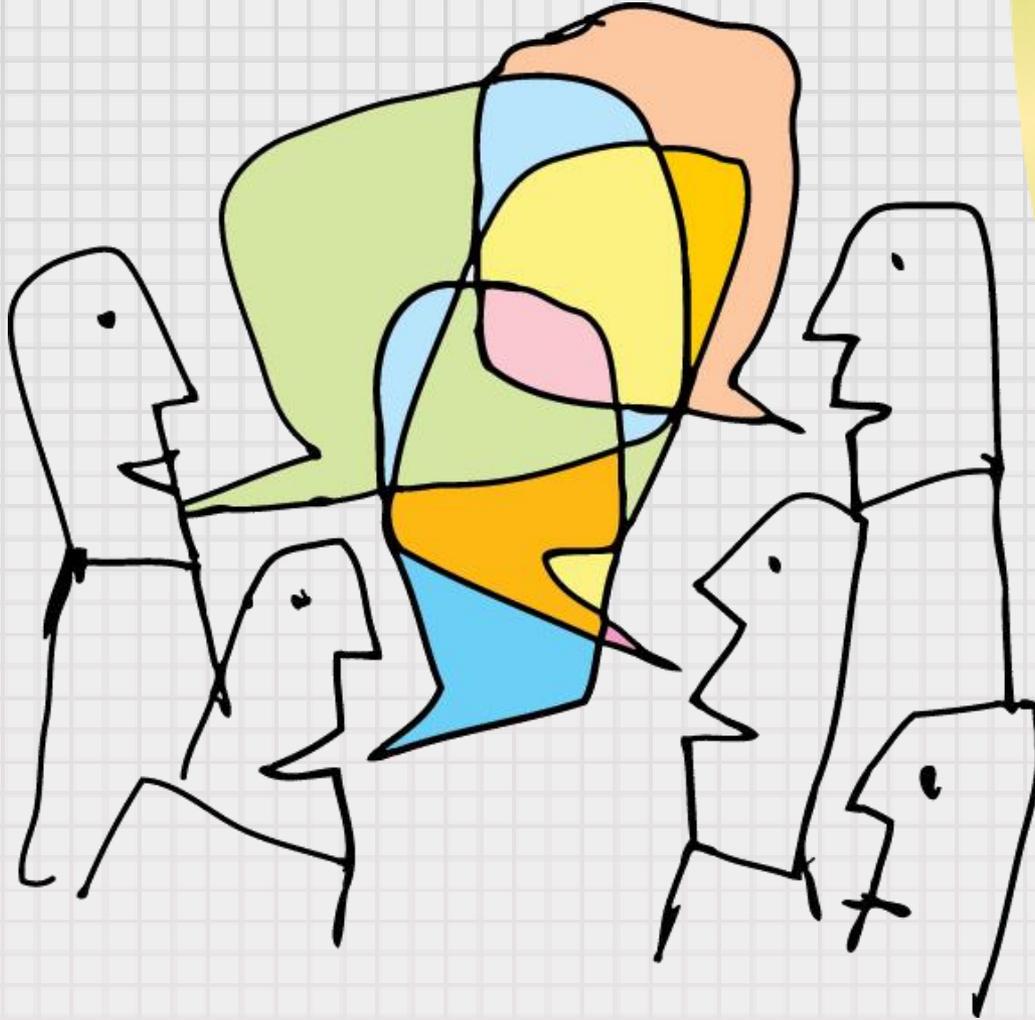
[KELLY.A.STACEY@state.or.us](mailto:KELLY.A.STACEY@state.or.us)

**971-673-1193**

## *Storing Security Paper*



# Time to Discuss



Chat

Discuss

Ask Questions

**Thank You !**

**My contact information:**

**Karen Rangan, State Certification Supervisor**

**971-673-1182**

**[KAREN.L.RANGAN@state.or.us](mailto:KAREN.L.RANGAN@state.or.us)**