**Transcript**

June 18, 2024, 10:23PM

 **Cyndy Kagan** 0:05  
Right.  
Well, I think we are all here and I'll walk us through the list.  
Whether or not that's the, I don't think I I think the chat changes.  
If you would like me to put the list back in the chat for reference, I'm happy to do so as well and I'll I'll take us through it and it may also invite that we think of some new things as we go as well.  
And I realized I was in 14 point font, so hopefully that list looks a little more easy to manage.  
So let's go through again.  
We're just brainstorming.  
Put it out there.  
What easy access for the public is either, say complicated to do right?  
I've definitely learned a lot going through all this, so brainstorming some ways that we could make it easy for the public to access.  
Yes, go ahead singer.

 **Ginger Cerola - Jackson County** 1:11  
So would this be one of those overlaps where we're talking about, umm, anything being easy to access for the public where the records are over six months?  
Or if they're from another counties, that kind of tying into that those those three pieces.  
Umm.  
So I'm assuming that's a programming thing.  
If you're looking at trying to make it easy to access right, right at the moment I can only get things within six months, so I'm assuming that's an IT programming thing, so.

 **Cyndy Kagan** 1:48  
Right.  
Maybe connecting back to that modern system and having the support for it?

 **Ginger Cerola - Jackson County** 1:53  
Yes.

 **Cyndy Kagan** 2:03  
But those being definitely some problem areas I understood from the Q&A S of like the panels where it's like a lot can happen.  
That is where things get tricky.  
I don't know.  
So I suppose that does just bring us back into the printing certificates longer than six months in the second one is, do we have more ideas about that?  
Like, how could that look?

 **Woodward Jennifer A** 2:32  
I think for easy access to the public, definitely following up what Ginger said.  
I'm also making sure that it kind of it's also it is also tied to the policies and procedures, but clear communication, clear instructions.  
For for you know everyone for the public, for our partners on.  
Explaining.  
Yeah, just clear instructions on how to get records, where to get them, and then is following with ginger.  
And we've also just mentioned being where where people can go, you know what they need to do.  
So improving that communication and having a variety of different options for.  
Providing access to the records as well.

 **Cyndy Kagan** 3:27  
OK.

 **Ginger Cerola - Jackson County** 3:29  
And I would assume again that kind of goes back to IT like updating websites and that modern piece that you're Speaking of, Jennifer, really bringing that to the forefront.

 **Woodward Jennifer A** 3:39  
Mm-hmm.

 **Ginger Cerola - Jackson County** 3:39  
But the public, OK.

 **Cyndy Kagan** 3:44  
Yeah.  
Could I admit the hand?  
Ohh yes, Shannon.

 **Peterson, Halle L** 3:51  
Yeah, it's shawna.  
It's just not showing up right.

 **Cyndy Kagan** 3:53  
Yeah, I remember.

 **Peterson, Halle L** 3:54  
And I'm along the same lines I use almost exclusively.  
I'm requesting older death certificates and so I use a vital check and I spoke to this before and I think it falls in the same category of some behind the scenes IT stuff, but they're tracking.  
Umm is doesn't work.  
It's kind of misleading.  
It says it's already been processed and almost makes it look like the states not doing its part, but I think what's happening is the the handoff and the synchronization between the two might not be happening.  
So the user friendliness, the ability to track at least through vital check doesn't currently exist, at least with reliability.  
So an extension of what Ginger and Jennifer voiced.

 **Cyndy Kagan** 4:43  
OK, better synchronicity and reliability, and definitely all coming back to that overarching modern system.  
Lot of overlaps there too.  
Should we continue with looking at sustainable funding or do we have more different.  
Ohh sorry I see another hand folly.  
Alright.

 **Wally Ordeman (Guest)** 5:14  
Yes, thank you.  
I'm.  
I'm I'm all the way back at the top one.  
The easy access for the public and it it just just kind of dawned on me that that, you know, the accessibility to to records in my world, it's death records.

 **Cyndy Kagan** 5:19  
OK.  
Sure, let's do it.

 **Wally Ordeman (Guest)** 5:29  
But the the criteria is there as to who can who has access to them and I I don't know that that would change and I, but I almost wonder if it's set instead of access.  
Maybe maybe the issue is easier navigation to to the public because I don't think the criteria is likely to change as to who's entitled to records, it may I.

 **Woodward Jennifer A** 5:53  
Yeah.

 **Wally Ordeman (Guest)** 6:01  
You know, we're thinking outside the box here, but it seems like like that criteria is fairly firm, but the navigation may be the issue.

 **Cyndy Kagan** 6:14  
OK, so that's an important distinction.

 **Wally Ordeman (Guest)** 6:23  
I I think so and I and I think that's what I was hearing was was that.

 **Cyndy Kagan** 6:24  
Yeah.  
Mm-hmm.

 **Wally Ordeman (Guest)** 6:30  
Uh.  
That a couple people were saying that it could be a challenge, especially especially the, you know, older Oregon is more mature.  
Oregonians, we'll say.  
Might be a little bit challenged as we as we go forward, if we don't, if we don't keep that generation in mind when it comes to the navigation, uh then then the equity part of this hasn't been met.

 **Woodward Jennifer A** 7:02  
Yeah, I it's OK, Cindy, I follow up with what I think.  
I mean really they they key idea of and following up exactly which thing accessibility and making sure we're meeting the accessibility for everyone.

 **Cyndy Kagan** 7:06  
Yes, please keep going.  
Keep going.

 **Woodward Jennifer A** 7:15  
So yeah, you have to have a modern system.  
You have to be able to do it on your cell phone on your iPhone, but then you also should be able to call.  
You should also be able to walk in and go in anywhere you need to go in person, and you can also put it, put it in the mail and put a stamp on it.  
You can talk to somebody, but you can also maybe do, but you know, talk with an AI chat bot.  
I mean, so you really wanna have the gamut for excess ability to all is really and and taking that into account.  
So that's it's being modern, but making sure we are having accessibility to for everyone.

 **Wally Ordeman (Guest)** 7:51  
Really well said.

 **Cyndy Kagan** 7:53  
Being modern but not leaving anyone behind with and so having the array of options.

 **Woodward Jennifer A** 7:56  
Yeah.  
Umm, I would love to use AI, but it scares me.

 **Cyndy Kagan** 8:06  
Here we go. Yeah.

 **Woodward Jennifer A** 8:07  
Yeah.

 **Ginger Cerola - Jackson County** 8:11  
And I think what Wally saying, too, is maintaining the eligibility rules and policies that we have to follow because that doesn't seem like that'll go away.

 **Cyndy Kagan** 8:26  
Yeah.  
That, umm.  
And if I and like I had the way that people need to show their eligibility, maybe that's also in the clear processes, right?  
Because that would be another thing to streamline.  
Sorry, maybe I'm jumping in a little bit too much there.  
There should just be recording, but it does seem to connect to that overlap as well.  
Clear standards and policies.  
And going back to clear communication instructions for everyone having a modern system, having the update with vital check to be that like with better synchronicity and reliability, see if that spurs anything again or we could move into the stainable funding.

 **Woodward Jennifer A** 9:14  
Mm-hmm.

 **Cyndy Kagan** 9:27  
So we take the next one.  
Any thoughts about how to meet the need for sustainable funding?

 **Woodward Jennifer A** 10:00  
I'll take a step since his mind.  
You know, again, all of the vital records, offices throughout the state are fees based.  
So really, to have a modern system, we really we do need to have a more fees.  
Umm.  
And also.  
You know, being creative in seeing if we should be thinking about asking the legislature for some money to at least.  
Not ongoing, but just to get some money to to be able to modernize the system and get us caught up.  
Because that's that's something we've never done.  
We've never asked the legislature for money.  
That's being creatively, that's been creative, which I haven't done yet.  
So and while these laughing.

 **Cyndy Kagan** 11:05  
Center to do that?  
Why would you like to add to that?

 **Ginger Cerola - Jackson County** 11:08  
Well, I have a question and this is probably like taking a poll, but nationwide I'm just kind of curious state by state, what do their vital records charge for their birth or death records?  
I know that Hawaii is $10 to get a birth certificate.  
I don't know what, but I'm kind of curious what I don't know.

 **Woodward Jennifer A** 11:23  
Right.  
So that it I can answer the range.  
It rains from about 25 to $30.00 to 10, but also the the states that have a lower amount actually do get general fund money and we have no general fund.  
We do not get any, have never have in my entire career have gotten any taxpayer a general fund money, so it does vary based on the way the vital records Office is funded.

 **Ginger Cerola - Jackson County** 11:45  
Umm.  
So what a fee increase in terms of the cost of a birth or death record be perhaps A1 small viable solution?

 **Woodward Jennifer A** 12:07  
Umm yeah, that's yeah.  
Fee increase and but also my my thought on being a little creative is just asking for not necessarily ongoing funding, but maybe one.  
The legislative or two across 2 legislative I sessions, a larger amount to get the system up and running to get it modernized, to be able to get all the changes that we need that potentially would come out of this group even to get all of the older records fully electronic.

 **Ginger Cerola - Jackson County** 12:32  
And.

 **Woodward Jennifer A** 12:42  
So there could be issue with electronic issuance of all of those records and and you're asking for money, but you're not asking for it forever and ever and ever.  
It's just one amount to to get everything up and running and then of course then using fees and other funds for maintaining the system.

 **Ginger Cerola - Jackson County** 13:05  
Gotcha.

 **Cyndy Kagan** 13:25  
It's later on in the list, but with the part about adequate staffing, adequate classification and adequate training, maybe as that connects to funding.  
I don't know if that makes sense to connect that conversation or we can just go straight through the list, but I don't know if that also lends to funding.  
But actually we did just address for all certificates to be electronic.  
This modern system and having the big push that the the older records and everything could be in there already covered another bullet point.  
So yes, Jennifer.

 **Woodward Jennifer A** 14:15  
Yeah.  
That city to follow up on the adequate funding and adequate classification, it is tied to funding, but it's also.

 **Cyndy Kagan** 14:20  
Umm.

 **Woodward Jennifer A** 14:24  
Umm.  
Making sure we have enough staff and then also the classifications for the staff throughout the state really match the what's needed.  
So instead of having to be hiring office specialists, doing major legal changes on records, you have a higher your you have a.  
And again, it very from county to county, but the state system is there's a certain classification for position and then we can't just move people into a higher classification.  
There's a process for doing that, but making sure that the classification or the the jobs that people are working in match the skills and the experience sets required to do this level of work.  
This and in the the work has changed a lot over the past 15 years, but the classifications that the staff are in and even at the county level are has have not changed.  
So it's just making sure we have the adequate classifications, but then also the number of staff at those classifications.  
To do the job.

 **Cyndy Kagan** 15:40  
You're like the work has changed, but the levels have not.  
Is that correct?  
OK.  
As a summary point, OK, and yes, Wally.

 **Wally Ordeman (Guest)** 15:51  
Well, first I need to make sure that Doctor Woodward understands.  
I wasn't laughing at her.  
I was laughing with her when talking about creative and I know you know.  
But but asking for general fund dollar certainly would be a creative approach.  
I think we need to be careful about that balance of, you know, asking for a grant from, you know, from the legislature for, you know, the immediate needs of upgrades and and improvements to the system versus things that need to be more sustainable.  
Staffing, for instance.  
I you're not gonna use a a grant of this of that kind to permanently staff your.  
Your offices.  
And so I I think that you have to be really careful about I about that approach.  
But I think the you know, the one time grant type approach could be really effective.  
It would be.  
It would be a uphill battle, for sure to go for for.  
General fund dollars, but that's certainly.  
It could be a very creative approach to to to bring these improvements I I.  
I listened to to families.  
Uh, talk about the cost for death certificates, the state filing fee, which, you know, divvied up in in different ways, but.  
There's some angst when it comes to talking about those fees.  
And you know, when a family comes in and and they say I want, I want fifteen death certificates and you know well, you know, maybe pump the brakes on that.  
Uh, you know, maybe we can help pair that down a little bit.  
So you're not spending 2 to $300.00 on death records, but but maybe we can.  
We can whittle that down and usually we can, but I'm getting a little far far afield here, but I'm in any case the the the one time grant from the legislature actually has me for fairly well intrigued.

 **Cyndy Kagan** 18:07  
Yeah, back to Jennifer.

 **Woodward Jennifer A** 18:11  
So while you just sparked something that I just reminded of one thing for a modern system which I did not mention is figuring out how you can do an official electronic certification of a vital record.  
So you're not having to purchase paper copies, that there is a way to actually have and they are doing this as a nation.  
There's ideas on a national standard, so being modern enough to say, OK, you've purchased your record from the Center for Health.  
This sucks, and it's an electronically certified record.  
And then you can then use that.  
Record as a electronically versus having to make, you know, have paper and and multiple copies of paper which would save save money.  
And so that's that's a that's an actual, umm, kind of it's again, it's a having an electronic certification of the record.

 **Wally Ordeman (Guest)** 19:09  
Outstanding.

 **Woodward Jennifer A** 19:10  
Yeah.  
And that was then.

 **Wally Ordeman (Guest)** 19:10  
What a what a great idea.

 **Woodward Jennifer A** 19:12  
That's been being explored and and trying to establish that nationally and we did.  
So that's something I should have mentioned as my modern system and and and that would really help customers.  
They don't have to be carrying a piece of paper around with them.  
They umm, they can, you know, work with their with anybody and just have one electronically certified copy.  
They they would need to figure out how to.  
You would still need to purchase it, but at least now we're not having these hard copy paper records being moved around in the mail.  
People still may need them, but that's one thought on modernization.

 **Wally Ordeman (Guest)** 19:51  
I think that would be phenomenal.  
I it's a fantastic idea.  
The counties might bark at it a little bit, just cause it be quite a bit of lost revenue, wouldn't it?

 **Ginger Cerola - Jackson County** 20:05  
I think it would be a wonderful tool.  
I mean, with the wildfires that we have had and the the families that have lost things, if they had something like that stored in the iCloud or someplace on their hard drive.  
I mean, maybe it would lose a little funding, but I think, I mean, I don't know what all that entails, but I love that idea for the families, for the ones that you know, three years later, come back and go, oh, I need another one.  
That would be so ideal, you know.

 **Wally Ordeman (Guest)** 20:35  
I agree.  
I think it's fantastic.

 **Cyndy Kagan** 20:49  
I think we've got about two more minutes.  
I think a couple things were printing certificates not in our county.  
Umm.  
Reciprocity with neighboring states.  
And then like the the login.  
Ohh over and over again, while again we're some other things there.  
If we have a couple we have, I think we have a minute or two.  
I'm sorry.  
Well, go ahead on.

 **Wally Ordeman (Guest)** 21:32  
No, it's not me.  
I just haven't figured out how to take the hand off.

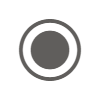
 **Cyndy Kagan** 21:34  
Ohh uh.  
I'm like, dude, I'm doing the notes and looking at you all, so sometimes I miss the hands.  
I appreciate your patience with out here.  
We're going in about a minute, but good job, y'all.  
I think we did a great job in afternoon and getting some ideas gone and we're just getting started with the process, so.

 **Woodward Jennifer A** 21:55  
OK.  
Thanks for facilitating, Cindy.

 **Cyndy Kagan** 21:58  
You're welcome.

 **Joy L. Goodwin** 22:00  
Yes, thank you.

 **Cyndy Kagan** 22:03  
You are wonderful to work with.

 **Kracker James** stopped transcription