



## Matters of Record

### News from the Center for Health Statistics Concerning Oregon County Vital Records

**December 2009**  
**County Edition**

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**Welcome** to the second issue of “Matters of Record” devoted exclusively to issues of importance to county registrars and their deputies.

While our primary focus for this year-end edition is to give you advance notice regarding upcoming changes in the Oregon Vital Events Registration System (OVERS) pages 2 to 5, we have also included:

- ~ Information about our new paternity acknowledgement outreach effort, see page 6
- ~ A quick how-to guide to ensure your county registrar or deputy records are up to date, page 6
- ~ A brief introduction to new staff members, page 7
- ~ A current contact list organized by areas of responsibilities, page 8

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#### **Greetings from Your New Vital Records Field Liaison – Judy Shioishi!**

I’m Judy Shioishi, your new vital records field liaison and I wish you the happiest of holidays and a wonderful new year.

As the field liaison, I take pride in building relationships and strengthening communications with you – my vital records partners. Only six months into this position and I’ve already had the pleasure of meeting with vital records staff in six counties to conduct triennial reviews and orientations. Plus, I have had the opportunity to discuss a wide variety of issues with many more registrars and deputies on the phone. I hope I’ve answered all of your questions to date. I know I’ve learned a great deal from each of these discussions and explorations.



To those of you I have yet to meet, I look forward to the occasion. If you need to contact me you can reach me at (971) 673-1166 or [Judy.Shioishi@state.or.us](mailto:Judy.Shioishi@state.or.us). Please be in touch whenever you have questions, comments or concerns, and hopefully that will be before our formal meeting for the triennial review.

Best regards,

*~Judy*



## OREGON VITAL EVENTS REGISTRATION SYSTEM (OVERS) UPDATES

### County Roles and OVERS Updates: Helpful Hints, Simplifications and Streamlining

This newsletter includes best practices for issuing vital records using the Oregon Vital Events Registration System (OVERS) and some technical tips related to modifications coming to the OVERS ordering process. In January 2010 OVERS will include some changes in functionality that we hope will streamline the ordering system, making it easier for you to use. The combination of streamlined system functionality and best practices should increase the accuracy with which Counties issue records while also protecting the security of confidential information.

For those of you who would like training on the new changes and best practice recommendations, training will be provided by web conference from January 5 – 22<sup>nd</sup>. A sign up sheet, dates and times are provided on our website at <http://www.oregon.gov/DHS/ph/overs/training.shtml>.

### Following Best Practices Make Life Easier

The Center for Health Statistics is a values driven organization aspiring to align our actions with the core values of integrity, stewardship, responsibility, respect, and professionalism.

In alignment with these values our team has recently developed a set of evidence-based best practices to increase the accuracy and confidentiality of our record issuance process by eliminating “do-over” work caused by issuing incomplete records that in turn must be recalled and reissued. We are sharing these best practices with you, our partners, in an effort to collaborate more effectively in providing accurate and timely vital records to our customers while protecting the security of those records in as efficient a manner as possible.

Below is an outline of best practices that we encourage you to follow.

### [Best Practice #1: Check the status of a Vital Record before issuing](#)

When issuing a vital record we recommend that you always check the status *before you give the certificate to the customer*. There are certain circumstances under which you should not release a record (even if the system technically allows you to) and you will only know that by reviewing the status bar for the vital record and by validating the order in OVERS prior to issuing the record.

The status bar of a vital record will appear in the order of the “matching event” section or the “summary” section. The terms you should look for are listed below:

Hold Statuses for Vital Records	
Registration Approval Required	Do not issue. The State's Registration approval is required.
Not Registered	Do not issue. Has not yet been registered in OVERS.
Missing Child	Child may be missing. Contact the State before issuing. - Carol Sanders (971) 673-1178
Deceased	Child's birth record has been matched to a death record. Stamp birth record with Deceased stamp.
Do not issue	Contact the State before issuing. - Carol Sanders (971) 673-1178
Fraudulent Activity	Contact the State before issuing. - Carol Sanders (971) 673-1178
Monies owed	Money is owed to the State for this record. Contact the State before issuing. - Carol Sanders (971) 673-1178
Legal Action	Contact the State before issuing. - Carol Sanders (971) 673-1178
Probable Birth Death match	Infant may be deceased. Contact the State Registration Unit before issuing. If confirmed stamp the record “deceased”.
Hold	State has placed a hold on the record. Contact the State for details. - Carol Sanders (971) 673-1178

## [Best Practice #2: Validate the order before issuing a record](#)

In addition to using the Status Bar as a tool to determine the validity of a record, you can determine whether the vital record is allowed to be issued by clicking on the **Validate Order** button at the bottom of the order page. Clicking the **Validate Order** button will produce error messages to alert you if a record should not be issued.

The State team has made a few minor changes to the OVERS ordering process in an effort to help the County offices more easily assess whether a record should be issued. The process will now include built-in safeguards to help you prevent a record from being issued if it is not registered, but nothing replaces your knowledge and attention to the record status.

Error messages will now appear at the bottom of the order page that cannot be overridden preventing you from completing the order by not allowing you to assign an Intaglio paper number to the vital record being issued. Some messages that appear at the bottom of the order page, known as soft edits, can be overridden to complete the order. (See article on page 4 for more information.)

This process only works if you use the OVERS system for the order and if you enter the order into OVERS *before you give the certificate to the customer*. If you are still recording issued records in a journal or office log manually we can show you how to use OVERS to record issued records in a real-time environment (relieving you of the constant catch-up syndrome). Use the contact information on page 5 to sign up for training.

## [Best Practice #3: Track Security Paper Inventory using OVERS](#)

Security paper (also called Intaglio paper) is used for the sole purpose of printing certified copies of vital records to ensure that they cannot

be altered without detection. The distribution, storage and tracking of intaglio paper must be tightly controlled to prevent fraudulent use. To control inventory for all intaglio paper used for vital records in Oregon, the State Vital Records office uses the OVERS ordering process. Following the steps outlined below will insure better tracking of intaglio paper.

1. Once you receive an order of Intaglio paper, call the State office immediately to confirm you received it. – Dani Hall (971) 673-1193.
2. As soon as you let the State know that you have received the paper, the State will enter the assigned inventory to your office's account in OVERS. (Until the paper is assigned to your office in OVERS you will not be able to complete an OVERS order with that paper.)
3. Unused security paper should be stored in a locked and secure area and each piece of paper issued should be tracked, (ideally through an order entered in OVERS).
4. When you issue a certified copy of a vital record it is recommended that you make sure the Intaglio paper number listed in the OVERS order is the same as the Intaglio paper number on the physical record *before* actually giving the record to the customer.
5. If a batch (or pieces) of paper are damaged before being assigned to an order or issued to a customer call the State office and request that the paper be voided from the State's master inventory.
6. If you void an order created in OVERS after a certified record has been issued, you must retrieve the original copies from the customer and shred them. (Once an order is voided in OVERS the record and Intaglio paper associated with that order is voided and will no longer be considered

a legal record.) After the original copies have been shredded and the order voided in OVERS, a new order can be entered into OVERS and new copies can be issued to the customer.

**For Frequently Asked questions go to:**  
<http://www.oregon.gov/DHS/ph/overs/training.shtml>

**The State of Oregon recommends that every vital record issued be matched to a corresponding piece of Intaglio paper and processed using OVERS prior to releasing the record to the customer.**

## Tech Tips – Changes to OVERS Functionality starting January 19, 2010

In January 2010 we will introduce some changes to OVERS functionality that we hope will streamline the ordering system making it easier for you to use. The combination of streamlined system functionality and best practice policies should increase the accuracy with which Counties issue records while also protecting the security of confidential information. Below is a summary of the changes coming to OVERS in January 2010.

1. **Order Validation** - As of January 19, 2010 there will be a new type of validation message in **OVERS** called a hard edit. When you validate an order before issuing the record you may see error messages at the bottom of the order page. As in the past, soft edits can be overridden to complete the order. Hard edits cannot be overridden and will prevent you from assigning an Intaglio paper number to the vital record being issued.

Hard edits appear in the Validation Results box along with Soft edits but without an override checkbox next to them. Hard edits will prevent you from completing the order. If you encounter a hard edit contact the State office for more detail.

Order Validation Rules - Hard Edits	
For Birth and Death Records	
Registration is on Hold	Do not issue until State has removed the hold.
Correction Pending Approval	Do not issue. An amendment has been requested but has not yet been approved by the State.
For Birth Records Only	
Registration is for a UNNAMED BABY	Do not issue records with a blank name for the Child. Inform parents to add the name.
Matched event has missing person status	Birth certificate has been placed in hold status because the child is missing. Call the State for details before discussing with applicant. – Carol Sanders (971) 673-1178.

2. **Simplified Viewing** - Another change will be the simplification of the record view found through the “Life Events” toolbar. The view of all vital records will be limited to the first page (basic name and date information), comments section, and printable copies of the working copy of the record.

For records that have amendments, as is currently the practice, you will be able to see that an amendment exists by viewing the status bar but you will not have access to the details of the amendment. To determine if the amendment has been added to the record you can view the working

copy of the record. If the amendment doesn't show on the working copy, you can call the appropriate State amendment specialist for more information.

3. **Intaglio Paper Tracking** – The intaglio paper inventory in OVERS is being simplified so that County staff will not be responsible for entering inventory into the Master Inventory list when it is received from the vendor. Once you receive an order of Intaglio paper, call the State office immediately to confirm you received it. If a piece (or pieces) of paper are damaged before being assigned to an order or issued to a customer call the State office and request that the paper be voided from the State's master inventory. Continue to use the void feature if you are destroying a record that was associated with an order. – Dani Hall at (971) 673-1193 can help you with intaglio paper questions.

**Need More Info? Attend a Training Event or Websession!**

Updates are coming on January 19, 2010. The State Vital Records team has made some slight changes to the OVERS ordering functionality that we hope, in combination with the adoption of the recommended best practices, will streamline the record certification and security paper tracking processes for our County partners.

To learn more about these updates and how they may benefit you, visit our training website at <http://www.oregon.gov/DHS/ph/overs/training.shtml> or sign up for a brief update.

Training dates are available January 5 – 22, 2010. Visit our website for more details or call Kerry Lionadh at: (971) 673-1197.

**REMINDERS:**

- Counties are not required to keep vault copies of vital records.
- Counties should record all vital record orders in OVERS. That includes orders for death records that are fully paper or hybrid. The “match” status will be “no match found” for fully paper records until the record is entered into the system at the State office.
- If the record status says “under ME review” contact the Vital Records office at 971-673-1165 for verification that the message is still valid.
- Death records that show the manner of death as accidental and the answer to the question, “Was ME contacted?” is yes should be accepted and registered at the County. The State office will determine if follow-up is necessary.
- Never share any personal information from a vital record with a customer for any reason. Birth and Death records are not public records. The County death abstract is a public record and can be shared.
- Time-saving tip: View the status of records and a preview of the record from the order pages rather than from the “Life Events” menu.
- Mail in paper and hybrid death records to the state as soon as the record is registered. The sooner we get them, the sooner they get into OVERS.

**OVERS Updates** -- questions, comments or need additional information? Please contact **Karen Hampton, OVERS Manager** at 971.673.1191 or by e-mail, [Karen.R.Hampton@state.or.us](mailto:Karen.R.Hampton@state.or.us)

## Voluntary Acknowledgement of Paternity Outreach

Some of you may already be working with parents and hospital staff to complete and submit the Voluntary Acknowledgement of Paternity forms. If you have ever wondered if there are any other local resources to help in this endeavor-wonder no more! Vital Records has recently teamed up with our partners from the Division of Child Support (DCS) to increase our statewide paternity establishment statistics.

In the last fiscal year, the federal benchmark was not met for paternity establishments. If we do not meet the requirement this year, Temporary Assistance to Needy Families (TANF) funds could be reduced significantly.

In this time of heightened need, we want to do everything possible to maintain these funds. Therefore, when scheduling County Triennial Reviews, I will also try to schedule some time to meet with local hospital staff to provide resources and training. While I won't be able to visit each hospital personally, I am working with DCS partners so that they may visit hospitals independently.

DCS offices can provide paternity forms, notary services and assistance to help complete the forms completely and correctly. Please let me know if you would like an introduction or more information about our DCS partners or contact information. Judy

### **Adding and removing County Registrars and Deputies**

Sometimes people come and go, so we'd like you all to follow the same procedures for new and retiring local Vital Records staff:

- 1) Notify the State Registrar (Jennifer Woodward) in writing of any changes in County or Deputy Registrars. You may



- 2) send a fax on County letterhead to 971-673-1201 or e-mail her at: [Jennifer.A.Woodward@state.or.us](mailto:Jennifer.A.Woodward@state.or.us). The current County Registrar needs to notify the state when a new Deputy needs to be added. For a new County Registrar, we should hear from the County Administrator.

Please include the full name; start or end date; and, if new staff, contact e-mail, phone, and fax. Also, state the person's role: County Registrar or Deputy Registrar, and, if a Deputy, whether the person is the "Lead" Deputy for the office.

- 3) Order new intaglio paper if necessary. Call Dani Hall at 971-673-1193 or e-mail her at [dancia.o.hall@state.or.us](mailto:dancia.o.hall@state.or.us). If you opt to use the existing County Registrar's paper, make sure you have his/her permission to do so first! You may also arrange to use, on a temporary basis, intaglio paper bearing Jennifer Woodward's signature as the State Registrar.
- 4) Arrange training for the incoming staff. Training is usually done by more experienced county staff, but the state office can assist as well. Call Judy Shioishi at 971-673-1166 or e-mail her at: [Judy.Shioishi@state.or.us](mailto:Judy.Shioishi@state.or.us) for more information.
- 5) Once the new person has been approved as County Registrar or Deputy Registrar, he/she can be enrolled in the Oregon Vital Events Registration System and will be able to access records for issuance. Contact Kerry Lionadh at 971-673-1197 to start the process.

Remember, only trained and commissioned County staff may register or issue Vital Records. There is no limit to the number of Deputies a county may have, so be sure to commission enough staff to provide ongoing support and back-up to the County Registrar.

## New Staff in the Registration Unit

Welcome JoAnn!

JoAnn Jackson joined the State as the Registration Manager for the Center of Health Statistics on October 13, 2009. Her work history includes 12 years in senior management with the American Red Cross Regional Blood Services and 14 years with the City of Portland. Over the last few years, in her spare time, she is a Providence Hospice Volunteer.

JoAnn was born and educated in Portland and raised her family here. She maintains a home in northeast Portland, and she holds a Master's Degree in Business

Administration. JoAnn has over 25 years

experience as a professional workplace mediator and consultant. She has taught mediation processes at universities, in communities and as a consultant with businesses. JoAnn is excited to join the Registration team and work with the State of Oregon, and she very much looks forward to partnering with each of you. JoAnn is a wonderful addition to the Center of Health Statistics and we are thrilled to have her here.



Welcome Judy!

We are happy to welcome Judy Shioishi, our new Vital Records Field Liaison for the Center for Health Statistics! A third-generation Oregonian, Judy brings more than 20 years of professional stakeholder involvement skills to this position. Judy's previous experience includes work as the statewide vendor training coordinator for WIC, community outreach coordinator for major roadway projects, citizen involvement coordinator for Metro, and a number of project coordination roles within the state of Oregon.

Judy's wealth of experience meeting with diverse stakeholders to reach common goals and share information makes her invaluable to this position. As the field liaison, she will meet with a variety of our partners from around the state, including the county vital records office and hospital staff members, medical practitioners, lay or registered mid-wives, funeral home directors and other agencies.

These are the individuals that provide the important details forming the foundation of Oregon's vital records.

Judy received her bachelor's and master's degrees from the University of Oregon's School of Planning, Public Policy and Management. She's passionate about her Oregon roots and would love to swap stories or tips on all things Oregon. Please help us provide a warm welcome to her in Vital Records.

## Important CHS Contact Information

### Paternities

Debbie Gott  
(971) 673-1155

### Filiations

Tony Bojanowski  
(971) 673-1143

### Adoptions

Debbie Draghia  
(971) 673-1152

### OVERS Helpdesk

(971) 673-0279

### Delayed Filings

Becki Buskirk  
(971) 673-1147

### Birth Corrections

<1 year, Amanda Vega  
(971) 673-1169  
1 + years, Johanna Collins  
(971) 673-1137

### Death Corrections

Patty Thompson  
(971) 673-1163

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### State Registrar

Jennifer Woodward  
(971) 673-1185

### Registration Manager

JoAnn Jackson  
(971) 673-1160

### Amendments/Certification Manager

Carol Sanders  
(971) 673-1178

### Statistics Manager

Joyce Grant-Worley  
(971) 673-1156

### Data Processing Supervisor

Cynthia Roeser  
(971) 673-0478

### OVERS Manager

Karen Hampton  
(971) 673-1191

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Paternity Information on the Web at:  
<http://oregon.gov/DHS/ph/chs/change/paternityfaqs.shtml>

Center for Health Statistics at:  
<http://www.oregon.gov/DHS/ph/chs/in dex.shtml>

OVERS Information on the Web at:  
<http://www.oregon.gov/DHS/ph/overs/>

### Vital Records Field Liaison

Judy Shioishi  
[Judy.Shioishi@state.or.us](mailto:Judy.Shioishi@state.or.us)  
(971) 673-1166

**Center for Health Statistics at:  
800 N.E. Oregon St., Suite 225  
Portland, OR 97232-1201**