**Transcript**

June 18, 2024, 10:23PM

 **Alanna Hein (Guest)** 0:23
Hello everyone.

 **Patterson Derrick C** 0:25
Hello.

 **Alanna Hein (Guest)** 0:27
Umm.
So looking forward to hearing all of your ideas.
Umm.
And just to remind you, this is still a recorded public meeting just so everybody knows, umm, so let's start with the first need and again this is a brainstorm.
No wrong answers, just ideas.
The first one was easy to access.
So what are your ideas about how to address this need of easy to access?

 **Janet Fredrickson** 1:04
All right, would love to say, uh, an online option from the state for people to go to umm that would you know, you would click on your so Josephine County.
And be able to generate it from there? Umm.
I.
The thought of that is so magical and.
People, for the most part, will 100% prefer to do their any of their business online.
Now, umm, we still have folks that will come in and that's fine.
Always.
We'll have that object, but.
For me?
Umm for example, we just put a new system into place for our dog licensing and it is an online system.
So I just did it.
Uh. For myself?
For the first time, and it was so easy.
And I'm like, this is wonderful.
So that is what I would love to see happen.
And we have a a company that they keep sending us emails per video.
My believe their name is and that's what their thing is, is they would just basically be the front and people would go and.
The problem with it is.
It would be so much better coming from the state.
I think people would trust that more and to me, I mean, I understand what they're doing, but this is a company I think they're based out of Tennessee or somewhere like that.
And I don't know for birth and death certificates, it's.
It's just a better option to have it be like an official.
Thing for people because you know it's a it's a serious thing to get these documents.

 **Alanna Hein (Guest)** 3:25
Yeah.
Thank you, Janet.
So easy access online option.
Other thoughts from the group about easy access meeting that need?
How can we meet that need?

 **Patterson Derrick C** 3:41
I was thinking kind of.
Ohh go ahead.

 **Soles, Paola** 3:43
Go ahead.
Go ahead, you go.

 **Patterson Derrick C** 3:45
I was going to say I'm I was thinking sort of similar to Janet and sort of having a one stop shop right now.
Customers can order electronically through the state through vital check, but each of the different counties has their own sort of well.
Some of them have developed electronic options for ordering, but each county has, you know, a different one, or they have to set that up themselves.
So it'd be nice if there was sort of one stop shop for somebody, whether they're getting an record from the state or the county to be able to send it to the same place by mail electronic and not have to keep track of, you know, where they need to order from or how they're going to get billed differently.

 **Janet Fredrickson** 4:26
Yes.

 **Patterson Derrick C** 4:29
I think is something that might been nice for easy access.

 **Alanna Hein (Guest)** 4:35
Yeah.
Thanks, David. Hello.

 **Soles, Paola** 4:39
Yeah, that was fun too.
Umm.
Also ask they state has electronic version so.
Yeah, it's the access is also for me the that they can come to my county or any county to order whatever year whatever.
You know, place of birth and death ohd because sometimes the offices are closer.

 **Janet Fredrickson** 4:57
Yes.

 **Soles, Paola** 5:04
Somebody doesn't wanna do it electronically.
We're offering now electronic and it it's going well and it it is permitted and they were working well still working some things out, but I'm mainly things are are going well.
So yeah, that's that's helpful for a lot of clients that live far doesn't have transportation, you moms and etcetera.

 **Janet Fredrickson** 5:25
Mm-hmm.

 **Soles, Paola** 5:28
So yeah, electronic is great.
Uh, yeah, that that's it.
But but yeah, for the ones I wanna come to the office.
Umm yeah, the six month mark or the limitation of the location.
It's kind of a barrier for some people.

 **Janet Fredrickson** 5:45
Mm-hmm.
And so many people aren't aware of that, and we've had people really come a distance to get to us and we have to say I'm so sorry, but we can't do it.
And I know that that frustrates people.
And I mean, we always feel bad because knowing that they've given to us and I feel like he's just checked the website, you know, or call us if you're travelling from a distance, but it still happens and quite often.
So because we've got some really far away places from our office.

 **Alanna Hein (Guest)** 6:30
Thanks Janet.
Other folks.

 **Gibson Lucyann S** 6:34
I I would like to suggest.
Different payment options, if we're talking about going electronic, a lot of younger people do not have credit cards.
They use Venmo.
They use cash app.
They use all of these payment options and it would be very nice to be able to accommodate them in that way.

 **Janet Fredrickson** 6:52
Umm.

 **Alanna Hein (Guest)** 7:02
Yeah.
So in terms of easy access, one of the needs could also be how do you pay for it?
And you might have zelly and not a credit card.

 **Janet Fredrickson** 7:13
Right.

 **Alanna Hein (Guest)** 7:13
Yeah.
Yeah. Nice.

 **Janet Fredrickson** 7:16
That's uh, yeah, really good point.

 **Alanna Hein (Guest)** 7:19
Yeah, other thoughts about easy to access, how how might the need be met of the need for easy access of their ideas about that.

 **Patterson Derrick C** 7:35
I think clearer and more streamlined eligibility and other requirements.
Anyway, that can be, you know, as as clear and simple as possible for people, both the customers and about a record staff I think would help people get their records.

 **Janet Fredrickson** 7:54
Yep.

 **Gibson Lucyann S** 7:55
And an and an option that if if there's an exception to the eligibility to receive a certificate that that may be umm, there needs to be a way that that you don't just like vital check if you don't meet the requirement basically you're done you can't move forward there's no customer service available immediately while you're on the website. Umm.

 **Alanna Hein (Guest)** 7:55
So.

 **Janet Fredrickson** 8:27
Yeah.

 **Gibson Lucyann S** 8:29
So there needs to be we need to have Oregon, we need to have those options available for ease of use when there is something that pops up.
Oh, you're not.
You're a legal guardian, but you're not the actual named Legal Guardian.
Like for us, the agency then I, you know, I have to go in and I have to create a letter and all of this extra stuff.
Drop everything.
Go do that, then come back.
And a lot of times, you know, if you didn't save your order, you have to start all over again.
So that needs to be accessible to people online during the time that they're on the site.

 **Patterson Derrick C** 9:14
That makes me think of like an am on what an Ombudsman type role, where if you have an app you know rather than just saying no, you can't have it that there is somebody that can look into it, somebody between you know, the vital records operator and the legislatures or Governors office, they could review and look at, you know, why didn't this order?
Why isn't this being issued?
Is it a problem with access that vital records couldn't change?
Or is it like a normal thing that's part of the law?
I think something like that might be really helpful.

 **Janet Fredrickson** 9:50
Hmm.

 **Gibson Lucyann S** 9:52
Exactly.
That was what I was looking at.
Thank you, Derek.

 **Alanna Hein (Guest)** 9:59
Yeah, other ideas.
That's that's a very creative idea in terms of of trying to create easy access.
Do you have other ideas about what could create easy access for vital records?
What else could meet that need?
OK, OK.
We can always come back to it if you have some other inspiration.
While we're talking the next, the next topic was printing certificates for longer than six months.

 **Patterson Derrick C** 10:34
Ohh.

 **Alanna Hein (Guest)** 10:41
How could how could that need be met?
Ideas about that?

 **Janet Fredrickson** 10:56
I guess that really does.

 **Gibson Lucyann S** 10:56
Is that?

 **Janet Fredrickson** 10:57
Sorry, go ahead.

 **Gibson Lucyann S** 11:01
I was gonna say, isn't that already in the legislation that it will be made available more than six months?
I'm not.

 **Alanna Hein (Guest)** 11:10
I don't think so.
I think that was that was the that might have been and what was proposed, but there is no new legislation that's been passed the legislation that was passed was this was creating this work group to look at how to address these issues.

 **Gibson Lucyann S** 11:28
So then yeah, I think that.
That's that is moves to the top of the list in my opinion, is.
How do we how do we make that happen?
How do we make it to where the counties?
Can print it more than six months, six years, 60 years?
It didn't matter.
It shouldn't matter.

 **Janet Fredrickson** 11:53
Umm.
I I think this all comes back to that.
Ease online and I and I absolutely recognize that.
Uh, we're talking about, you know, things that really this is a program that generates revenue and.
Yeah, it just has to be a balance reached between counties and the state. Umm.
And that, I think is the the the big.
Reason we're doing this work group and I totally get it.
I you know, the state makes money and we we make money.
But that six month barrier is so big and we see it week in and week out and we do have a lot of older folks that live here and they come into the office and then.
There's nothing we can do for them.
Uh, and I think that's it.
All comes back to that.
It's just easier and if the state had that website or that you know.
Battle records piece and then you pick your county and we just need to work out what's gonna be equitable for both.

 **Alanna Hein (Guest)** 13:30
Thanks Janet.

 **Gibson Lucyann S** 13:33
So Alana, Umm, I wanna jump because just because it's part of the the conversation flow, I think that.

 **Alanna Hein (Guest)** 13:33
Are there? Yeah.

 **Gibson Lucyann S** 13:45
That possibly.
A piece could be for sustainable funding.
Umm, why are are OK if I let me?
Let me make sure that I've got it.
What Chad was saying about the indigent fund for death certificates and that kind of thing.
So how come we couldn't increase the the fee a little bit?
Umm.
And distribute that back either to the state, like if a county does something, the state gets a portion you know put into the coffers.
Or something along that that nature.
That's a thought for sustainability.

 **Alanna Hein (Guest)** 14:38
Yeah, that's a great thought, Lucy.
And it's it's that's just the kind of creative thinking I was hoping the groups could come up with because there's always so many ways to to address a need, and that would be one way to address the sustainability or might be one way to address some of the sustainability needs.
Umm.
Let let's let's if you're willing.
We probably have enough time to tackle one more topic, which is the timely registration of birth and death records.
Timely registered.
Did I say that right?
The timely registration of birth and death records.
What are some ways that you can think of to address that need timely registration of birth and death records?

 **Vicky** 15:22
Miss prior, everyone to be electronic.

 **Alanna Hein (Guest)** 15:27
Yeah.

 **Gibson Lucyann S** 15:29
Yeah, I agree.
I think that that that's really important, not just for death certificates, but that was brought up a whole lot about getting the medical certification in a timely manner, also run into that sometimes with newborns.
I'm waiting right now.
It's been 3 1/2 weeks since this baby was born, and it's still not showing up in overs.
I know that the paperwork was done.
I know that the hospital sent it off.
Usually it takes about 10 days to 14 days, but every once in a while something gets lost in the cracks and it could be months before it appears in overs, so that timely piece I think all the hospitals, birthing centers, everybody needs to be required to do it electronically.

 **Janet Fredrickson** 16:18
Umm.

 **Gibson Lucyann S** 16:24
Umm, because time is of the essence.

 **Janet Fredrickson** 16:29
I agree with that 100% and we've seen time and again we get records from the hospital and they have inevitably made some kind of error.
And I mean and you know, it's painful and people just want, they want their certificate and.
Ah.

 **Alanna Hein (Guest)** 16:54
Yeah.
SO11 way to address the need of the.
Uh.
Timely registration of birth and death records would be to require all the the records to be electronic and all the reporting to be electronic.
Are there other ways that you can excuse me that you can think of them might address that need?

 **Patterson Derrick C** 17:21
I think it would be good if there were some penalties in law, some teeth to the law.

 **Janet Fredrickson** 17:27
Umm.

 **Patterson Derrick C** 17:27
Right now, there are provisions that if there are more than, for instance, 10 births in a facility that they have to report electronically and there are timelines in the law, but there's really not any mechanism for enforcing that.
So whether it's a medical certifier or hospital, not staffing enough birth information specialists, there's really no recourse.
So I think something that would allow.
Some sort of enforcement, I think would be helpful.
It it's nice for everybody to be electronic and I think it's important, but just because they have a login doesn't mean that they'll actually use it and certify records.

 **Janet Fredrickson** 18:06
Umm.

 **Alanna Hein (Guest)** 18:09
Right.

 **Patterson Derrick C** 18:11
I think also maybe you know when you get a medical license, if you're automatically enrolled in overs, that might be helpful.

 **Janet Fredrickson** 18:18
Ohh.

 **Patterson Derrick C** 18:19
And I know that it's a.
It is a big issue with birth certificates that you know the two big things there is getting the acknowledgement of paternity paperwork signed and finalized that holds people up from getting their certificates and then also like was mentioned when there's an error on the record.
So if hospitals instead put those documents into overs electronically, that would, I think, be a great step in and making that not be a barrier anymore.

 **Janet Fredrickson** 18:40
Since you.
Umm.

 **Alanna Hein (Guest)** 18:52
Thank you.
Those lovely ideas.
Other other ideas about timely registration of birth and death records?
Well, then we're up to the big one and we may not finish this one, but let's go ahead and start, which is sustainable funding.
I'm Lucy.
You had an idea?
A A couple of minutes ago about sustainable funding of some way to split or share fees paid.
Kind of calling to mind the indigent burial fund that Chad talked about.
Other ideas about sustainable funding?

 **Patterson Derrick C** 19:49
And thinking about this, the things that I could think of was either getting general fund money if you increase.
But then customers be paying more.
Some sort of fee sharing, but then you're you're just splitting differently the same amount.
Or service reductions or reallocation of different services, or a combination of those things.
I think what can't happen is sort of just squeezing staff further because there's already an issue with turnover and burnout, and I think that we don't wanna make that worse.

 **Alanna Hein (Guest)** 20:29
Thanks Derek.
Other thoughts about sustainable funding?
How else could that needs get met?

 **Gibson Lucyann S** 20:51
So I have.

 **Alanna Hein (Guest)** 20:51
General Flynn.

 **Gibson Lucyann S** 20:52
I have a question and because I'm not real clear.

 **Alanna Hein (Guest)** 20:54
Yeah, Lucy.

 **Gibson Lucyann S** 20:57
Umm, currently the counties can.
A distribute the certificates up to six months, correct?
Is that what I'm understanding?

 **Alanna Hein (Guest)** 21:13
Yes, you your people are known it, yes.

 **Janet Fredrickson** 21:13
Yes.

 **Gibson Lucyann S** 21:14
OK.
And so when when someone goes into or orders from the county, the county retains the funds for that certificate.
Am I correct?

 **Alanna Hein (Guest)** 21:26
Yes.

 **Janet Fredrickson** 21:26
Yes.

 **Gibson Lucyann S** 21:27
And then after that everything goes to the state currently, after the six months.

 **Alanna Hein (Guest)** 21:32
Yes.

 **Gibson Lucyann S** 21:35
So there is that definite separation of funds between county and and state up to the six month limit.

 **Alanna Hein (Guest)** 21:45
Currently.
Yes.

 **Gibson Lucyann S** 21:48
So in other words, the state if if we do make this more accessible to the people, the state is the one that's going to suffer in the long run.
As far as the funds, because they would lose that past six month funding first, say like a child that was born seven months ago, you have to request it from the state, not the county.
And so the funding goes to the state.

 **Alanna Hein (Guest)** 22:13
Right.

 **Gibson Lucyann S** 22:15
So this this this idea would be would help generate income for the counties, but then the state would lose that funding and that's why I I think if it goes beyond the six month umm, keep it the way it is for less than six months, but if it goes beyond then split the funding.

 **Alanna Hein (Guest)** 22:25
Right.
We're getting bounced out of the breakout room.
You're right, you're right, Lucy.

 **Janet Fredrickson** 22:41
Yep.

 **Gibson Lucyann S** 22:42
OK.

 **Kracker James** stopped transcription