



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

November 2010

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**Archived articles:**

<http://www.oregon.gov/DHS/ph/chs/registration>

**The Oregon Health Authority has arrived**

In this edition, you may notice our new Oregon Health Authority (OHA) logo. The State of Oregon Department of Human Services (DHS) is transitioning into two separate agencies, DHS and the OHA. This transition is taking place gradually and will be completed by July 2011.

The Center for Health Statistics, under the Oregon Public Health Division, will now be part of the Oregon Health Authority (OHA). OHA was created by the 2009 Oregon legislature to bring most health-related programs in the state, such as the Public Health Division, Addictions and Mental Health Division, Division of Medical Assistance Programs and the Public Employees Benefits Board, into a single agency.

The changes will not disrupt our relationship with our county partners or our services to clients. To learn more about the OHA, visit [www.oregon.gov/OHA](http://www.oregon.gov/OHA) ❖

**Contact the State first for amendments**

In the past, some County Vital Records’ offices and parents have contacted hospitals directly to ask birth clerks to make changes to a birth record. In some instances, the birth clerk has felt pressured to make these changes even when the hospital has not made a mistake.

Therefore, we ask you, our partners at County offices, to always refer parents directly to the State Vital Records Office for assistance when a correction is needed on the birth certificate. Our office will then work with the hospital. Please do not contact the hospital or encourage parents to contact the hospital.

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Contact State first (Continued from page 1)

We must ensure that hospitals *only* make changes to the birth certificate when those changes are indicated by the birth worksheet that was completed by the family at the time of the birth.

Please refer parents wishing to amend a record to Amanda Vega (one of our birth

amendment registration specialists). She can be reached by phone at 971-673-1169 or by email at [Amanda.L.Vega@state.or.us](mailto:Amanda.L.Vega@state.or.us). Thank you for helping to protect the integrity of these essential records. ❖



## Security paper format changing statewide

The Center for Health Statistics is changing the format of the security paper used for all vital records issued in the State of Oregon. With the next order of intaglio bank note paper in December 2010, County Registrars' signatures will be replaced by the State Registrar's signature and the State seal will replace the County seal. This new paper will be used by both local and State offices and each county will still have paper with a specific number series assigned to them.

*With the next order of intaglio bank note paper in December 2010, the format of the security paper is changing.*

There are a number of advantages to making this change.

- Ordering paper will be simplified. Counties will only need to order a specific number of sheets.
- Ordering will be faster. Counties won't need to provide seals and signature cards. Costs will be lower: We will save \$4.03 on every 1000 sheets ordered by changing the format to one signature.

- We avoid the necessity of shredding leftover paper when county registrars leave unexpectedly. If necessary, counties may order small amounts of additional paper stock from the state office when needed between larger orders.
- We ensure all certificates will be accepted by the Secretary of State's office for the issuance of apostille or other certifying documents.
- We move closer to the recommended national security standards of one format for the issuance of birth records for each state.

The Center for Health Statistics still needs each county office to:

- Maintain records of paper usage and order an appropriate amount every six months. We have very limited storage space to stock paper for large emergency orders.
- Enter orders in OVERS promptly so certificates can be easily located by searching for the record by the tracking number.

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*Security paper format changes (Continued from page 2)*

- Use up your current stock of paper with your County Registrar's name until it is gone or your County Registrar changes.

If you have questions about this change, please call Carol Sanders at 971-673-1178. ❖

**C**ounty Registrars' signatures will be replaced by the State Registrar's signature and the State seal will replace the County seal.

## **A reminder: maintaining your security paper inventory**

Dancia Hall is the State office contact person for your security paper needs. When you need to add or void sheets of intaglio paper, send Dancia an email listing the paper number(s) along with a brief description of what you need her to do. Email intaglio paper numbers that need to be voided to Dancia as often as possible, preferably on a weekly basis.

When a new shipment of intaglio paper arrives to your office send an email to Dancia. She will enter the new intaglio paper numbers for your county into the Oregon Vital Events Registration System. Dancia will send you an email confirming when a request has been completed.

Dancia's email address is [dancia.o.hall@state.or.us](mailto:dancia.o.hall@state.or.us). ❖

## **OVERS update – notification messages for county staff**

One of the features available in OVERS is an automatic messaging system that notifies you when changes are made to vital records orders you created in OVERS. A few months ago, the State OVERS team disabled the messaging service for county users because we discovered that an excessive number of messages were being sent related to each order. We are happy to

report that this issue has been corrected and county users will start receiving messages again soon!

The State OVERS team is now working to return messaging to each county user's profile. This means you should soon start seeing your system messages again. ❖

## **OVERS technical tip – adding new services to old orders**

When a County User receives a new order they should not return to a previous order to add new services for the same applicant.

In the past, the order

*It is important that you do not add additional services to a previously completed order unless you are adding a no-fee replacement service to that order.*

processing feature of the Oregon Vital Events Registration System (OVERS) allowed you to add additional services to a completed order. Some county staff preferred this method for issuing additional certified copies because it saved them the time of creating a new order.

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*Adding new services (Continued from page 3)*

In the last upgrade to OVERS, a defect was introduced to the ordering tool. The new defect causes no fees to be calculated for additional fee-based services if the services are added to previously completed orders.

Therefore, it is important that you do not add additional services to a previously

completed order *unless* you are adding a no-fee replacement service to that order.

The vendor who maintains OVERS should have this defect fixed by the beginning of 2011. We will notify you by email when this defect is fixed. Until then, please create a new order when you provide services related to a previously completed order so that the appropriate fees will be reflected. ❖

## **OVERS technical tip – managing issuance and work queues**

State and county staff who issue large numbers of records from OVERS find using the order and issuance queues saves them a lot of time. To access these queues, select the queues option under the main menu section of the left menu. You will see the following queue options:

- Order Work Queues
- Issuance Work Queues
- Order Work Queue Summary
- Issuance Work Queue Summary

### ***What are summary queues?***

The summary queues list all order or issuance queues which have orders or issuances in them. Selecting the summary queue option is the easiest way to see your outstanding orders as well as the type of work that needs to be completed.

### ***What's the difference between the order and issuance queues?***

The order queues show orders where something within the order is incomplete or wrong. These orders are defined as “invalid” by OVERS. For example, if no fee has been entered for the order, then the order will appear in an order work queue called, “insufficient funds”.

The issuance queues show orders that are valid but that have vital records associated with them where the issuance step of the order has not been completed.

Any order that appears in an issuance queue has a status of incomplete assigned to it because one or more vital record issuances associated with the order are not complete.

The issuance queues are organized by the type of certified copies to be issued. For example, if you have an order for a certified death record where the issuance has not been completed, you will find the order in the death cc issuance queue (cc is an abbreviation for certified copy). Please note: If an order has multiple incomplete issuances associated to it then each certified copy to be issued will be listed in the queue separately.

### ***What you can use order and issuance queues to do?***

- Void orders that may have been abandoned or created mistakenly. For example, from order queues you can void orders that don't contain a vital record

**O** rder queues show orders where something within the order is incomplete or wrong.

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match, orders that have no services or fees associated to them, or orders that are duplicates of other orders. (From issuance queues you will need to select the order number and go to the order summary page to void the order.)

*Issuance queues show orders that are valid but that have vital records associated with them where the issuance step of the order has not been completed.*

- Sort the order work queues using the search filter selections located at the top right of the queue. One of the most effective search filters is the employee filter. This filter sorts the work queue to return only those orders that were entered by the named employee. (Please note that issuance queues do not include this employee search filter.)
- Complete issuances for orders where the date printed and/or intaglio paper numbers have not been entered yet. You can also complete issuances where everything was done except clicking the complete link at the bottom of the issuance pop-up window.
- Manage issuance queues to allow you to work with batches of orders for printing, numbering and quick completion of issuances.

### ***Tips for using queues effectively***

- Click the ‘complete’ link after printing

records within the issuance process.

Completing the issuance step ensures that the issuance queues do not hold a large number of records.

- Void orders that are started but are not going to be completed.
- Write the OVERS order number on all paper order forms. This will allow staff to easily return to the order and complete it in those instances when more information is needed from the applicant before an issuance can be allowed. Easy access to the order number will also prevent duplicate orders from being entered.
- Check the issuance and order work queues regularly.
- Void duplicate orders if they are found.
- Add comments to orders that must be left incomplete. This will help others opening the order to understand why certificates were not issued or why the order may still be invalid. For example, comments are very helpful when a certificate is released before the security paper number is keyed, when an order is held for additional screening of the applicant, or the order is not processed for some other reason.



If you have questions about using the

queues, contact Kerry Lionadh, OVERS training coordinator, at 971-673-1197 or by email at [kerry.l.lionadh@state.or.us](mailto:kerry.l.lionadh@state.or.us). ❖

## 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](mailto:Judy.Shioishi@state.or.us). Judy collects ideas for articles and then shares them with the writing team.

**Thank you** to the editor and writers who contributed to this newsletter:

Mary Ann Jensen, Karen Rangan, Carol Sanders, Dancia Hall, Becki Buskirk, Karen Hampton, Ember Talent, Kerry Lionadh, JoAnn Jackson, Lynda Jackson, Jennifer Woodward

## We're just a phone call away

Our helpful team is happy to assist when you have questions. The contact sheet that was delivered with this newsletter offers a complete listing of Center for Health Statistics employees who can assist you with any vital records question you may have. ❖

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

### Frequent Contacts

### CHS Managers

<b>Field Liaison</b> Judy Shioishi 971-673-1166	<b>Death Corrections</b> Patty Thompson 971-673-1163	<b>State Registrar</b> Jennifer Woodward 971-673-1185	<b>OVERS Manager</b> Karen Hampton 971-673-1191
<b>Paternities</b> Debbie Gott 971-673-1155	<b>Delayed Filings</b> Becki Buskirk 971-673-1147	<b>Amendments/Certification</b> Carol Sanders 971-673-1178	<b>Data Processing</b> Cynthia Roeser 971-673-0478
<b>Birth Corrections</b> <1 year, Amanda Vega 971-673-1169 1+year, Johanna Collins 971-673-1137	<b>Filiations</b> Tony Bojanowski 971-673-1143 <b>Adoptions</b> Debbie Draghia 971-673-1152	<b>Statistics Manager</b> Joyce Grant-Worley 971-673-1156 <b>Registration Manager</b> JoAnn Jackson 971-673-1160	<b>Certification Supervisor</b> Karen Rangan 971-673-1182

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