**Transcript**

July 16, 2024, 10:18PM

 **Woodward Jennifer A** 0:13  
Then we lost the chat list.  
Yeah, I think a lot of you're on mute.

 **Alanna Hein (Guest)** 0:22  
Yep. Yeah.  
Yeah, that sometimes happens in teams.  
I'll I'll tell you the the things cause I have a copy of it.

 **Woodward Jennifer A** 0:28  
OK.

 **Alanna Hein (Guest)** 0:30  
So the first, the first one, #5IS reciprocity with exist with neighboring states.  
I don't know if anybody has thoughts or ideas for reciprocity with neighboring states.  
Anybody have ideas about how to meet that need?

 **Woodward Jennifer A** 0:51  
But I guess it's more of a question of I didn't.  
I'm trying to remember exactly.  
Is the idea to be able to issue across state lines?  
So if if there's an event that happens in Washington, we can issue the record from Washington.  
Or was it more just related to the the services going back and forth?  
I I guess that's what that's was the only one I really didn't know what it meant.

 **Alanna Hein (Guest)** 1:15  
I think that was Lucy.  
Because Lucy, I remember you talking about a challenges with California alusi or you able to to jump in and speak to that.

 **Woodward Jennifer A** 1:19  
OK.

 **Alanna Hein (Guest)** 1:27  
And if I'm misremembering, please feel free to just tell me I misremembered it.

 **Gibson Lucyann S** 1:32  
Yeah, actually I think it was a Chad that actually had mentioned something about that and he used the example of a death that happened out of state.

 **Alanna Hein (Guest)** 1:36  
Oh, OK.

 **Gibson Lucyann S** 1:44  
The person is like a resident of Oregon, but the event happened out of state.  
The death or the birth or whatever.  
And it was.  
How can we make it easier to work with Washington or Idaho?  
Or, you know any other state for that matter, to get those records to the right people, either the parents or if it's a birth or their surviving spouse, children, whomever needs it, to get that to whoever needs it in a more timely manner.

 **Alanna Hein (Guest)** 2:20  
Yeah.  
Thank you, Lucy.  
Of a better memory than I do.  
I appreciate you jumping in with that.  
Umm, yeah, so we might.  
We might wanna follow up with Chad and ask about that.  
Any other thoughts about that reciprocity with neighboring states?

 **Woodward Jennifer A** 2:37  
I think it's just mostly if there's ideas on how we can better communicate, you know, sharing, how do you get records from other states?

 **Alanna Hein (Guest)** 2:46  
Right.

 **Woodward Jennifer A** 2:46  
Umm, because unfortunately there's the the laws are but that we can only issue records that occur in our state and and Washington can only issue records that occur in their state.  
So those are related to the individual loss, but it looks like ginger might have a a comment.

 **Alanna Hein (Guest)** 3:07  
Yeah, I gender.

 **Ginger Cerola - Jackson County** 3:08  
Hi so when I have had other agencies out-of-state, there's actually a form that I use.  
It's a verification of Oregon vinyl record facts for federal, state and county government agencies, and they can request a birth, death, marriage or divorce information.  
And it has to be faxed up to Portland.  
Umm, but that's what I refer.  
Different agencies, if they want some information like I'll get police officers from other states, I get welfare like DHS from lot of times, mostly California.  
But this is the form that I always send or email them so they can get what they need from the state and I don't know if I can.  
It's form #45-110, if that's helpful, yeah.

 **Woodward Jennifer A** 3:59  
Mm-hmm.

 **Alanna Hein (Guest)** 3:59  
Yep. Yep.  
Thanks ginger.  
OK.  
So can we go on to a #6?  
For all deaths, for all death certificates to be fully electronic, what are your ideas about how to meet that need?

 **Gibson Lucyann S** 4:30  
I'm just gonna jump in.

 **Alanna Hein (Guest)** 4:31  
Yeah.

 **Gibson Lucyann S** 4:33  
I'm and I think it should not only be just death certificates.  
I think it's any of the vital records birth like right now for example I am having a heck of a time.

 **Alanna Hein (Guest)** 4:39  
Mm-hmm.

 **Gibson Lucyann S** 4:44  
I'm with a new baby.  
That was brought into care while he was still in the hospital.  
Mom has said that she filled out all of the vital stats paperwork for the birth certificate and Social Security number.  
We can't get.  
We can't get Riverbend.  
Is the hospital still this child was born almost 8 weeks ago and nobody seems to know what's happened to that paperwork.  
That's just an example.  
It needs to be electronic.

 **Alanna Hein (Guest)** 5:25  
Yeah.  
Thanks, Lucy.  
It's great to have an example.

 **Woodward Jennifer A** 5:29  
But actually in law, all births are in the hospitals are supposed to be fully electronic.  
So that's so it's Lucy.  
We need to follow up on that.  
Just to note that because that's that is actually written in law.  
I think that for deaths, it's law, which we don't currently have.

 **Gibson Lucyann S** 5:48  
And and thanks a lot for that, Jennifer, because I am working with the caseworker right now.  
We do not have legal custody of this child.

 **Woodward Jennifer A** 5:57  
Mm-hmm.

 **Gibson Lucyann S** 5:58  
It's a cooperative in home, so I don't have a court order, so I can't contact the hospital.

 **Woodward Jennifer A** 6:00  
Mm-hmm.

 **Gibson Lucyann S** 6:05  
So the yeah, the case the case worker, I actually sent in to CHS agencies a request.

 **Woodward Jennifer A** 6:05  
Yeah, but we can.

 **Gibson Lucyann S** 6:15  
And Javier responded, saying, oh, we don't have a request for this record and I'm saying no, I was very specific in my email.

 **Alanna Hein (Guest)** 6:23  
Yep.

 **Gibson Lucyann S** 6:24  
We don't have a record in overs.  
I need to know, was the paperwork electronic, whatever it received?

 **Woodward Jennifer A** 6:30  
Yep.  
So yeah, yeah, it's different group and yeah.

 **Alanna Hein (Guest)** 6:32  
Yep, absolutely.  
Thank you, Lucy.  
We're we'll follow up offline, ginger.

 **Woodward Jennifer A** 6:35  
So I'll follow up.

 **Gibson Lucyann S** 6:38  
Great.

 **Ginger Cerola - Jackson County** 6:40  
So the you know, when you were talking about births, I get and I don't know really what the process is, but I'll have funeral homes and bring me in a fetal death record.  
It's not an electronic it's a handwritten piece of paper that I'm supposed to hold for six months.  
That has the name of the child or the child.  
Past the hospital and when you're talking about electronic, I would that seem unnecessary thing?  
I'm not really sure what my piece is except I'm giving this paper.  
I hold it for six months.  
The parents sometimes choose to get a death certificate or they don't, but there's that's a piece I'm kind of curious about.  
And the other thing that when you're talking about bully electronic birth certificates, I mean I know this has to do a lot with affidavit of paternity's pending and I'm kind of jumping the gun on this, but about communication there really behind right now at the state and had I just I thought things have I'm waiting still on a birth from June 3rd they need their insurance just a communication.  
I thought all these things were lost in the mail, but there's other issues going on, so I guess I'm kind of, like I said digressing here, but the fetal death, you know that I'm not really sure what's that supposed to look like, electronically or otherwise.  
And then, you know, the affidavit of paternity pending.  
It still seems so archaic that we're sending paperwork through the mail to, I don't know.  
That's just I'm not actually helping right now.

 **Alanna Hein (Guest)** 8:16  
Yeah, but it sounds like for you that having everything fully electronic is in need like that.

 **Ginger Cerola - Jackson County** 8:21  
I believe so, yes, it would.

 **Alanna Hein (Guest)** 8:23  
Yeah.  
Yeah, Kyle, what's your thought?

 **Jael Barron Garcia** 8:29  
For us at Malheur County, we are still having dropped the paper death certificates, which is fine.  
It's just that sometimes an issue for like the doctor's not signing until like, you know, ten weeks after the death.  
But and we would love to have it fully electronic, that would be awesome.  
But the problem is our providers are not signing up for or uh, having access to overspend, sign electronically and just fill that out.  
So that's like an issue for us where we're providers are just not signing up or or they don't have the time or I don't know it would be awesome if it was fully electronic, but that's the problem we're running into and sometimes it's not even like where a border county.  
So we're right next to Idaho.  
So sometimes our doctors are not in Oregon.  
They're in Idaho, and then they they don't know the process that.  
Yeah, it it.  
The death occurred here in Oregon.  
You're in Idaho, but you can still sign up for overs and help us out in that process versus the certificate has to be driven to Nambour Boise or whatever for 45 minutes or mailed and then we have to wait for that and then it's happened.  
We're like it gets lost.  
And so that's that's the issue or providers not saying that for the overs and being a border county where it makes things difficult.

 **Alanna Hein (Guest)** 9:50  
Yeah.  
Thank you, hire Sarah.

 **Sarah Reynolds** 9:55  
Yeah, I've noticed since I started.  
I've been here about 10 years.  
The doctors are signing up for overs.  
Just very slow that a lot of the old school doctors were.  
They're just kind of wait until they retire and the new doctors, they bring them on, they automatically sign them up.  
So there are a lot fewer paper death certificates that we do than when I started for sure if there was some sort of I I know when the over system was implemented before I even started here.  
Umm, we the Funeral Home was told well within two to three years.  
Everyone will be on it.  
Well, obviously still not happen.  
So yeah, some accountability just to make sure everybody's on it and using it because it it works so much better than paper death certificates.  
And then I just wanted to touch on what Ginger said about the fetal death certificates.  
They're not actual death certificates when there's a fetal demise, the hospital fills out paperwork.  
And I think that piece of paper is what you have to hold on to, but that's it's it's not considered a a human life.  
So we don't issue a death certificate for that.  
So I don't think that is a vital record per say.  
I think that's that's something else.  
I don't know exactly the system, but there is a distinction between those two.  
So just to clear that up.  
Mm-hmm. I.

 **Ginger Cerola - Jackson County** 11:17  
Thank you.

 **Alanna Hein (Guest)** 11:17  
Yeah.  
Think Sarah Jennifer.

 **Woodward Jennifer A** 11:21  
Umm, yes, so I'm gonna.  
I'll address the fetal death stuff later, but I think that you know, part of it is that the fully electronic for death again, law accountability.  
But it's also very, very geographically.  
So maybe focusing on.  
Certain areas and partnering with the the state and the state partnering with the Funeral Home and actually like going and and doing like a a trip to the to the medical certifiers and do we kind of you know a special visit.  
So doing a little kind of and it also follows up a little bit with the accountability piece that Derek was talking about, but maybe even doing more geographic partnering and site visits to to encourage that.

 **Alanna Hein (Guest)** 12:17  
Yep.  
Thank you.

 **Woodward Jennifer A** 12:18  
And then we'll I'll obviously because we let's let's put on the.  
Parking lot clarification on fetal deaths.  
So, but we won't go into that, so.

 **Alanna Hein (Guest)** 12:28  
OK. Yep.  
Thank you and thank you for my spelling challenge of the day.  
So spelling fetal.  
So the next question, thank you for all of that.  
So the number 7 for all records to be fully electronic with with access to old and new records in an effective, functional and modernized system, this electronic system needs to be interoperable.  
I wanna leave that second one, actually.  
Umm, we were just kind of talking about access to fully electronic.  
I want to know if that #7 for all records to be fully electronic with access to all old and new records in an effective, functional and modernized system.  
Are there other things than what we were just talking about in terms of the needs around electronic records and having everybody signed up and having people?  
Yeah.  
Jennifer, what else?

 **Woodward Jennifer A** 13:25  
Yeah, so this the keyword here is old.  
So right now it's the older records, so you know this is having a fully electronic system.  
That's modern means all the records back to 1903 being fully electronic.  
Right now, there's only fully electronic starting at certain times, so that to me, you know that to be creative is and it's actually it's not too creative, it's setting up a project and again this is these are the records that are at the state.  
So this would be focusing on a state project to have the resources and funding to get everything scanned, all the microfilm off.  
So overs has all the records umm from day one and and that that has been on the the project list for a very long time but haven't had the time or the resources to do it.  
So it's it's like actually initiating a project, getting a project team, finding a contractor and and getting it done.

 **Alanna Hein (Guest)** 14:31  
Thanks, Jennifer.  
Other comments about.  
Uh, fully electronic with access to all old and new records.  
In an effective, functional and modernized system.  
Other comments about that part.  
OK, Shauna, I'm not gonna call you by your daughter's name.  
Go ahead.

 **Peterson, Halle L** 14:57  
Ah, good memory.  
I'm I have a really remedial question when we talk about fully electronic, we mean that in your offices you're able to retrieve those electronically and that the process for creating a record is submitted electronically because what I'm used to is is like a paper, but it I guess it would be like a certified death certificate.  
So you'd still be able to order those, it's just the repository and the creation of them happens electronically.  
Because I need physical paper death certificates for a lot of what I do. OK.

 **Woodward Jennifer A** 15:31  
You.  
Yeah, right.  
And so so the yeah, it's the.  
It's so the whole the idea is to have all of the submission of the records fully electronic, all currently we have we have records that are still paper records.  
They're not even in the over system or they're off a microfilm, but one of our fully electronic ideas that's happening, and that's very modern, is to offer a A certified copy that's been electronically certified.

 **Peterson, Halle L** 15:54  
Gotcha.

 **Woodward Jennifer A** 16:10  
So then you can email it back and forth with people.  
We could send an email with the record, so there's this kind of electronic certification idea and not have to have to move paper around.  
But you still could have the option, so that's really happening in the future of how do you have a certificate that you issued that's an electronic certificate that is actually certified by the state?

 **Peterson, Halle L** 16:37  
I think that's a really excellent idea, and I appreciate that that component of it could be a longer term plan, but it would make sense to be part of the sequence.  
And I can see the learning curve not being terrible.  
You know, it's usually financial institutions or title companies that I provide these two and they scan them and make them electronic.

 **Woodward Jennifer A** 16:55  
Umm.

 **Peterson, Halle L** 16:59  
Anyway, they don't usually retain it, so I don't think the learning curve would be too steep and that that sure would be great.

 **Woodward Jennifer A** 16:59  
Yep, I know.  
Mm-hmm.  
Mm-hmm.

 **Peterson, Halle L** 17:08  
But yeah, we we definitely deal with paper.  
They need to see that the and feel the seal, but they don't actually keep it or or want it.

 **Woodward Jennifer A** 17:16  
Yeah.

 **Peterson, Halle L** 17:16  
They make it electronic too.

 **Woodward Jennifer A** 17:18  
Yeah.

 **Alanna Hein (Guest)** 17:19  
Yeah.

 **Peterson, Halle L** 17:19  
OK.  
Yeah, I think that would be really slick.

 **Alanna Hein (Guest)** 17:20  
Yeah, that's.

 **Peterson, Halle L** 17:23  
Obviously requires funding and a lot of effort, but it sure would be a goal.

 **Alanna Hein (Guest)** 17:28  
Thanks, Shauna.  
Yeah, it's a great option to put on the list.  
Umm I wanna look at 7A.  
The electronic system needs to be interoperable, meaning accessible to all interconnected systems.  
So interoperable means if you're on one platform, you can access something that's on another platform.  
You don't have to all be on the same platform to access the information.  
Any thoughts or comments about the interoperability?  
I need any comments about that one.  
And.

 **Ginger Cerola - Jackson County** 18:15  
Just as a thought, you know we're talking about.  
Being able to access everything so when people come in and they need to prove eligibility and not so, I got out of grandchild, come in and they're not going to have their parents birth certificates.  
But is that something when you mean interoperability?  
I mean, I suppose they need to produce that themselves, but as a way for me to verify that they have brought in a record umm or like a marriage license when a female has changed her name and she needs to produce her birth certificate and her marriage license to get one of her parents death certificates.

 **Alanna Hein (Guest)** 18:40  
Yep.

 **Ginger Cerola - Jackson County** 18:58  
Is that what you're referring to as interoperable?  
Being able to view those other documentations electronically.

 **Alanna Hein (Guest)** 19:06  
Interoperability MORE has to do with how the computer language is talk to each other.  
The computer database is talk to each other.

 **Ginger Cerola - Jackson County** 19:12  
OK, OK.

 **Alanna Hein (Guest)** 19:13  
It's usually what interoperability means.

 **Ginger Cerola - Jackson County** 19:15  
OK, we'll never.

 **Alanna Hein (Guest)** 19:15  
Yeah, but that's a good example.  
Gender.  
Yeah, Jennifer.

 **Woodward Jennifer A** 19:23  
Would you like me to respond?  
Ohh, am I next?  
Uh, I think, yeah, that I was just gonna clarify, Lana, interoperability is between the different systems.

 **Alanna Hein (Guest)** 19:25  
Yep.  
Yep.

 **Woodward Jennifer A** 19:34  
And so that's looking at, you know, the electronic health record systems, the medical examiner systems, the Funeral Home systems.  
So that's going to cut down and improve the timeliness as well.  
But I think that your comment ginger about how the counties can do have the access to the system to do electronic verification of vital records within the state.  
Yeah. OK.

 **Alanna Hein (Guest)** 20:03  
Thanks.  
Hi, Elle.

 **Jael Barron Garcia** 20:07  
I was just going to say that it sounds really good like that.  
That would be awesome, but here at the health department, we recently had a scare where it was like a security breach of our systems or computer systems.  
We lost because of that almost breach.  
We lost their Internet for two days, so now we're all kind of wary of, like, talking amongst any other computers.  
And now our systems are so there's so many firewalls and security systems that even accessing vital records like overs is an issue for me.  
And I'm just, you know, it's just overs.  
I'm here in the office, so I just kind of wonder what kind of issues I'm trying to talk to different systems or computers or anything like that would arise.  
And if little health departments like us would have that kind of capability because we don't have money and we don't have the.  
Our IS team is very it's giving extra careful and so I don't even know if that would benefit us in any way shape or form because it would just right now everything's getting blocked.  
I don't know if in the future we have better security and not block everything, but for us little health departments, it really be an issue.

 **Alanna Hein (Guest)** 21:20  
Yeah.  
Yeah, totally.  
OK.  
Lucy is.  
I mean, Shawna is your high and still up from before.  
Or is this a new hand?

 **Peterson, Halle L** 21:33  
It was still up from before.

 **Alanna Hein (Guest)** 21:35  
OK.

 **Peterson, Halle L** 21:35  
I will put it down.

 **Alanna Hein (Guest)** 21:35  
OK.

 **Peterson, Halle L** 21:36  
Thank you.

 **Alanna Hein (Guest)** 21:37  
No, that's fine.  
I just didn't want to be skipping you if you had.  
OK, so let's look at #8 sustainable funding, a sustainable and equitable funding to support the system.  
What are your ideas about sustainable and equitable funding to support the system?  
What are some options for that?  
Jennifer.

 **Woodward Jennifer A** 22:08  
I think that we kind of touched on this a little bit last time, but of course looking at fees, uh, increasing fees which that that goes to the customer a suggesting items for how do we you know again it's the same sharing and sustainable funding for the system as a whole.  
You know, if we wanna do modernization, do we go and ask the the legislature for a big chunk of change, to be blunt, to to botanize system.  
But I think we also need to be examining ways, creative ways to share the maintenance of the system.  
And one of the things to acknowledge is that the state maintains the system and the state provides all the resources for the counties and the counties don't actually support the system.  
And so we need to think about how how do we have, you know, all of us helped support the system.

 **Alanna Hein (Guest)** 23:11  
Thank you.  
Other ideas about ways to address the need for sustainable funding to support the system.  
Can we make it a requirement for them to have to sign up if they're practicing, or that's an old jet?  
Sorry.  
OK.  
Anything else about sustainable funding?  
Umm, the next #9 is to be adequately staffed with adequately trained employees with adequate classifications.  
Ideas about how to address that need?  
Adequately staffed, adequately trained.  
How would you?  
What are your thoughts?  
Hi Elle.  
Michael, I think you're still muted.

 **Jael Barron Garcia** 24:16  
I'm sorry there.  
So yeah, for us at the county level, all our funding comes from well and some are funding comes from the county from admin.  
And I know right now they're not gonna hire anymore.  
They don't want to pay us anymore, so it's hard to retain people or train them like it's really, really hard.  
And so I don't know if it if the state could maybe advocate for us, but in a word like listen, this is extra training that we're needing from your your current employees like right now it's just it used to be with me and Peggy I'm doing vital records, but we are training more people, but it's it's added to their other duties as well and a lot of people don't wanna take on an extra, umm, stop job duty that I love vital stats but it can be difficult at first like to learn it.  
It can be really hard, so it scares a lot of people, so maybe if if if we had a little push from like or a little good word from the state towards like county judges or Commissioners to, like, hey, listen, can you, umm, I don't know, but the pay or getting a little incentive like maybe something like that?

 **Alanna Hein (Guest)** 25:36  
You know.  
Yeah.  
Thank you, Kyle.  
That's a great idea.  
Umm OK then easier access to overs with longer timeout on the login.  
That was a really specific situation.  
Ideas or options around that?

 **Woodward Jennifer A** 26:00  
Yeah, I think this is this is a pretty, this is just looking at the IT requirements.  
There's some requirements at the state to see how much we could actually increase the time, but then it doesn't.  
Impact.  
Production in the sense of you know, if you have too many systems open and you continue to have them open, it causes things to slow down.  
So that's why there's a minimum amount of time.  
And so what's like the standard is for the state to see if we can increase it.

 **Alanna Hein (Guest)** 26:32  
Yeah.

 **Woodward Jennifer A** 26:34  
But there may be a standard that they require.

 **Alanna Hein (Guest)** 26:37  
Right.  
So that might be get some more information about that. Yeah.

 **Woodward Jennifer A** 26:41  
Yeah.

 **Alanna Hein (Guest)** 26:43  
OK, better oversight and accountability.  
Following laws and procedures.  
Any ideas about how to address the need for better oversight and accountability?

 **Gibson Lucyann S** 27:05  
I like Jennifer's idea about having what we used to call in the old days, a dog and pony show you basically have a couple of representatives go out.  
Schedule a meeting with you know, partners and whether you know folks in the the medical field, you know, funeral homes, anything that that touches on vital records.  
Just seeing a human being, even if it's virtual.  
Umm.  
And answering their questions and you know, providing information for them.

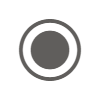
 **Alanna Hein (Guest)** 27:44  
Yep.

 **Gibson Lucyann S** 27:47  
So it's not such a bug.  
Kind of thing.

 **Alanna Hein (Guest)** 27:51  
Yeah, yeah.  
Ginger.

 **Ginger Cerola - Jackson County** 27:57  
So Derek was talking about the triennial reviews and those are really awesome.  
But like you said, they're far and few between.

 **Woodward Jennifer A** 28:07  
Oops.

 **Kracker James** stopped transcription