

HB 2420 Work Group Meeting-20231213_000312- Meeting Recording

December 12, 2023, 10:46PM


 **Lisa (Guest)** joined the meeting

 **a8c925d2-8a8c-40bd-856f-aa7ee05ebde1** joined the meeting


 **Joy L. Goodwin** joined the meeting


 **Alanna Hein (Guest)** joined the meeting

 **Patterson Derrick C** joined the meeting


 **Alanna Hein (Guest)** 9:42
Hi Derek, I joy.

 **Patterson Derrick C** 9:45
Hello.

 **Alanna Hein (Guest)** 9:48
I see highly, highly USA and who's the who's the phone number?

 **Joy L. Goodwin** 9:49
Hello.

 **a8c925d2-8a8c-40bd-856f-aa7ee05ebde1** 9:58
That's me.
This is Lisa.


 **Alanna Hein (Guest)** 9:58
But.

 **a8c925d2-8a8c-40bd-856f-aa7ee05ebde1** 9:59

I my camera doesn't work on my desktop, so I'm on the phone and watching you guys but talking on the phone.

 **RANGAN Karen L** joined the meeting


 **Katelyn Colton** joined the meeting

 **Alanna Hein (Guest)** 10:07
Thanks Lisa.


 **a8c925d2-8a8c-40bd-856f-aa7ee05ebde1** 10:09
No problem.
Thank you.


 **Ginger Cerola/Jackson County** joined the meeting

 **Woodward Jennifer A** joined the meeting

 **Alanna Hein (Guest)** 10:24
Hi, ginger.

 **Ginger Cerola/Jackson County** 10:27
Hello.

 **Alanna Hein (Guest)** 10:34
Hi, Jennifer.

 **Woodward Jennifer A** 10:36
Good afternoon.

 **DRESSELHAUS Chad W * OMCB** joined the meeting

 **Jael Barron-Garcia** joined the meeting

 **Cyndy Kagan** joined the meeting

AH **Alanna Hein (Guest)** 13:04

Hi, Chad.

Hi, Jay, how we're going to get started in about one more minute.

 **Clark Stacy** joined the meeting

JB **Jael Barron-Garcia** 13:14

They didn't hear you.

 **Gibson Lucyann S** joined the meeting

 **Kelly Eckerman** joined the meeting

AH **Alanna Hein (Guest)** 13:47

Hey, Lucy, it's 3:00.

O'clock or 4:00 o'clock for some of you.

 **Jael Barron-Garcia** left the meeting

AH **Alanna Hein (Guest)** 13:52

So we're gonna go ahead and get started and.

Hello everyone.

My name is Alana Heine.

I'm the facilitator for the House Bill 2420 group and I wanted to just welcome you all and start with a little bit of a review.

Umm, of what?

 **Jael Barron-Garcia** joined the meeting

AH **Alanna Hein (Guest)** 14:14

We're going to be doing today and of our ground rules for the session, the ground rules.

They're pretty simple and they're on the agenda.

 **Wally Ordeman (Guest)** joined the meeting

AH **Alanna Hein (Guest)** 14:25

Let the facilitator facilitate share the air.

Participate and engage.

Use the parking lot, which my colleague Cindy Kagan will keep track of.

 **Soles, Paola** joined the meeting

AH **Alanna Hein (Guest)** 14:36

If there are things that come up that aren't exactly on topic, Cindy will track them, ask questions, listen to understand, use the raised hand function to speak.

So it's a looks like a hand outlined at the top of your screen.

You can click on that if you want to speak and I will be able to see that you want to speak.

 **Stephanie Fox** joined the meeting

AH **Alanna Hein (Guest)** 14:59

Use the chat to share links, not for ongoing commentary, only work group members may speak or post in the chat, and the meetings will be recorded and notes will be sent out within two weeks.

 **Virginia and Mary** joined the meeting

AH **Alanna Hein (Guest)** 15:14

Today we are also going to have a couple of breakout sessions to hear more voices and hear from more of you in the limited time that we have inside of an hour, those breakout sessions will also be recorded and the same rules apply.

Group members will be the ones invited to speak in those sessions and then after the after the breakout sessions will have a debrief where somebody from each of the breakout groups will be presenting.

Kind of what came up in their groups and will be capturing those ideas. Umm.

The approach that we're using is called interest based problem solving and what that

means is our goal in today's conversations in the breakout groups and in the group in general is to uncover lots of different ideas.

And today in particular, we're interested in identifying topics around House Bill 2420 that people would like more information about, hoping that today's discussion can lead us to planning for presenters or other kinds of information that the group might want to dive into to help come up with some ideas of how to address the issues raised in the 2420 bill.

 **Shawna Peterson** joined the meeting

 **CUMMINS Sean** joined the meeting

AH **Alanna Hein (Guest)** 16:36

Before we go any further, I'd like to do a round of introductions and I'm going to just do a call down of the people who are who are work group members.

If you can just introduce yourself and kind of what your what your role is in the world, what your work is, we can get to know each other a little better.

And I'm gonna start with the phone number that ends in three. Two.

I think this is Lisa, is that right?

A **a8c925d2-8a8c-40bd-856f-aa7ee05ebde1** 17:07

Correct.

This is Lisa with Umatilla County public health and I am the office manager for our health department here.

And Umatilla County.

AH **Alanna Hein (Guest)** 17:16

Thank you.

And then we have.

Chad Dresselhaus, I hope I'm saying your name correctly.

D **DRESSELHAUS Chad W * OMCB** 17:27

Yeah.

Thank you, Alana.

Chad Dresselhaus, executive director of the Mortuary Cemetery Board, worked

closely with Jennifer Woodward and her wonderful team over Vital Records and vital statistics.

So appreciate being a part of this.

AH **Alanna Hein (Guest)** 17:42

Thank you.

Then we have Lucy Gibson.



Gibson Lucyann S 17:48

Hi, I'm Lucy Gibson and I work for Oregon Department of Human Services child Welfare as a federal revenue specialist.

AH **Alanna Hein (Guest)** 17:59

Thank you.

And then we have Ginger Sorolla.

GC **Ginger Cerola/Jackson County** 18:05

Hi, yes, ginger sorolla.

I work as the lead deputy registrar for Jackson County at a window for the public, a public servant.

AH **Alanna Hein (Guest)** 18:16

Thank you.

And then we have.

JL Baron, is it Garcia?

JB **Jael Barron-Garcia** 18:22

Correct.

Yes, my name is Hail Baron Garcia.

I am at Malheur County Health department.

I'm the lead deputy registrar for now.

You're counting.

AH **Alanna Hein (Guest)** 18:34


Thank you, hield.
Apologies for mispronouncing your name.

JB **Jael Barron-Garcia** 18:37
OK.

AH **Alanna Hein (Guest)** 18:38
Then we have Joy Goodwin.

JG **Joy L. Goodwin** 18:42
Hi, I'm joy Goodwin.
I work with Douglas County clerk's office.
Office.
I am the county registrar and among my other duties.

AH **Alanna Hein (Guest)** 18:53
Thank you.
And then we have Derek Patterson.

 **Patterson Derrick C** 18:58
Hi, my name's Derek Patterson and I'm with the state Vital Records office and I'm our liaison to the counties.

AH **Alanna Hein (Guest)** 19:05
Thank you.
And then we have Shawna Peterson.

SP **Shawna Peterson** 19:11
Good afternoon everyone.
I'm Shawna Peterson.
I'm a practicing attorney over in Malheur County.

AH **Alanna Hein (Guest)** 19:19
Thank you.
And then we have Paula Souls, or solace.

 **d94ee63f-d878-4bcb-8106-0c2a9754a18d** joined the meeting

AH **Alanna Hein (Guest)** 19:24
How do you say your last name?

SP **Soles, Paola** 19:26
Self. Uh yeah.

AH **Alanna Hein (Guest)** 19:27
So thank you.

SP **Soles, Paola** 19:29
So I'm public health.
Ohh incoming call in the office supervisor.

AH **Alanna Hein (Guest)** 19:36
Thank you.
Did I miss anybody else?
Who is a work group member?

WO **Wally Ordeman (Guest)** 19:47
Hi Alana and the group.
Uh, Wally Orderman with the Oregon Funeral Directors Association and a funeral director from Albany.

AH **Alanna Hein (Guest)** 19:55
Wallies, you're the the number that ends in 3/8.

WO **Wally Ordeman (Guest)** 19:59
Uh, no, it's not.

AH **Alanna Hein (Guest)** 20:01
Never know.
OK, can can whoever has the number that ends in 3/8 tell us if you are.

Or not.
OK, you don't.
Have to if you're not a work group member.
OK.
Did I miss any of the other work group members?

 **Woodward Jennifer A** 20:23

Yeah.
Allana's Jennifer, Woodward, state registrar.

 **Alanna Hein (Guest)** 20:27

Thank you.
Sorry, Jennifer.
You're on the end of the alphabet and somehow I just missed you about.

 **Woodward Jennifer A** 20:32

Yep, I'm at W.
That tends to happen.

 **Alanna Hein (Guest)** 20:34

It's OK, apologies.
And do we have anybody?
Here from Representative Owens office.

 **Clark Stacy** 20:43

Hi, good afternoon.

 **Alanna Hein (Guest)** 20:43

Not to.

 **Clark Stacy** 20:44

My name is Stacey Clark.
I'm the chief of staff to Representative Owens.

 **Alanna Hein (Guest)** 20:49

DC.

Thank you.

Thank you. Stacy Clark.

Umm any other work group members that I missed or didn't recognize by your phone number?

OK.

Thank you all for being here.

Really appreciate your time and your attention.

So today, as I said, is going to be focused on generating ideas and topics for the group to work through and get educated and informed about for the for the rest of the year, for for 2024.

Umm, the interest based problem solving approach that we're taking is to identify kind of what are the important things that topics that people wanna make sure get brought up that people want to make sure that they learn about or make sure that other group members learn about.

So this is the time not to.

To not to say.

This is what I think, but the time to kind of surface and identify questions.

I did see somebody in the chat, Virginia said.

I think I'm a work group member, but I'm having technical difficulties.

Virginia Lopez, Harney County Health Department deputy registrar.

Yes, Virginia.

Thank you for for posting.

In the chat you are a work group member and thank you for identifying yourself.

I hope you get the tech issues worked out.

And thank you for posting the chat.

So the interest based problem solving approach is really this approach of trying to figure out what's underneath the issues that we're trying to solve.

So not just saying this is the way it should be, but the why of what it would mean to have the problem solved that way, or have the situation addressed that way so you those of you who were here last month might remember the window needs to be opened, the window needs to be closed.

Example and when we explored why people needed the window open or why people needed the window closed, we're able to identify that having a window closed or open wasn't as important as having air circulating so that it was a problem we could

solve with the fan.

That's the approach that we're taking today and we're going to about to go into one of our first two breakout groups.

The breakout groups were going to give you about 9:00 or so minutes in the breakout groups to discuss these questions, and the questions are both on the agenda and I can also.

I will also repeat them and explain them and Cindy can also post them in the chat so that you can look at that.

The question is, the first one is what's the heart of the matter for you in terms of 2420 and the issues around it?

What did the heart of the matter?

What's the heart of the issues that that you see or experience and what is it important for us to keep in mind in the HB2420 work group?

What's it important for us to keep in mind and what's the heart of the matter?

We designated some.

 **d94ee63f-d878-4bcb-8106-0c2a9754a18d** left the meeting

 **Orlando Zurita (MultCo)** joined the meeting

 **Alanna Hein (Guest)** 24:14

A groups in advance for the breakout groups because we want to be sure that the groups have a diversity of perspectives and ideas, cause the idea is to generate topics and thoughts and questions.

So don't feel any need at all to come to conclusions or to come to agreement, or for everybody to have the same questions or the same ideas.

The the goal really of these.

Of these breakout groups is to kind of explore the the topic as thoroughly as possible and to kind of come up with as many questions, perspectives, things you wanna be sure that we touch on or talk about at some point during the year as possible.

So it's really a generative brainstorming approach and you, you know, often when when we break into groups, we try and come to agreement.

That's not the.

Go groups is the brainstorming.

Umm, so let's see.

Umm, I don't know who, if I can.

Let me try and toast this, and then I'm gonna ask.

Four help put I think James is maybe gonna help put you into breakout rooms.

I would ask that somebody in the breakout rooms please take notes so that we can then report it out in this larger group.

Again, the goal is to generate and brainstorm and and be inquisitive, and for this first breakout is what's the heart of the matter in terms of 2420 House Bill 2420 and what's important to keep in mind in this work group as we work through the issues?

Is it clear what are your any questions about the question?

OK, so I'm going to ask for help now to get everybody into your breakout groups.

Again.

It's going to be the workout, the work group members in the breakout groups and take notes and come back with ideas.

We'll have time to debrief it in about 10 minutes.

That's sounding good, James.

OK.



Kracker James 26:37

Sounds good.



Alanna Hein (Guest) 26:40

So it takes a minute in teams to get into the breakout.



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Patterson Derrick C left the meeting



Jael Barron-Garcia left the meeting



Ginger Cerola/Jackson County left the meeting



Wally Ordeman (Guest) left the meeting



Virginia and Mary left the meeting

 **Lisa (Guest)** left the meeting

 **Clark Stacy** left the meeting

 **Joy L. Goodwin** left the meeting

 **Soles, Paola** left the meeting

 **DRESSELHAUS Chad W * OMCB** left the meeting

 **Shawna Peterson** left the meeting

 **Gibson Lucyann S** left the meeting

 **Woodward Jennifer A** left the meeting

 **AH Alanna Hein (Guest)** 28:06

James, it looks like Cindy and I didn't get put into the breakouts.
Can you move us into one or the other of them?

 **Kracker James** 28:14

Yes.
Did you have any preference?

 **AH Alanna Hein (Guest)** 28:17

Doesn't matter.
Just put it one of us in each in two different ones.

 **Kracker James** 28:21

Alright.

 **AH Alanna Hein (Guest)** 28:22

Thank you.

 **Alanna Hein (Guest)** left the meeting

 **Cyndy Kagan** left the meeting

 **Stephanie Fox** left the meeting

 **a8c925d2-8a8c-40bd-856f-aa7ee05ebde1** joined the meeting

 **a8c925d2-8a8c-40bd-856f-aa7ee05ebde1** 41:01
That deliver for you, Matilla County.

 **Alanna Hein (Guest)** joined the meeting


 **Joy L. Goodwin** joined the meeting

 **Lisa (Guest)** joined the meeting

 **JB** **Jael Barron-Garcia** 41:13
Yeah.

 **Jael Barron-Garcia** joined the meeting

 **Cyndy Kagan** joined the meeting

 **JB** **Jael Barron-Garcia** 41:13
See, that's a good one for touch base on that.

 **Virginia and Mary** joined the meeting

 **Shawna Peterson** joined the meeting

 **DRESSELHAUS Chad W * OMCB** joined the meeting

 **Wally Ordeman (Guest)** joined the meeting

 **Ginger Cerola/Jackson County** joined the meeting

 **Soles, Paola** joined the meeting

 **Gibson Lucyann S** joined the meeting

JB **Jael Barron-Garcia** 41:16
With reality in the afternoon.

 **Woodward Jennifer A** joined the meeting

 **Clark Stacy** joined the meeting

 **Patterson Derrick C** joined the meeting

AH **Alanna Hein (Guest)** 41:22
Hello, everyone.
Welcome back.
Looking forward to hearing your thoughts will be recording them.
I'm writing them up as we're hearing the debriefs from the groups.
Is there a group who would be willing to kick us off and start out the reports?
Chad, thank you.

D **DRESSELHAUS Chad W * OMCB** 41:53
Sure, less pressure when you start right, because then there as well. OK.

AH **Alanna Hein (Guest)** 41:53
Go for.

D **DRESSELHAUS Chad W * OMCB** 41:58
Uh, well, we were kind of all over the place, but we had a really, really good conversation.
I think some of this for me, I guess.
Excuse my ignorance cuz some of this is, you know, the those who are, you know,

work in this specific agency, know more than I do clearly.

But one thing I was just curious, so I'm assuming this OK to kind of whispering up certain just kind of things that maybe contacts that may help others because I'm assuming maybe I'm not the only one, although it could be one thing is I was curious about how kind of the structure of how each county because I believe they're they're required to appoint a registrar.

AH **Alanna Hein (Guest)** 42:28

Yeah.

D **DRESSELHAUS Chad W * OMCB** 42:40

And I'm just curious how kind of that that happens.

And then I'm curious about how is the structure of each county's registrar, office, or whatever done is, is there specific allocated revenue revenue to cover that, or is that kind of embedded within the county?

Are they required to cover that cost?

So I think that's kind of a question about logistics, I guess or establishment and then.

So it was explained to me, and I think Jennifer and her presentation last time explained kind of how it currently is, that that is up to the six months, the date of the event, the county can issue that within the county.

It occurs the event, but then after that it moves to the state vital records and that's where it can only be done and I think some of it seem appears.

And I think the the bill is trying to get to the heart of the hardship that this can create for multiple multiple participants in this process.

Is there what?

Is there a thought or has that thought maybe been a dress already to extend that six month access to counties to where?

Because I had, I had two yell and joy were in my group and they they are both registrar worked for the registrars and they were talking about instances where you know I I think ultimately this is to establish equitable access and we talked quite a bit about diversity, equity inclusion and how kind of on the customer side if you will mostly you know cuz that's kind of what this is is that can create a hardship for kind of these hard lined kind of policies so the thought was well I guess the question was has there been discussion about maybe extending that six month access because if you you know the one gave the example of if you know someone needs something

six you know six months in a day and they have to say I'm sorry you have to go through a whole another route.

And then they were talking about possibly, maybe issuing for other counties, not just theirs.

So I think you know, especially if people move, you know, some who are kind of transient or you know move around a lot that population it could.

Through the you know the the DI lens of of providing outstanding and unsurpassed customer service which we all want to do.

I think that was something that we talked about as well.

And then just more of just kind of along the lines, I think I talk about this, but are all county revenues kind of set up the same?

Do they?

Because it's my understanding some receive revenue only from the orders that they process and nothing else.

So it's kind of going back to kind of the structure, but that's kind of the things that we discussed.

But if I missed anything, yeah.

Or joy.

Please, please feel free to to add or or jump in there.

That's the majority of what we discussed, so thank you.

 **Alanna Hein (Guest)** 45:41

Thank you.

Thank you, Chad.

Thank you, Yale.

Enjoy.

That was a great who's the next person to share out from?

What their breakout group talked about?

See Lucy, that'd be great.

Go for it.

 **Gibson Lucyann S** 45:58

Helen.

Lisa, if you guys, you know, need to jump in and and help me out.

So I was with Paula and Lisa and uh from Umatilla. Lisa.

My question because I agreed to this and it was like I didn't really know anything about it.

I didn't know there was a problem, so my first question was what are they trying to fix with this?

What's the problem that they were trying to fix?

And we discussed the number one issue that all of us had was, again, I'm gonna piggyback off of what Chad said is that six month limit is causing a huge problem for our customers, clients, customers, whatever.

However, you refer to them.

We need, we believe that, umm, the process needs to be more user friendly for everyone across the board.

Our suggestion for the answer keep it in mind.

Serve clients where they are physically located.

I should be able to go into any office.

Say I live in Newport, but I'm in bend and I need a copy of a marriage certificate or a birth certificate.

I should be able to walk into that office and bend and not have to come all the way back to Newport Umm and removing that six month time limit ohm and go ahead.

 **Alanna Hein (Guest)** 47:43

Thanks.

Yeah.

So Lucy, so that.

So I wanna.


I wanna make sure I'm managing the time here, so I wanna make sure that if there are other questions or topics that came up because that the six month time limit you said, are there other things that came up in your conversation? Umm.


 **Gibson Lucyann S** 47:53


Yes.


Mm-hmm.


Did we was just the balance of the of again addressing the same thing that the other group did, the cost and and.


 **Alanna Hein (Guest)** 48:11
Yep, yes.

 **Gibson Lucyann S** 48:17
The costs shouldn't preclude the customer service, I guess.

 **Alanna Hein (Guest)** 48:22
Great.

 **Gibson Lucyann S** 48:22
I think that's about it.

 **Alanna Hein (Guest)** 48:24
No, that's great.
Thank you for that summary.
Can we hear from the next group please?

 **Patterson Derrick C** 48:35
How it looks like I'm next in line I guess.
This is Derek.
So Virginia, Shawna and Wally were in my group and we came up with, I think, a few different words that we thought sort of tied together in each of the things that we talked about and one was timeliness, being able to get certificates in a timely manner for whatever, you know, a customer may need them for accessibility of having them be accessible to people that are eligible for them.
And kind of tying along in with that the heart of the matter of being sort of the equity and standardization.
So that wherever you're ordering, whoever you are, however much you make, that you have an equitable experience, that things are clear, what's required and and you're able to get those.
The other sort of common theme that we talked about as being the heart of the matter is removing barriers and finding out sort of where where the different pain points are.
Uh, and addressing those to make sure that the process is smooth.

AH Alanna Hein (Guest) 49:44

Thank you, Derek.
Uh, Jennifer.

 **Woodward Jennifer A** 49:50

Yep.

Thanks.

So our group, but I had a Stacy and ginger and pretty much covered everything.
Same thing that everybody else did.

We did have a few additional things to add.

One of them was accountability and making sure, like, you know, being creative and thinking about the accountability of related to the data quality.

Standards.

So thinking about, you know, we talked about, you know, hospitals reporting and and all that.

So setting that accountability and also with the timeliness, focusing on getting all of our partners to be modern and being on the electronic system, I know that's kind of touched there, but that's a that's a quality standard and a timeliness standard and really looking at being creative on our resources because we want to become modern and you know, make sure we can maintain a the entire state system and making sure that we have the resources to do that.

Uh, yeah, so hybrid versus electronic came up.

I think Stacy and Ginger, I think everyone pretty much covered all of those.

Those topics as well.

Unless I missed something, please chime in.

AH Alanna Hein (Guest) 51:16

OK.

Jennifer, is your hand up again or is it just still up?

 **Woodward Jennifer A** 51:21

No, it should have gone down, sorry.

AH Alanna Hein (Guest) 51:23

No worries.

Just want to make sure I wasn't missing something.

OK.

So we're going to do one more round of these breakouts, and this time the questions are slightly different.

This time the question is what information do you want or what questions do you have about House Bill 2420 related topics.

So some of those started to come out in the previous conversation.

So you may have an extension of your previous conversation, but I want to make sure that there are other.

Questions that people have, you know, I don't know if there's questions about the technology or questions about the money.

Chad raised a couple of questions about like what actually like, what is the money? How does that happen?

So I don't want to talk more.

I want you all to have time to talk more, so I want to ask James for your help to get people back into their breakout rooms.

One more, one more go round.

This is really about generating questions that you want that you have about HP2420 topics or information.

You feel like you need or you feel like it would be helpful for you or other members of the work group to have.

So the question clear.

OK.

James do the magic.

We'll see you in.



Kracker James 52:38

What time would you like to close the breakout rooms, Alana?



Alanna Hein (Guest) 52:42

What I like to well, why don't you just pop people into the breakout rooms now and then and start a 10 minute timer?

How's that?



Kracker James 52:49

10 minutes. Understood.



Alanna Hein (Guest) 52:51

Thank you.



a8c925d2-8a8c-40bd-856f-aa7ee05ebde1 left the meeting



Clark Stacy left the meeting



DRESSELHAUS Chad W * OMCB left the meeting



Ginger Cerola/Jackson County left the meeting



Jael Barron-Garcia left the meeting



Virginia and Mary left the meeting



Wally Ordeman (Guest) left the meeting



Lisa (Guest) left the meeting



Cyndy Kagan left the meeting



Alanna Hein (Guest) left the meeting



Soles, Paola left the meeting



Joy L. Goodwin left the meeting



Gibson Lucyann S left the meeting




Shawna Peterson left the meeting

 **Woodward Jennifer A** left the meeting

 **Patterson Derrick C** left the meeting

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 **a8c925d2-8a8c-40bd-856f-aa7ee05ebde1** 1:02:52
And to Portland, you know, I've got.

 **Alanna Hein (Guest)** joined the meeting

 **Joy L. Goodwin** joined the meeting

 **Lisa (Guest)** joined the meeting

 **Cyndy Kagan** joined the meeting

 **Shawna Peterson** joined the meeting

 **Jael Barron-Garcia** joined the meeting

 **Ginger Cerola/Jackson County** joined the meeting

 **DRESSELHAUS Chad W * OMCB** joined the meeting

 **Jael Barron-Garcia** 1:03:05
Now I can't talk.

 **Woodward Jennifer A** joined the meeting

 **Soles, Paola** joined the meeting

 **Wally Ordeman (Guest)** joined the meeting


 **Virginia and Mary** joined the meeting

 **Clark Stacy** joined the meeting


 **Alanna Hein (Guest)** 1:03:08
OK.


 **Gibson Lucyann S** joined the meeting

 **Patterson Derrick C** joined the meeting

 **Alanna Hein (Guest)** 1:03:09
Thank you, everyone.
Welcome back.
We're gonna take some notes about your questions, and then we'll use what you're coming.
What came out of this to help us structure future agendas, if we can go in reverse order of the groups this time, that would mean we're starting with you, Jennifer, and then uh, we'll go in the in the reverse order, if that's OK.
What?

 **Woodward Jennifer A** 1:03:36
Yep.

 **Alanna Hein (Guest)** 1:03:36
What?
What questions did your group come up with?

 **Woodward Jennifer A** 1:03:39
Uh, so questions had a lot.
So really getting a better understanding of the fees and the fees and where they're going and more, you know and details on the fees particularly related to the birth certificate fees, the Funeral Home filing fees.
So getting you know where are the fees going at the state and the county level

getting an understanding of the structure similar to what Chad had mentioned, doing some getting information about amendments, you know changes to births if and that's kind of the idea of how we tracking the errors kind of the upstream error checking and quality assurance.

So what's what is happening to improve quality and how we can improve quality turn around time.

So the timeliness any time in information on current timeliness, so we can be measuring that to see how to improve.

I understanding from the different partners sitting from the work group in different perspectives of what's working and then what are our challenges are.

So what is working and what are from all the different perspectives?

There was a question about indigent getting better information understanding of the indigent burial fund and ohh what not only where the funds going, but what budgets, what is needed at the state and the county levels to maintain and improve the system. So.

So it's kind of where the fees are going now, but also what is needed.

And my colleagues are welcome, Stacey or Joy to add.

Add in if I missed something, but that pretty much covered it.

Thank you.

 **Alanna Hein (Guest)** 1:05:25

Thank you so much time for we're gonna go to Derricks group now, Derek.

 **Patterson Derrick C** 1:05:32

Yes.

So we had a couple of different questions.

One was around technology.

What solutions are there?

And also what are the limitations of any technology solutions?

What systems work well in other states?

Also, statute and rule understanding what the intent would be of any proposed changes and then what would likely be in Rule umm.

The what tasks are best suited to different groups and what do different groups want to do?

For instance, or counties wanting to take on more complicated issuance and expand

their programs, or just have flexibility.

And then the last question that we sent it around was on the opposite side from issuance to the registration of the records of why, you know what barriers there are to people being signed up for electronic.

So they records can get registered quickly.

 **Alanna Hein (Guest)** 1:06:39

Thank you, Derek.

I'm gonna go, I think, to Lucy.

Next, we'll see what questions did your group have.

 **Gibson Lucyann S** 1:06:46

I don't know.

Well, again, back to the funding, which is where is the money going and are all the counties all the same as far as the way they're structures are set up to receive funding?

Ohm, why the six month limit?

What was the purpose behind it in the 1st place?

Umm.

What was controversial enough to cause the bill not to pass in the first place?

In other words, why?

Why are we here?

What was the controversy?

What was the problem?

How much busier?

Uh, Will County offices be if the six month limit is gone?

Is that gonna require more staffing?

Umm suggestion of if it's a matter of.

The.

What's the word I'm looking for?

The balance between state getting the funding and the county's getting the funding.

Would it cost increase maybe to \$35?

Her document help.

That's it.

AH **Alanna Hein (Guest)** 1:08:08

Thank you, Lucy.

We're gonna go to Chad now.

I think Chad.

D **DRESSELHAUS Chad W * OMCB** 1:08:12

Alright, thank you.

We we just kind of reiterated the six month whether or not that could be extended which I already mentioned.

The other thing that we talked about is because it looks like reading the bill, it looks like it's kind of inward facing to where the.

The affected.

Parties, I guess would is is the the the agencies and we were kind of looking on from the outside and is the thought that maybe there is some kind of assistant would there be assistance or the idea that there could be assistance for those who you know are receiving some kind of public assistance or something you know whether it's at low cost or no cost and it's my understanding in our conversation that malware county has a couple state agencies that either cover the full cost of these records or a portion of it.

So that might be a good guest to ask in the in a future meeting to ask how they do that because communications really key and collaboration.

So if there's like DHS and another agent state agencies that are covering that, it would be good for the.

You know the registrar in that county to know, because then if they do encounter because it's my understanding that malware county being a a, I think the highest child poverty from was a decade or something and and very some financial financial challenges in that county.

So for the for the registrar and people in those that office can share, well, you don't have the funds for that.

Here, here's the resource for you.

It's just it's good customer service.

So maybe to invite someone from one of those agencies to share.

What?

What they cover and and how that can, how that can be maybe disseminated to to

the the population who really needs to receive that information.

Umm.

And I think that's if I file or or joy.

AH **Alanna Hein (Guest)** 1:10:08

That's great.

D **DRESSELHAUS Chad W * OMCB** 1:10:11

If I missed anything, please let me know, but I think that's the majority of what we talked about.

AH **Alanna Hein (Guest)** 1:10:16

Thank you.

So thank you for those great questions.

I think, Cindy, you can stop sharing the whiteboard.

But umm, I just wanna say thank you to you all for generating all these questions.

They will help us to map out and you know, the like the suggestion that Chad was just offering about having somebody from AI here or, you know, that's exactly the kind of thing that we wanna do to map out kind of the information gathering for the work group to get so that it feels really grounded in all the information before it starts, you know, before we start moving into recommendations.

So thank you so much for this generative process.

So many good ideas, so many good questions that will help us to kind of map a course for going forward.

I wanna do two things as we're getting ready to wrap up.

The first one is to remind you all that our next meeting will be January 16th at 3:00 O'clock Pacific Time, 4:00 o'clock on the other mountain time and we'll be looking forward to seeing you all then.

The last thing that I always like to do before we wrap up a meeting is just to ask, you know, do the plus delta, how was this meeting for you today?

What went well?

Anything that could have gone better because we're going to be meeting together like this for a while and it's important to get feedback so we can continuously improve how these meetings are going.

Any comments about how today went?

JB **Jael Barron-Garcia** 1:11:52

I found it that it was very engaging, very helpful, very informative.

AH **Alanna Hein (Guest)** 1:11:58

Thanks. Yeah.

Other comments.

Ginger.

GC **Ginger Cerola/Jackson County** 1:12:07

I found it very interesting that there was a lot of like mindedness and concerns overall which was great.

AH **Alanna Hein (Guest)** 1:12:17

Thanks ginger.

Other thoughts?

OK, we will get notes out to you all and please feel free if this sparks something in your brain and there are other questions that you have that you would like this work group to address or other questions that come up now that you're thinking about it, they come up in your next week or, you know, couple of weeks, please feel free to reach out and share those with us.

This doesn't have to be the last time that we generate questions or also if there is some pieces of information you think could be useful to the group, please do reach out so that we can be sharing that information.

Thank you everyone for your kind attention and making your brain cells work hard.

Appreciate you all.

And we'll see you on January 16th.

Thank you.

Bye bye.

 **Woodward Jennifer A** 1:13:18

Happy holidays everyone.

D **DRESSELHAUS Chad W * OMCB** 1:13:20

Happy holidays.

 **CUMMINS Sean** left the meeting

 **Clark Stacy** left the meeting

 **Alanna Hein (Guest)** left the meeting

 **Katelyn Colton** left the meeting

 **Soles, Paola** left the meeting

 **Jael Barron-Garcia** left the meeting



Gibson Lucyann S 1:13:23

Aim same.



Joy L. Goodwin 1:13:23

Happy holidays.

 **Ginger Cerola/Jackson County** left the meeting

 **Wally Ordeman (Guest)** left the meeting

 **Kelly Eckerman** left the meeting

 **RANGAN Karen L** left the meeting

 **DRESSELHAUS Chad W * OMCB** left the meeting

 **Cyndy Kagan** left the meeting

 **Virginia and Mary** left the meeting

 **Woodward Jennifer A** left the meeting

 **Patterson Derrick C** left the meeting

 **Orlando Zurita (MultCo)** left the meeting

 **Gibson Lucyann S** left the meeting

 **Joy L. Goodwin** left the meeting

 **a8c925d2-8a8c-40bd-856f-aa7ee05ebde1** left the meeting

 **Kracker James** left the meeting

 **Shawna Peterson** left the meeting

 **Kracker James** joined the meeting

 **Kracker James** stopped transcription