**Transcript**

June 18, 2024, 9:53PM

 **Kracker James** 1:45
I said day.

 **Cyndy Kagan** 1:48
Hi James, how are you?

 **Kracker James** 1:51
Doing well, thanks.
I'll set for today.

 **Cyndy Kagan** 1:54
Yes.
Yeah, I think well, hopefully our breakout groups all go together and I'm ready to facilitate and get it all together.
And then thanks again for all the putting it all together for the resource library.
It's really cool to see that up and going and for updating the overall notes with the corrections too.
Thank you so much.

 **Kracker James** 2:19
No problem.
Thanks for all your hard work on that.
It's looking great.

 **Cyndy Kagan** 2:24
Come in.
It's it's fun to see it coming together and I'm excited to see what comes up today too.
Like for like, we've really like than the ground work, you know.

 **Kracker James** 2:35
Absolutely.

 **Joy L. Goodwin** 2:37
Autobahn power.

 **Cyndy Kagan** 2:38
OK, my dog is a dark shadow in my background.
Hopefully he'll stay mellow.
Good afternoon.

 **Alanna Hein (Guest)** 2:50
Hi, Cindy.

 **Kracker James** 2:52
That Alana.

 **Alanna Hein (Guest)** 2:54
Hi, James.
Cindy, are you or I don't know if it who's better.
Are you ready to to put the link into the chat for the resource library?

 **Cyndy Kagan** 3:20
Ah sure, I could do that.

 **Alanna Hein (Guest)** 3:22
Chris James.
I don't know who's the who's better to do that.

 **Cyndy Kagan** 3:27
Umm, it's just the URL from the landing page.
I could pop that in.
Do you want me to wait until that moment in the?
I got you.
We're we're good and maybe James, you could back me up if I fail.

 **Alanna Hein (Guest)** 3:38
Yeah.

 **Kracker James** 3:44
Sure, no problem.

 **Cyndy Kagan** 3:46
OK thing.

 **Alanna Hein (Guest)** 3:47
And thank you.
Yeah, I'll announce it during the that opening section.
Hi, Jennifer.

 **Cyndy Kagan** 3:55
Perfect.

 **Woodward Jennifer A** 3:56
Hey.

 **Alanna Hein (Guest)** 4:21
Hi, Derek.

 **Patterson Derrick C** 4:23
Hello.

 **Joy L. Goodwin** 4:35
And the.

 **Alanna Hein (Guest)** 4:53
Hi, Wally.

 **Wally Ordeman (Guest)** 4:58
Hi everybody.

 **Alanna Hein (Guest)** 5:21
Hi, ginger.

 **Ginger Cerola - Jackson County** 5:22
Hi.

 **Alanna Hein (Guest)** 6:07
Hi, Lucy.

 **Gibson Lucyann S** 6:09
Hi, Alana.
Hi everyone.

 **Woodward Jennifer A** 6:15
Hello.

 **Alanna Hein (Guest)** 6:24
Hi, Janet.

 **Joy L. Goodwin** 6:27
Need to do.

 **Janet Fredrickson** 6:28
Hi.

 **Alanna Hein (Guest)** 6:49
Hi, Joe.

 **Joy L. Goodwin** 6:52
Hello.

 **Alanna Hein (Guest)** 7:04
Hi, Stacy.
Umm, it's 3:00 o'clock.
So we're going to go ahead and get started.
Welcome everybody to the June meeting of the House Bill 2420 Working Group.
The A few just kind of business things to review before we dive into the work and again round of introductions for the work group members.
Umm, so the ground rules for today are the same as they have been.
Let the facilitator facilitate share the air, participate and engage.
Use the parking lot for items that are not on the topic that we're on at the moment.
Ask questions.
Listen to understand, raise.
Use the raise hand function to speak.
Use the chat to share links, not for ongoing commentary, only work group members can speak or post in the chat, and the meeting is being recorded and the notes will be available two weeks after the meeting.
We also have been developing.
Uh resource library and all of the presentations and information that's been shared, including notes from the meetings.
Are there Cindy just dropped the link into the chat, so if you haven't taken a look at it, it's a great place to look back at all the work that we've done so far in the group.
Umm.
And we do some of you who are here last month got to meet our newest member, Janet Frederickson.
We'll do a round of introductions again to welcome everyone what we're about in today's meeting is starting to generate creative ideas about how to address the needs of the vital record system.
You might remember when we talked about this.
Initially we talked about using an interest based problem solving approach to coming up with ideas for how to address the needs of the system as a whole.
So today what we're going to be doing is we're gonna be in two discussion groups.
The work group members will be in the discussion groups generating ideas about how to address the needs of the system.
How are we going to meet the needs of the system?
How are we going to make sure that equity needs and differences in access or addressed?
All of the things that you all have been identifying as needs of the system going forward, we're going to look at those topics and ask you to come up with creative ways to address them.
What I want to ask you to avoid is fully package already designed solutions to any of the issues today is really about generating options and it's not about decision making.
Will be generating options and trying to think up ways to address the issues that have been raised.
The needs that have been identified.
Umm, but we're not in the place yet.
If somebody saying here's my list of proposed solutions and I want this package right.
In fact, we're trying to stay away from that as we're coming up with creative solutions.
The idea is in the small groups to look at each need that you've identified and then generate as many creative ideas as possible of how we can meet that need.
Because there are lots and lots of ways to meet the need, and we want to be as creative and innovative as we can in in identifying what those things are, what we come up with eventually is likely to be some compilation of the the variety of ways that you've identified that we could meet those that those needs could be met, right?
Umm, so I'm going to be facilitating one of the groups.
Cindy's gonna be facilitating the other and we will do our role as facilitators to try and really keep you in the creative generative kind of inspired thinking about addressing the needs that have been have been identified in the system.
Umm, the example that I used initially you might remember the two people who were suddenly sharing an office and one wants the window open and the other wants the window closed and the person who wants the window open.
If you said, well, what what need does that fulfill for you, the person would say, well, it's stuffy in here and I get hot flashes and I really want some air flow.
And the person who wanted the window closed was saying when you asked the person what's the need that it meets for you to have the window closed.
That person said, well, I have allergies in the when the windows open I get itchy eyes and I sneeze and it's very uncomfortable.
So a creative solution so that both of those people are getting what they need would be a fan, right?
Or an air conditioner.
Right.
So instead of either one saying I want it my my way or I want it my way, we look underneath and uncover the needs and then say OK, how can we creatively address those needs?
That's the space that we're in today is identifying the needs and coming up with creative ways to address them.
Any questions about the interest based problem solving approach from group members from work group members?
I know it's been a little while since we've talked about it.
OK, so let's go ahead and do our introductions of work group members, umm, if you can say your name and where you're from and kind of what perspective you bring into the group, I'm going to go as usual on alphabetical order in the list of people.
So that means I start with Stacey Clark and then Lucy Gibson, and then Ginger Zarrella.
So Stacy, if you if you're able to unmute and introduce yourself, that would be great.

 **Clark Stacy** 13:13
Yes, good afternoon.
My name is Stacy Clark.
I'm the chief of staff to Representative Owens.

 **Alanna Hein (Guest)** 13:19
Thank you, Stacy.
Then Lucy, then Ginger, then Janet.

 **Gibson Lucyann S** 13:25
Hi, I'm Lucy Gibson and I work for Oregon DHS child welfare and I'm a federal revenue specialist and I'm responsible for ordering all of the vital records for District 4, which is lean.
Lincoln and Benton counties.

 **Alanna Hein (Guest)** 13:41
Thanks ginger.

 **Ginger Cerola - Jackson County** 13:45
Hi, my name is Ginger Sorolla.
I'm the lead deputy registrar for Jackson County issue birth, death and dog licenses to the public.

 **Alanna Hein (Guest)** 13:55
Thanks, jitter Janet, then joy.

 **Janet Fredrickson** 13:59
Hi.
I'm Janet frederickson.
I work for Josephine County.
We are.
Medium sized, I guess county.
I am the supervisor for vital records.

 **Alanna Hein (Guest)** 14:17
Thanks.

 **Joy L. Goodwin** 14:18
My name is Joy Goodwin.
I work for Douglas County Clerk's office and I MD County registrar.

 **Alanna Hein (Guest)** 14:26
Thanks.
Then we have Derek and then powella.

 **Patterson Derrick C** 14:31
Hi, my name is Derek Patterson.
I'm with the state voter records office and I'm the liaison to the counties.

 **Soles, Paola** 14:38
Yeah, I'm.
I'm powerless.
Also, movie supervisor for Black Masconi oversea better records.

 **Alanna Hein (Guest)** 14:46
Thank you.
And then we have Wally and then Jennifer.

 **Wally Ordeman (Guest)** 14:52
Hi there, Wally Orderman, executive director, Oregon funeral Directors Association and recently very recently retired funeral director from Albany.

 **Alanna Hein (Guest)** 15:06
Congratulations, Molly. Jennifer.

 **Wally Ordeman (Guest)** 15:08
Thank you.

 **Woodward Jennifer A** 15:11
Good afternoon, everybody.
I'm Jennifer Woodward.
I am the state registrar for the Center for Health Statistics and oversee the state vital records and vital statistics system.
And congratulations Wally.

 **Alanna Hein (Guest)** 15:24
Umm.
And then, because I often miss somebody, did I miss anybody who's a work group member in the introductions?

 **Peterson, Halle L** 15:35
My name is showing up as my daughter.
For some reason, I think she's my computer for a a zoom or a team situation.
My name is Shawna Peterson and I am a work group member.
I'm an attorney.
I've practiced in a state planning in Ontario.
Oregon, otherwise known as HP Today, apparently.

 **Alanna Hein (Guest)** 15:58
Thank you, shawna.
Anybody else?

 **Vicky** 16:08
My name is Virginia Lopez.

 **Alanna Hein (Guest)** 16:08
Uh.

 **Vicky** 16:09
I work for Harney County Health Department and my current parking death records.

 **Alanna Hein (Guest)** 16:17
Thank you for Ginia.
Who else did I miss?
Vicki.

 **Vicky** 16:31
That was me.

 **Alanna Hein (Guest)** 16:32
OK.
Ohh, you're in in this figure.
OK, people.
Thank you.
I'm I'm easily confused.
I appreciate it.
Today is there, are there any other work group members who need to be introduced?
OK.
Thank you. OK.
So.
The first piece of business before we get to the creative brainstorming piece is to identify a list of needs.
What are the needs of the vital records system? Right.
Remember the needs and the example that I gave, one person needed fresh air and the other one needed no allergens. Right?
So we're looking at that level.
What are the needs in the vital records system?
We've talked about many pieces of the system.
Everybody has presented.
Let's just make a list of needs so you can come off mute and identify needs.
If you're a group member, you can put a need into the chat if you'd like.
Umm, but that's where we need to start.
What are the things that the system needs to be viable and functioning and equitable and accessible?

 **Janet Fredrickson** 18:11
Don't sound like raised to be easy for the public.
To access.

 **Alanna Hein (Guest)** 18:18
Easy to access.

 **Janet Fredrickson** 18:20
Umm.
And it nothing complicated.
We don't like complicated, just straightforward.

 **Alanna Hein (Guest)** 18:28
Thank you, Vicky said.
To be able to print certificates longer than six months.

 **Patterson Derrick C** 18:39
I think timely registration of birth and death records is important.

 **Janet Fredrickson** 18:45
Umm.

 **Alanna Hein (Guest)** 18:49
Yep.
What else do we need this system to?
What are the other needs of the system?

 **Woodward Jennifer A** 19:01
Umm, this, this Jennifer, we need sustainable funding.

 **Alanna Hein (Guest)** 19:12
Excellent.
What other needs does the vital records system have picky to be able to print birth certificate certificates even if it's not our county?

 **Soles, Paola** 19:27
The certificates to be all electronic.

 **Alanna Hein (Guest)** 19:32
Certificates to be all electronic.
What are other other needs to make this?
An effective functioning system.

 **Patterson Derrick C** 20:09
I think consistent.
It's standard.
Policies are important.

 **Alanna Hein (Guest)** 20:17
Consistent standard policies.

 **Woodward Jennifer A** 20:20
Yeah, I'll follow up on that one.
I'm not only consistent, standard but clear.
I think that comes back to the easy for public to access, so consistent standards, laws, policies that are clear.

 **Alanna Hein (Guest)** 20:39
Consistent and clear standards, laws and policies.
What else needs to be true for this to be the vital records system to be working well?

 **Woodward Jennifer A** 21:00
So I'm pretty bigger picture.
When I I I have the word modern and that's and when I say modern and I think it incorporates a bit of what we other we others mentioned but modern in the sense it's taking advantage of new technology.
Fully electronic, as in all the old records and all the new records and equitable access.
So I I guess I I kind of have a big picture of what modern is, but even with even the word interoperability might be a need to be interoperable.

 **Alanna Hein (Guest)** 21:43
So, Jennifer, do you wanna say what interoperability means?
That's a really unusual word.

 **Woodward Jennifer A** 21:50
Sure, interoperability is for example, the system itself is interoperable.
We can exchange data with.
The good example is with the medical examiner system or the hospitals.
So the hospitals or facilities to get automatically get birth certificate information straight into the system from the electronic health records and or even the death records.
So you're not having to have people actually key in the information and even down the road with the Funeral Home system.
So they're not having to key it into one system and then also key it into overs.
So that's that interoperable piece of it.
I think Wally put something in the chat too.

 **Alanna Hein (Guest)** 22:35
Yes.
Well, we put in reciprocity with other states, so if somebody dies in King County, but they're buried in Oregon, there's a way for those systems to work together.
Is that what you meant? Yep.
OK.
What are other needs for the system?
What else needs to be true for this to be an effective, well functioning, equitably accessible, vital records system?

 **Gibson Lucyann S** 23:20
I got one.
I'm constantly in overs and in the backside and.

 **Alanna Hein (Guest)** 23:22
Thanks.

 **Gibson Lucyann S** 23:30
I constantly have to log in and log in and log in.
It's like it's a 5 minute, maybe a 10 minute window that I get if I'm not active in it, it kicks me out and I have to log in again.
I may log in 12 to 15 times a day, so is there a way that we could get an option for, you know, the timeout?

 **Alanna Hein (Guest)** 24:00
Yeah.
So, and that's a piece of accessibility, Lucy, that the login over and over, yeah, yeah.

 **Gibson Lucyann S** 24:07
Exactly.
And it's it's it's a time waster.

 **Alanna Hein (Guest)** 24:11
Yeah.
Thank you.
Other needs that you all have for the system to be well functioning and meeting needs, and equitably addressing the needs of the communities.
OK, this is the list that I have so far.

 **Woodward Jennifer A** 24:38
That I have one more I and we need to talk about staffing.

 **Alanna Hein (Guest)** 24:39
Oh, go ahead. Yeah.

 **Woodward Jennifer A** 24:42
So we need to add a adequate staffing and adequate classifications of staff to meet a modern system.
And that's across the state.

 **Alanna Hein (Guest)** 24:55
Right.
Adequate staffing and adequate classifications of staff to to meet the needs of the modern system.
Yep.

 **Gibson Lucyann S** 25:10
Adequate training for whatever new system we're having.

 **Alanna Hein (Guest)** 25:14
Sure.
Adequate training for for the new system?
Yes, this is this.
It's become clear, I think to everybody how specific and detailed vital records work is and has to be, yeah.
OK, well here's my list.
So far easier to access print certificates for longer than six months timely.
Access to birth and death record timely registration for birth and death records.
Sustainable funding being printing certificates, even if it's not your county, umm, moving to all electronic consistent standard principles.
Clear policies and laws modern using new technology, fully electronic for both old and new records.
Equitable access.
Interoperability.
Reciprocity with other states.
The overs login doesn't time out after 5 minutes staffing is adequate and classification of staff is adequate to meet the needs of a modern system and there's adequate training for people to be able to use the new system.
That's a great list of needs.
There's obviously some overlap.
I'm not trying going to try and call them because all of them are slightly different.
Takes on what the needs are.
So what we're gonna do now?
I'm going to ask James for help to put us into breakout rooms and what we are going to be doing this month and next month is brainstorming.
Going down this list and brainstorming for each in your small groups for each of these needs.
What are the creative ways that you can think of to try and meet these needs right?
So the rules of brainstorming is there's no such thing as a bad idea.
If you have a wild idea that seems a little bit like off the beaten path, that's great, because even if your idea isn't exactly on point, it may well stimulate somebody else to have a great idea.
Umm, I just asked you to keep in mind the sharing participation in sharing the air air time in the breakout rooms.
Umm.
So we're gonna go into the breakouts, James, if you can help with that Jennifer question.

 **Woodward Jennifer A** 27:52
Uh, are you gonna is?
Well, will we ever be able to put the list in the chat?
So did you want us to start from the top or and go down?
Could you clarify that?

 **Alanna Hein (Guest)** 28:04
Yeah.
Thank you.
Think Cindy's gonna put the list in the chat.
Is that right, Cindy?
Yes.
Cindy's gonna put the list in the chat and we're gonna start at the top and just try and brainstorm for each one.
You will probably find as you go through that some of them are close enough that ideas for one you might apply to another one, but the idea of this conversation is just to be as creative and innovative as you can.
Addressing each of these needs, does that answer your question to Jennifer?
OK.

 **Woodward Jennifer A** 28:40
Thank you.

 **Alanna Hein (Guest)** 28:40
Alright.

 **Kracker James** 28:42
And what time would you like to close these breakout rooms and return to the main group, Alana?

 **Alanna Hein (Guest)** 28:46
Umm, we're coming back at 3:45.
Let's come back at 3:45.

 **Kracker James** 29:00
Be opening those breakout rooms and you should be moved to them momentarily.
You may see me coming and leaving your individual breakout rooms to check for any technical issues.
Please don't let me disrupt you.

 **Alanna Hein (Guest)** 29:12
Thanks James.
Hello, everyone.
Welcome back into the main room.
I know it's a little strange sometimes to be in one conversation and then jumped out of it into the other room.
I wanted to check in on.
The room.
I wasn't in.
How far did you get in terms of looking at and talking about these needs?
How the room that I was in, we got, we talked about the first four.
So we were just talking about sustainable funding when we got jumped back in, where did you all get to in the other room?

 **Cyndy Kagan** 53:01
I we got through quite a bit of things and especially with the overlap and had some really good brainstorms and that brought us back and forth across some things.
I think technically perhaps.
Umm, like printing certificates not in the, not in the county and reciprocity with neighboring States and the logging out of the time out on overs didn't directly get addressed, but a lot of things kept coming back to this overall theme of what a modern system would entail.

 **Alanna Hein (Guest)** 53:37
Thanks Cindy.
Umm, so the group that I was in talked a lot.
It sounds like similar.
Maybe you can validate this into your.
Tell me where it diverges.

 **Cyndy Kagan** 53:48
Mm-hmm.

 **Alanna Hein (Guest)** 53:49
Umm talked a lot about umm easy access electronic access.
Uh.
When somebody used the phrase of one stop shop that currently right now, things are different in different counties and to have one system that works statewide would be very helpful.
And, umm, we talked about the six month limit being a barrier for some people who walk or come into the county offices and find that they can't avail themselves of the documents they want.
One of the interesting things that came up and I just I just this is just wonderful human creativity.
One of the barriers, and one of the up opportunities for increased access that came up was the option of different payment methodologies that not all particularly different age demographics all have credit cards or use credit cards.
So different ways to pay for records that don't require that could also be an access issue.
That was a a lovely issue to name and when we started talking about sustainable funding, there were some great ideas in terms of of shared funding or of umm ways to get additional funding.
The group also talked really specifically about everybody being required to.
Participate with electronic records that that not be optional and that that could also help.
And then also some some thoughts and some remarks about what are the penalties for if somebody doesn't submit in a timely manner, what what's the, what's the you know, what's the threat, right, if you will, if somebody isn't, I'm doing that in terms of sustainable funding.
We also talked about sheet fee sharing, getting additional general fund fee increases.
Somebody mentioned the umm model of the indigent burial fund as a way to try and help uh create revenue to support the work of vital records.
And it was noted also that it's it's not possible to ask staff to do more with less that staff are already I'm experiencing burnout and turnover and there are lots of vacancies as we as we heard sending anything you want else you wanna add from your discussion that's different from those things or echoed those things.

 **Cyndy Kagan** 56:57
Yeah, for sure.
We had had a great conversations about access and what that really meant in terms of like the criteria of who has access maybe won't change, but that the navigation is the issue and that for accessibility like a modern system means a full menu of options for everyone like cell phone, I computer.
But you know, an AI chat bot, but that also you could walk in, put you know, do something in the mail like that did not that that would be an equity issue for leaving behind people if they weren't comfortable with all levels of or even how your group was talking about with the payment.
Umm, clear communication instructions for everyone.
And then yes, I'm the sustainable funding like an idea of, you know, it's never been done before by asking legislator for money to modernize the system and get caught up, get the older records in the system and then.
You know and like that, you know, there's a fee increase of viable solution.
Does that and that we've talked about that that can cause some angst as well.
And and then Jennifer had added because back when we were talking about the modern system, it's being explored on a national level about having electronically certified official records.
So you don't have to have a paper copy and that would be that would change all kinds of things or even like if you know, wildfires being a concern, that if you lose paper copies and you could access an electronic certification, so or an official certification that was online.
So yeah, a lot of great creative ideas and.
OK, massive things.
I definitely like the like.
The modern system sounds like the big push that could really start streamlining and the accessibility and meeting the needs of everyone.

 **Alanna Hein (Guest)** 59:02
Alright.
Thank you, Cindy.

 **Cyndy Kagan** 59:04
Welcome.

 **Alanna Hein (Guest)** 59:04
Umm, anything from the conversations from work group members, from the conversations we had, I'm there didn't get summarized.
You wanna make sure that everybody hears there will be notes?
Of course, for all of this, that will be that will be shared with you, but anything that that we missed.
OK.
So in terms of the next steps, we will get all of this written up and next month when we meet, which will be on July.
Umm.
16th same at the same time.
Umm, we will be.
Working our way through the rest of the list.
Right.
So you will be familiar with this process.
We won't have the whole introductory piece, so next time we'll work our way through the rest of the list, identifying and continuing to come up with ideas and options for addressing the needs of the vital records system.
So that's next.
Next month we will be doing a similar process and after that we'll be doing some weighing and identifying options kind of coming together with some some more specific options and potential recommendations.
I think a bit like going down through a funnel, right, we're at the wide part of the funnel generating ideas and options, and we're gonna still be at the white part of the funnel in July.
And then after that, we're going to start working our way down to more specific kind of narrowing down options until we move toward recommendations.
Any questions about the process?
OK.
Umm I I wanna thank you all for your creativity and bringing your brains this late in the day into this this relatively complicated situation and I always like to close with a plus delta in terms of how the meeting went.
So plus is what went well.
Delta is what could have gone better, and I asked the question this way.
What either went well or could have gone better for yourself or for the group in terms of process, how we work together or content the work that we got done went well, could have gone better yourself or the group process or content, any comments about how today's meeting went.

 **Gibson Lucyann S** 1:01:41
I got nothing but positive.

 **Alanna Hein (Guest)** 1:01:45
Thanks Lucy.

 **Janet Fredrickson** 1:01:46
Time.

 **Wally Ordeman (Guest)** 1:01:49
I can't seem to make my hand work again for ohh because I'm trying to do it on the chat.
Well, anyway, there we go.
I appreciate the fact that that the two of you were able to summarize what the groups were doing and we didn't have to worry about, OK, I'm the spokesperson.
I have to get all these things written down.
It's a it's a huge deal.
It's kind of a game changer for these kinds of meetings and and I've I just really appreciate the two of you doing what you did because I was able to focus more on the actual content of the meeting rather than what I what I might have to say in this group.

 **Alanna Hein (Guest)** 1:02:31
Thanks, Molly.
That's good to know.

 **Gibson Lucyann S** 1:02:34
Here here I second that.

 **Alanna Hein (Guest)** 1:02:35
And you.
Thanks Lucy.
Other comments.
Ginger says me too.
OK. Umm.
So, uh, thank you all for your comments and again for your participation is so valuable to have all of your brains and experience in this in this space to look at and think about these issues and these needs.
Feel free to continue brainstorming and thinking creatively about these needs.
We'll get notes out to you so that you can be reminded to continue thinking about them, but really appreciate your participation and your creativity today.
Look forward to to our time in July.
Also having the same kind of tone.
Umm, thank you everyone.
Have a great afternoon.
Take good care.
Stay cool.

 **Janet Fredrickson** 1:03:30
Thank you.

 **Alanna Hein (Guest)** 1:03:30
Bye bye.

 **Woodward Jennifer A** 1:03:31
Thanks so much.

 **Gibson Lucyann S** 1:03:33
Thanks Alana.

 **Ginger Cerola - Jackson County** 1:03:34
Thank you very much.

 **Kracker James** stopped transcription