0:0:0.0 --> 0:0:0.630
Alanna Hein (Guest)
Hi, Sarah.

0:0:5.300 --> 0:0:6.660
Alanna Hein (Guest)
Hi James, I dinger.

0:0:14.310 --> 0:0:14.970
Alanna Hein (Guest)
Hey, Virginia.

0:0:16.500 --> 0:0:16.700
Kracker James
Hello.

0:0:27.400 --> 0:0:30.480
Virginia Lopez
No, just want to check my mic, make sure you guys can hear me.

0:0:30.970 --> 0:0:32.610
Virginia Lopez
Yeah, which number again?

0:0:33.190 --> 0:0:34.580
Alanna Hein (Guest)
I can hear you, Virginia.

0:0:45.20 --> 0:0:47.410
Alanna Hein (Guest)
Ginger, you might wanna go out and come back in again.

0:0:47.420 --> 0:0:48.750
Alanna Hein (Guest)
Sometimes that fixes it.

0:0:57.910 --> 0:0:58.450
Alanna Hein (Guest)
Hi, Jennifer.

0:1:3.480 --> 0:1:4.10
Woodward Jennifer A
Hello.

0:1:4.20 --> 0:1:4.490
Woodward Jennifer A
Good afternoon.

0:1:47.380 --> 0:1:47.890
Alanna Hein (Guest)
Hi, Wally.

0:2:5.650 --> 0:2:6.280
Wally Ordeman (Guest)
There we go.

0:2:6.790 --> 0:2:7.100
Wally Ordeman (Guest)
Hey there.

0:2:8.300 --> 0:2:9.800
Alanna Hein (Guest)
Hello, ginger.

0:2:9.810 --> 0:2:11.360
Alanna Hein (Guest)
You're having trouble connecting?

0:2:12.140 --> 0:2:18.90
Alanna Hein (Guest)
Umm, you might wanna try to connect by phone instead of by video.

0:2:18.140 --> 0:2:19.60
Alanna Hein (Guest)
See if that works.

0:2:22.90 --> 0:2:22.680
Alanna Hein (Guest)
I'm sorry.

0:2:22.690 --> 0:2:25.350
Alanna Hein (Guest)
Sometimes the technology is just challenging.

0:2:26.620 --> 0:2:27.90
Alanna Hein (Guest)
Hi, Derek.

0:2:30.570 --> 0:2:30.780
Patterson Derrick C
Hello.

0:3:5.180 --> 0:3:5.780
Alanna Hein (Guest)
I, Chad.

0:3:12.150 --> 0:3:12.670
Alanna Hein (Guest)
Hi, Lucy.

0:3:16.440 --> 0:3:16.640
Gibson Lucyann S
Hello.

0:3:35.250 --> 0:3:35.740
Alanna Hein (Guest)
Hi joy.

0:3:38.540 --> 0:3:38.700
Joy L. Goodwin
Hello.

0:3:46.680 --> 0:3:47.160
Ginger Cerola/Jackson County
As before.

0:3:50.640 --> 0:3:52.150
Alanna Hein (Guest)
Ginger, we can see you.

0:3:52.320 --> 0:3:53.40
Alanna Hein (Guest)
You hear us?

0:3:53.100 --> 0:3:53.910
Ginger Cerola/Jackson County
Oh, you can see me?

0:3:53.920 --> 0:3:56.60
Ginger Cerola/Jackson County
She can see me OK.

0:3:55.100 --> 0:3:57.760
Alanna Hein (Guest)
Yep, and hear you.

0:3:58.240 --> 0:3:59.290
Ginger Cerola/Jackson County
Oh, you can hear me now.

0:3:59.600 --> 0:3:59.880
Alanna Hein (Guest)
Yep.

0:3:59.330 --> 0:4:0.140
Ginger Cerola/Jackson County
You can hear me too.

0:4:2.410 --> 0:4:2.730
Ginger Cerola/Jackson County
OK.

0:4:2.740 --> 0:4:3.540
Ginger Cerola/Jackson County
Thank you, Chad.

0:4:3.830 --> 0:4:4.240
Ginger Cerola/Jackson County
OK bye.

0:4:4.400 --> 0:4:4.910
Alanna Hein (Guest)
Whatever.

0:4:5.160 --> 0:4:6.380
Alanna Hein (Guest)
Whatever you did, it worked.

0:4:8.100 --> 0:4:10.880
Alanna Hein (Guest)
Umm, so it's 3:00 o'clock.

0:4:10.890 --> 0:4:12.890
Alanna Hein (Guest)
We're gonna go ahead and get started.

0:4:13.320 --> 0:4:14.750
Alanna Hein (Guest)
Hello, everyone.

0:4:15.480 --> 0:4:18.860
Alanna Hein (Guest)
Welcome to House Bill 2420 work group.

0:4:19.610 --> 0:4:20.240
Alanna Hein (Guest)
Umm.

0:4:20.730 --> 0:4:24.450
Alanna Hein (Guest)
Today, just to kick off the meeting, a few quick reminders.

0:4:25.90 --> 0:4:27.940
Alanna Hein (Guest)
We have ground rules for this group.

0:4:28.490 --> 0:4:29.0
Alanna Hein (Guest)
They are.

0:4:29.10 --> 0:4:32.300
Alanna Hein (Guest)
Let the facilitator facilitate share the air.

0:4:32.770 --> 0:4:34.460
Alanna Hein (Guest)
Participate and engage.

0:4:34.510 --> 0:4:35.760
Alanna Hein (Guest)
Use the parking lot.

0:4:36.270 --> 0:4:37.460
Alanna Hein (Guest)
Ask questions.

0:4:37.730 --> 0:4:39.160
Alanna Hein (Guest)
Listen to understand.

0:4:39.390 --> 0:4:41.940
Alanna Hein (Guest)
Use the raise hand function to speak.

0:4:42.30 --> 0:4:55.190
Alanna Hein (Guest)
Use the chat to share links, not for ongoing commentary, and only work group members may speak or post in the chat and a reminder that we always send out a meeting notes within two weeks. Umm.

0:4:57.310 --> 0:5:7.650
Alanna Hein (Guest)
Uh, we can do a quick round of introductions, and then we're gonna get right into the panel hearing from our county work group members.

0:5:8.820 --> 0:5:11.80
Alanna Hein (Guest)
Umm, let me see.

0:5:11.90 --> 0:5:15.120
Alanna Hein (Guest)
I'm gonna go in the order of hi Dev.

0:5:15.130 --> 0:5:22.860
Alanna Hein (Guest)
I see you and your name is at the beginning of the uh, alphabet, so we have.

0:5:25.270 --> 0:5:25.800
Alanna Hein (Guest)
Bev.

0:5:25.810 --> 0:5:29.140
Alanna Hein (Guest)
And then Chad and then Lucy to introduce themselves.

0:5:29.150 --> 0:5:30.160
Alanna Hein (Guest)
Bev, you wanna kick us off?

0:5:32.960 --> 0:5:33.630
Beverly LaFollett
Sure.

0:5:33.680 --> 0:5:34.930
Beverly LaFollett
Hi, can you guys hear me?

0:5:35.710 --> 0:5:35.850
Alanna Hein (Guest)
Yes.

0:5:36.600 --> 0:5:37.210
Beverly LaFollett
OK.

0:5:37.280 --> 0:5:40.80
Beverly LaFollett
Hi, I'm Beverly Lafollette with Burns Mortuary in Pendleton.

0:5:41.640 --> 0:5:44.230
Alanna Hein (Guest)
Thank you, Chad.

0:5:44.240 --> 0:5:46.50
Alanna Hein (Guest)
And then Lucy and then Ginger.

0:5:47.0 --> 0:5:48.320
DRESSELHAUS Chad W \* OMCB
Good afternoon, everyone.

0:5:48.330 --> 0:5:52.250
DRESSELHAUS Chad W \* OMCB
Chad Dresselhaus, executive director of the Oregon more Train Cemetery board.

0:5:53.860 --> 0:5:55.450
Alanna Hein (Guest)
Thank you, Lucy.

0:5:55.460 --> 0:5:57.890
Alanna Hein (Guest)
Then ginger, then joy.

0:5:58.990 --> 0:6:6.50
Gibson Lucyann S
I'm Lucy Gibson and I'm a federal revenue specialist with Oregon Department of Human Services Child Welfare.

0:6:7.480 --> 0:6:10.110
Alanna Hein (Guest)
Thank you, ginger.

0:6:10.120 --> 0:6:10.900
Alanna Hein (Guest)
Then joy.

0:6:12.940 --> 0:6:13.580
Alanna Hein (Guest)
Then Derek.

0:6:14.730 --> 0:6:16.40
Ginger Cerola/Jackson County
Hi, my name's Ginger.

0:6:16.50 --> 0:6:19.760
Ginger Cerola/Jackson County
I'm the lead deputy registrar for Jackson County in Medford.

0:6:23.120 --> 0:6:24.640
Alanna Hein (Guest)
Joy, then Derek.

0:6:25.880 --> 0:6:31.980
Joy L. Goodwin
Hi, I'm Joy Goodwin and I work for Douglas County clerk's office and I am the Douglas County Vital records registrar.

0:6:34.670 --> 0:6:35.250
Alanna Hein (Guest)
Thank you.

0:6:34.870 --> 0:6:39.270
Patterson Derrick C
I'm Derek Patterson, and I'm the liaison to the counties for the state Vital Records office.

0:6:41.800 --> 0:6:43.530
Alanna Hein (Guest)
Thank you, shawna.

0:6:43.540 --> 0:6:45.170
Alanna Hein (Guest)
Then Paula, then Virginia.

0:6:47.580 --> 0:6:49.10
Shawna Peterson
Hi, Shawn and Peterson.

0:6:49.60 --> 0:6:54.460
Shawna Peterson
I'm an attorney in private practice with a focus on estate planning in Ontario OR.

0:6:57.400 --> 0:6:58.20
Alanna Hein (Guest)
Thank you.

0:6:59.990 --> 0:7:0.210
Alanna Hein (Guest)
Hello.

0:7:1.500 --> 0:7:8.60
Soles, Paola
I'm far less halls with Clackamas County public health and the office supervisor, and I oversee the veterans program.

0:7:9.680 --> 0:7:10.800
Alanna Hein (Guest)
Thank you, Virginia.

0:7:12.290 --> 0:7:13.180
Virginia Lopez
Virginia Lopez.

0:7:13.220 --> 0:7:14.710
Virginia Lopez
I'm the registrar in Harney County.

0:7:16.440 --> 0:7:16.920
Alanna Hein (Guest)
OK.

0:7:18.930 --> 0:7:21.380
Alanna Hein (Guest)
Shauna, did I I don't think we got you yet.

0:7:24.330 --> 0:7:24.690
Shawna Peterson
Yep.

0:7:24.700 --> 0:7:25.550
Shawna Peterson
We just got me.

0:7:25.560 --> 0:7:27.390
Shawna Peterson
I'm the attorney and Ontario.

0:7:27.280 --> 0:7:28.230
Alanna Hein (Guest)
Alright, right.

0:7:29.550 --> 0:7:29.930
Shawna Peterson
That's fine.

0:7:28.240 --> 0:7:33.730
Alanna Hein (Guest)
Sorry, I'm did I miss anybody else who's on the work group?

0:7:36.70 --> 0:7:38.70
Woodward Jennifer A
Yep, Wally.

0:7:37.820 --> 0:7:38.690
Alanna Hein (Guest)
Oops, sorry. Well.

0:7:36.60 --> 0:7:39.810
Wally Ordeman (Guest)
While we ordered in Oregon, that's alright.

0:7:39.820 --> 0:7:40.450
Wally Ordeman (Guest)
I'm a double.

0:7:39.400 --> 0:7:40.690
Woodward Jennifer A
Go ahead, pally.

0:7:40.920 --> 0:7:42.70
Wally Ordeman (Guest)
I'm a I'm a W.

0:7:42.80 --> 0:7:46.620
Wally Ordeman (Guest)
I'm at the end of the in the line, while Ornament Oregon funeral Directors Association.

0:7:47.850 --> 0:7:48.710
Alanna Hein (Guest)
Thank you, Sir.

0:7:49.520 --> 0:7:50.40
Alanna Hein (Guest)
And just.

0:7:47.920 --> 0:7:52.680
Woodward Jennifer A
And Jennifer Woodward's Center for Health Statistics, state registrar.

0:7:53.840 --> 0:7:55.470
Alanna Hein (Guest)
That's my poor scrolling.

0:7:55.480 --> 0:7:56.330
Alanna Hein (Guest)
I didn't scroll to the.

0:7:55.740 --> 0:7:57.590
Woodward Jennifer A
That's OK. No problem.

0:7:57.660 --> 0:7:58.260
Woodward Jennifer A
Thanks a lot.

0:7:57.980 --> 0:8:4.580
Alanna Hein (Guest)
Apologies, anybody else who's on the work group who hasn't had a chance to introduce themselves.

0:8:5.990 --> 0:8:10.950
Sarah Reynolds
Sarah Reynolds, not office manager at Macy and son in Mcminnville Funeral Home.

0:8:12.290 --> 0:8:13.280
Alanna Hein (Guest)
Thank you, Sarah.

0:8:13.550 --> 0:8:14.170
Alanna Hein (Guest)
Sorry, I'm.

0:8:15.740 --> 0:8:17.300
Alanna Hein (Guest)
Alphabetically challenged today.

0:8:19.950 --> 0:8:26.370
Alanna Hein (Guest)
OK, So what we're going to spend most of our time on today is hearing from the.

0:8:28.730 --> 0:8:38.620
Alanna Hein (Guest)
From the county representatives and they they received 4 questions that everybody knows and these were also in the agenda.

0:8:38.630 --> 0:8:40.540
Alanna Hein (Guest)
So these aren't a surprise to anyone.

0:8:41.370 --> 0:8:48.840
Alanna Hein (Guest)
And what I'm going to do is ask each of the county representatives to answer each of the questions.

0:8:49.850 --> 0:9:3.350
Alanna Hein (Guest)
So everybody will answer question one and then everybody will answer question two and then everybody will answer question three and everyone will answer question 4 umm, we do have one other county representative.

0:9:4.740 --> 0:9:10.30
Alanna Hein (Guest)
Hayel is on the road and she wasn't sure she was gonna have cell service.

0:9:10.180 --> 0:9:20.100
Alanna Hein (Guest)
So she sent me a written version of her responses so I can read them and she will try and join when she can get a a a cell signal.

0:9:20.990 --> 0:9:22.990
Alanna Hein (Guest)
Umm, so can we?

0:9:25.350 --> 0:9:35.990
Alanna Hein (Guest)
Can I see a who from the county representatives is willing to go first and we'll just keep that order through the through the session?

0:9:37.780 --> 0:9:39.190
Alanna Hein (Guest)
I'm looking for ginger.

0:9:39.200 --> 0:9:44.370
Alanna Hein (Guest)
You're willing to go first, and then who's willing to go next?

0:9:45.760 --> 0:9:47.20
Alanna Hein (Guest)
Tell joy.

0:9:47.30 --> 0:9:48.20
Alanna Hein (Guest)
Are you willing to go next?

0:9:49.670 --> 0:9:53.940
Alanna Hein (Guest)
Joy is willing to go next and then Paul, are you willing to go after Joy?

0:9:57.430 --> 0:9:57.720
Soles, Paola
Yeah.

0:9:57.730 --> 0:9:58.450
Soles, Paola
Sorry, I was muted.

0:9:57.220 --> 0:10:0.200
Alanna Hein (Guest)
OK, you know, that's fine.

0:10:1.930 --> 0:10:2.810
Alanna Hein (Guest)
And I'm missing.

0:10:6.10 --> 0:10:8.960
Alanna Hein (Guest)
Somebody there's another county representative.

0:10:8.590 --> 0:10:9.430
Virginia Lopez
Me, the president.

0:10:8.970 --> 0:10:10.570
Alanna Hein (Guest)
Who's Virginia?

0:10:10.580 --> 0:10:11.980
Alanna Hein (Guest)
Are you willing to go after Paula?

0:10:13.180 --> 0:10:13.380
Virginia Lopez
Yes.

0:10:14.510 --> 0:10:15.80
Alanna Hein (Guest)
OK.

0:10:15.200 --> 0:10:19.970
Alanna Hein (Guest)
And then I will read Hayls comments after everybody's gone.

0:10:20.110 --> 0:10:23.640
Alanna Hein (Guest)
So ginger, that means you're that I didn't forget anybody else.

0:10:23.650 --> 0:10:23.900
Alanna Hein (Guest)
Right.

0:10:23.910 --> 0:10:26.670
Alanna Hein (Guest)
Everybody's accounted for, OK, so.

0:10:29.620 --> 0:10:39.110
Alanna Hein (Guest)
So then Ginger's gonna go first and respond to this first question, which is what does a typical day look like in your vital records work?

0:10:39.200 --> 0:10:44.400
Alanna Hein (Guest)
What percentage of your day is spent doing vital records work so ginger over to you.

0:10:45.60 --> 0:10:54.970
Ginger Cerola/Jackson County
OK, so a typical day starts with fulfilling any facts or dropped off work orders from the 12 or more funeral homes that request death certificates.

0:10:55.360 --> 0:11:2.810
Ginger Cerola/Jackson County
And that's usually throughout the day several times a day I'll get funeral homes, dropping them off and picking up orders from the county window.

0:11:3.120 --> 0:11:9.990
Ginger Cerola/Jackson County
I also process birth certificate orders for families who walk in, as well as any orders that have been mailed or emailed to me.

0:11:10.920 --> 0:11:15.310
Ginger Cerola/Jackson County
I am also a notary and notarized documents related to vital records concerns.

0:11:15.900 --> 0:11:21.310
Ginger Cerola/Jackson County
I'm responsible for the Goodwill vouchers, issuing those to different department service coordinators.

0:11:22.610 --> 0:11:24.920
Ginger Cerola/Jackson County
Are they email me on behalf of their clients?

0:11:25.640 --> 0:11:28.220
Ginger Cerola/Jackson County
Uh Jackson County also has a vital records.

0:11:28.230 --> 0:11:30.160
Ginger Cerola/Jackson County
Uh, we do dog licensing.

0:11:30.990 --> 0:11:42.760
Ginger Cerola/Jackson County
I received monies and order forms from employees for personal copies when they do their faxes and I direct the public to various sites in the building of need be take phone calls all day.

0:11:43.370 --> 0:11:49.480
Ginger Cerola/Jackson County
Have my relias training that I need to do monthly or every couple months and then regular check-ins with my supervisor.

0:11:50.190 --> 0:11:54.690
Ginger Cerola/Jackson County
I'd say a percentage of my day is spent 85% of its with vital records.

0:11:55.140 --> 0:12:2.650
Ginger Cerola/Jackson County
Probably 15% is the goodwill vouchers, notary dog licensing, employee copying visitors training.

0:12:3.300 --> 0:12:6.800
Ginger Cerola/Jackson County
So that's, that's about my my day.

0:12:8.740 --> 0:12:9.340
Alanna Hein (Guest)
That's great.

0:12:9.350 --> 0:12:10.640
Alanna Hein (Guest)
Thanks so much, ginger.

0:12:11.0 --> 0:12:12.580
Alanna Hein (Guest)
Joy, would you be willing to go next?

0:12:13.440 --> 0:12:13.910
Joy L. Goodwin
Yes.

0:12:14.20 --> 0:12:17.890
Joy L. Goodwin
So my typical day doesn't include vital records anymore.

0:12:17.900 --> 0:12:27.670
Joy L. Goodwin
I I actually have somebody that does that for me, she spends probably only 1/4 of the day doing it and then she does other things in in the office.

0:12:29.320 --> 0:12:33.640
Joy L. Goodwin
What I do with vital records now is I oversee all the vital records and.

0:12:35.640 --> 0:12:38.840
Joy L. Goodwin
I do the billing, monthly billing and stuff like that.

0:12:41.950 --> 0:12:43.540
Alanna Hein (Guest)
Thank you, Paula.

0:12:48.370 --> 0:12:53.770
Soles, Paola
So kind of similar to joy, I don't process records I don't.

0:12:54.390 --> 0:12:55.710
Soles, Paola
I oversee the program.

0:12:56.510 --> 0:12:58.130
Soles, Paola
Umm I do.

0:13:0.30 --> 0:13:5.720
Soles, Paola
Do it occasionally though, when we have people out of the office more than one or two.

0:13:8.280 --> 0:13:13.290
Soles, Paola
So I have one person for death certificates and that's what she does 100% of the time.

0:13:13.820 --> 0:13:23.320
Soles, Paola
With that said, for the four days a week, umm, she's absent quite a bit, so I have a another half.

0:13:25.670 --> 0:13:30.360
Soles, Paola
Have they of another person process when she's absent?

0:13:30.510 --> 0:13:36.680
Soles, Paola
So we kind of you know, process every day, there's no interruption, they do the billing as well.

0:13:36.980 --> 0:13:37.730
Soles, Paola
Umm.

0:13:37.920 --> 0:13:48.590
Soles, Paola
And and then I have another person which you serve receptionist and she does birth certificates and she's an ordinary.

0:13:48.720 --> 0:13:55.450
Soles, Paola
I'm a notary as well, so I'm called for, you know, affidavit of paternity is or something that I need to not arise.

0:13:56.200 --> 0:13:59.490
Soles, Paola
She does also, you know office supply ordering.

0:13:59.500 --> 0:14:3.360
Soles, Paola
So her days feel with other responsibilities through the day.

0:14:4.670 --> 0:14:8.540
Soles, Paola
But yeah, every day we we, I we'll be county.

0:14:8.550 --> 0:14:13.160
Soles, Paola
So we do process a lot of fighter records and we just do birth and death.

0:14:13.170 --> 0:14:15.310
Soles, Paola
We don't do marriage or anything like that.

0:14:17.570 --> 0:14:19.370
Alanna Hein (Guest)
Thanks, Paula. Virginia.

0:14:22.150 --> 0:14:32.230
Virginia Lopez
Umm so we I processed most of the death certificates or certificates walk-ins we have for people that are trying to do with them.

0:14:32.660 --> 0:14:36.210
Virginia Lopez
So there's always someone to do the frustrates or death certificates.

0:14:37.780 --> 0:14:42.30
Virginia Lopez
We're not a big county, so I would say sometimes it just depends on the day.

0:14:42.40 --> 0:14:43.50
Virginia Lopez
It can be 15 minutes.

0:14:43.60 --> 0:14:49.730
Virginia Lopez
Just making sure that the that you can pictures are ready to be printed or just looking them up to an hour a day.

0:14:49.800 --> 0:14:51.540
Virginia Lopez
So we don't have that kind of volume.

0:14:55.60 --> 0:15:2.330
Alanna Hein (Guest)
Thanks, Virginia, and hi all said I'm a typical day in vital records in Malheur County is sporadic.

0:15:2.420 --> 0:15:12.610
Alanna Hein (Guest)
We don't know when we'll have a death certificate dropped off or in order to fulfill a typical visit for a death certificate is less than 5 minutes when dropping off or picking up a death certificate.

0:15:12.700 --> 0:15:22.510
Alanna Hein (Guest)
We average about five to six death certificates a week 11:50 visits a week and we average about 30 minutes to fulfill an order for a death certificate for birth.

0:15:22.520 --> 0:15:37.500
Alanna Hein (Guest)
Certificates were able to schedule appointments and those visits take 30 minutes, 40% of our day is spent doing vital records work five hours a week checking for new deaths, one to two hours for reports and the rest of the time is for birth certificate appointments.

0:15:38.740 --> 0:15:46.990
Alanna Hein (Guest)
Umm, so question two is what's going well in your vital records work and we'll start again with ginger.

0:15:49.760 --> 0:15:56.460
Ginger Cerola/Jackson County
Well, the window I'm at, UM, allows me to interface with the public, which is enjoyable.

0:15:56.700 --> 0:16:4.550
Ginger Cerola/Jackson County
I do have a great working relationship with all of the funeral homes I've been working with them here for up to five about around five years now.

0:16:5.340 --> 0:16:13.20
Ginger Cerola/Jackson County
We have a very efficient process that works smoothly and allows me to provide death certificates in a timely manner for the families that they're serving.

0:16:14.530 --> 0:16:18.240
Ginger Cerola/Jackson County
I I'm pleased with the support that I have from them.

0:16:18.310 --> 0:16:22.660
Ginger Cerola/Jackson County
I can email and get responses back and forth.

0:16:23.810 --> 0:16:26.540
Ginger Cerola/Jackson County
I also feel the same with working with the state.

0:16:26.550 --> 0:16:30.300
Ginger Cerola/Jackson County
If there's something I'm stumped on, I don't have the information at my fingers.

0:16:30.490 --> 0:16:37.660
Ginger Cerola/Jackson County
I can email and usually get some response that is very helpful because I can't answer it at that moment that someone here.

0:16:38.230 --> 0:16:41.760
Ginger Cerola/Jackson County
So those those are the things that go really well.

0:16:41.770 --> 0:16:45.210
Ginger Cerola/Jackson County
It's that interaction with the the group of people that I work with and for.

0:16:47.360 --> 0:16:49.570
Alanna Hein (Guest)
Things ginger joy about for you.

0:16:49.580 --> 0:16:51.340
Alanna Hein (Guest)
What's going well with your vital records work?

0:16:52.0 --> 0:16:53.210
Joy L. Goodwin
Well, I agree with ginger.

0:16:53.220 --> 0:17:0.300
Joy L. Goodwin
It's it's a lot of the people are good people to work with and Derek especially is is very responsive.

0:17:0.310 --> 0:17:3.60
Joy L. Goodwin
Whenever we have a problem and he gets right back to us.

0:17:6.790 --> 0:17:7.740
Joy L. Goodwin
And that's about it.

0:17:8.720 --> 0:17:9.960
Alanna Hein (Guest)
Thanks, Paula.

0:17:9.970 --> 0:17:10.620
Alanna Hein (Guest)
What about for you?

0:17:10.630 --> 0:17:12.680
Alanna Hein (Guest)
What's going well with your vital records work?

0:17:13.10 --> 0:17:15.280
Soles, Paola
Yeah, I have to piggyback on that one.

0:17:15.290 --> 0:17:18.520
Soles, Paola
We have a good relationship with the state.

0:17:18.810 --> 0:17:19.660
Soles, Paola
I hope so.

0:17:19.670 --> 0:17:22.640
Soles, Paola
I know I the times I reach out to them.

0:17:22.650 --> 0:17:23.570
Soles, Paola
It's just been great.

0:17:24.940 --> 0:17:31.350
Soles, Paola
Then, seeing a little babies in the office is cute, and it's kind of enjoyable.

0:17:31.420 --> 0:17:45.370
Soles, Paola
And yeah, having the right amount of people to process, so we'll never behind we process right away for funeral homes and birth certificate for family Wednesday they come.

0:17:46.100 --> 0:18:5.720
Soles, Paola
The other thing that is going well is now that we're using the online ordering, it's kind of still new, but he's working well and we're very pleased and happy how it's kind of going through the process of also becoming, you know, paperless, umm.

0:18:5.810 --> 0:18:6.700
Soles, Paola
So yeah, it's been good.

0:18:8.810 --> 0:18:9.490
Alanna Hein (Guest)
Thanks, Paula.

0:18:14.740 --> 0:18:15.20
Virginia Lopez
Umm.

0:18:10.920 --> 0:18:15.250
Alanna Hein (Guest)
Virginia, what's going well with your better, right?

0:18:16.830 --> 0:18:20.610
Virginia Lopez
Not being not the only one that has that can process artificats is great.

0:18:21.420 --> 0:18:26.810
Virginia Lopez
I'm having small community kind of like you know, we're just to talk to people if there's any issues or concerns.

0:18:27.240 --> 0:18:27.940
Virginia Lopez
That's going well.

0:18:30.310 --> 0:18:34.340
Virginia Lopez
The the relationship that we have with the Funeral Home and with the state I think is good.

0:18:36.850 --> 0:18:38.180
Virginia Lopez
Yeah, I think those are things are going well.

0:18:40.270 --> 0:18:41.290
Alanna Hein (Guest)
Thanks Virginia.

0:18:41.650 --> 0:18:48.90
Alanna Hein (Guest)
Hi all says what's going well is we have same day service and a good community partnership with funeral homes we serve.

0:18:49.850 --> 0:18:50.260
Alanna Hein (Guest)
Umm.

0:18:50.540 --> 0:18:51.390
Alanna Hein (Guest)
No question.

0:18:51.400 --> 0:18:54.810
Alanna Hein (Guest)
Three, what's challenging in your vital records work.

0:18:54.980 --> 0:18:55.630
Alanna Hein (Guest)
I'm ginger.

0:18:55.640 --> 0:18:56.510
Alanna Hein (Guest)
We're back to you.

0:18:56.520 --> 0:18:57.460
Alanna Hein (Guest)
What's challenging?

0:18:58.420 --> 0:19:9.930
Ginger Cerola/Jackson County
So it can be challenging when I have walk-in customers and they've got more complicated situations that they're trying to reserve or resolve and that's usually an amendment that's years should have been done years ago.

0:19:9.940 --> 0:19:25.600
Ginger Cerola/Jackson County
But I again going back to the other question, I always get assistance from the state and if I'm not able to satisfy that question, I always take their information and let the customer know I get back to them so that can be a little challenging.

0:19:25.960 --> 0:19:30.200
Ginger Cerola/Jackson County
The one that I'm all honest about it is the dog licensing.

0:19:30.990 --> 0:19:33.820
Ginger Cerola/Jackson County
It can take me longer sometimes to issue a dog license.

0:19:33.830 --> 0:19:36.520
Ginger Cerola/Jackson County
Believe it or not, than it does for me to do birth or death records.

0:19:37.190 --> 0:19:40.0
Ginger Cerola/Jackson County
There's always some little snafu that's involved in it.

0:19:40.10 --> 0:19:42.340
Ginger Cerola/Jackson County
And so for me, I find that challenging.

0:19:42.710 --> 0:19:43.780
Ginger Cerola/Jackson County
I didn't.

0:19:44.10 --> 0:19:49.620
Ginger Cerola/Jackson County
It's there's a lot of training involved in it and I've been doing the the records for quite a while.

0:19:49.630 --> 0:19:58.890
Ginger Cerola/Jackson County
The dog licensing has been since last August, so I'm imagining that we'll start getting smoother, but there's I have to make UPS.

0:20:0.660 --> 0:20:1.630
Alanna Hein (Guest)
Thanks, ginger.

0:20:2.280 --> 0:20:3.510
Alanna Hein (Guest)
Joey, what about for you?

0:20:3.520 --> 0:20:5.640
Alanna Hein (Guest)
What's challenging in your vital records work?

0:20:6.670 --> 0:20:13.460
Joy L. Goodwin
Well, I don't know if it's challenging or not, but like you know, when people are out, I have one person that does death certificates.

0:20:13.470 --> 0:20:19.690
Joy L. Goodwin
One person that does birth certificates, of course, I know how to do it all and then I have another person who knows.

0:20:19.700 --> 0:20:20.840
Joy L. Goodwin
Who knows how to do it all?

0:20:21.90 --> 0:20:26.240
Joy L. Goodwin
So it's like last week my death certificate person was out three days.

0:20:26.610 --> 0:20:34.990
Joy L. Goodwin
My birth certificate person was out two days, so it's just like it's a lot more work for me, but it's still challenging and it's good.

0:20:37.850 --> 0:20:38.690
Alanna Hein (Guest)
Thanks, joy.

0:20:39.100 --> 0:20:41.790
Alanna Hein (Guest)
Paula, what's challenging for you and your federal records work?

0:20:43.780 --> 0:20:44.990
Soles, Paola
Absenteeism.

0:20:45.60 --> 0:20:49.760
Soles, Paola
But we have the handle, but it's still challenging and amendments when?

0:20:52.760 --> 0:21:0.150
Soles, Paola
Doctor, apparently the doctor, a section of the amendments that you know, returning and going back to the doctor.

0:21:0.160 --> 0:21:6.70
Soles, Paola
So it's just it takes a long time and sometimes the family is just, you know, calling and calling and when.

0:21:6.80 --> 0:21:7.320
Soles, Paola
And we don't have an answer.

0:21:7.330 --> 0:21:27.960
Soles, Paola
Sometimes the six month cut off probably it's also you know we have incidents when we're waiting for an amendment and it's just, you know, hit the six months and then we need to issue a refund and you know, explain appearance, we cannot longer issue a birth certificate or death is usually birth but.

0:21:30.20 --> 0:21:31.870
Soles, Paola
Yeah, I think those three probably.

0:21:35.280 --> 0:21:37.690
Soles, Paola
Are the the mayor that I I would see.

0:21:39.540 --> 0:21:42.20
Alanna Hein (Guest)
Thanks, Virginia.

0:21:42.30 --> 0:21:44.450
Alanna Hein (Guest)
What's challenging and you're better records were.

0:21:46.130 --> 0:21:51.270
Virginia Lopez
I think at the moment it's not having a local ME, it's creating a lag in our process.

0:21:52.80 --> 0:21:52.680
Virginia Lopez
Umm.

0:21:53.20 --> 0:21:59.310
Virginia Lopez
And then not having every everyone being electronic, it creates another life when you have to wait for all that to process.

0:21:59.420 --> 0:22:3.480
Virginia Lopez
So I think those are the two biggest things and the six month I'm waiting period also.

0:22:6.350 --> 0:22:7.400
Alanna Hein (Guest)
Thanks Virginia.

0:22:8.70 --> 0:22:19.480
Alanna Hein (Guest)
I also said what's challenging in our vital records work is having to turn families away after six months from the date of the event, turn families away because they live in another county or the event happened in another county.

0:22:19.730 --> 0:22:22.210
Alanna Hein (Guest)
We can't do cross jurisdiction all services.

0:22:24.20 --> 0:22:24.320
Alanna Hein (Guest)
OK.

0:22:24.330 --> 0:22:27.840
Alanna Hein (Guest)
And then the last, we're just whipping through this.

0:22:27.850 --> 0:22:34.510
Alanna Hein (Guest)
The last question is what's next for your county in terms of vital records?

0:22:34.520 --> 0:22:36.10
Alanna Hein (Guest)
Work tender.

0:22:36.20 --> 0:22:36.700
Alanna Hein (Guest)
We're back to you.

0:22:39.50 --> 0:22:41.460
Ginger Cerola/Jackson County
Don't really see any major changes here.

0:22:41.470 --> 0:23:3.830
Ginger Cerola/Jackson County
For vital records, I suppose if the workload were to increase due to the state changing the counties criteria and as far as increasing the timeline, which would be really helpful in issuing birth and death records the then we might need to end up hiring a part-time assistant to help with that workload, especially once the dog tags take off as well.

0:23:3.840 --> 0:23:7.220
Ginger Cerola/Jackson County
So there may be some changes in personnel in the future.

0:23:10.180 --> 0:23:12.930
Alanna Hein (Guest)
Thanks, ginger joy.

0:23:12.980 --> 0:23:13.890
Alanna Hein (Guest)
What about for you?

0:23:13.900 --> 0:23:15.710
Alanna Hein (Guest)
What's next in your work?

0:23:16.310 --> 0:23:34.840
Joy L. Goodwin
I don't really see any changes here either like like Ginger said, if if if you increase the counties responsibilities as far as the timeline and and and being able to issue other counties certificates, it might increase for us, but that's about it.

0:23:36.990 --> 0:23:37.800
Alanna Hein (Guest)
Thanks, joy.

0:23:38.380 --> 0:23:38.760
Alanna Hein (Guest)
Paula.

0:23:38.770 --> 0:23:39.60
Alanna Hein (Guest)
What?

0:23:39.70 --> 0:23:39.410
Alanna Hein (Guest)
What?

0:23:39.470 --> 0:23:41.10
Alanna Hein (Guest)
What's next for you?

0:23:45.440 --> 0:23:47.960
Soles, Paola
Sorry my mouth so kind of.

0:23:50.220 --> 0:24:22.570
Soles, Paola
We've been doing all these changes done and it's been big and about the the online portal, the company that we're working with will create, hopefully soon funeral homes portal where they can order like right now start starting April 1st, a funeral homes will order through the portal like the, the the way that they will order is like they were family members, not that they have to select money, family members.

0:24:22.690 --> 0:24:34.260
Soles, Paola
There's an option for funeral homes, but the steps are similar, but once they have the portal, probably they can say the credit card number and they can, you know, put several orders at once.

0:24:34.730 --> 0:24:43.690
Soles, Paola
So we really don't know how will that look like, but I think waiting for like a year to have that completed on their end.

0:24:46.270 --> 0:24:48.600
Soles, Paola
Yeah, I I'm hopefully this year.

0:24:48.610 --> 0:24:49.150
Soles, Paola
I don't know.

0:24:49.200 --> 0:25:2.740
Soles, Paola
You know, timeouts are usually huge and also yeah, if the House bill passes then probably our workload will increase a lot and then we'll need to hire more people.

0:25:5.160 --> 0:25:5.990
Alanna Hein (Guest)
Thanks, Paula.

0:25:6.820 --> 0:25:8.960
Alanna Hein (Guest)
Virginia, what's next for your work?

0:25:9.900 --> 0:25:20.350
Virginia Lopez
Yeah, I I'm not sure if if if there is changes like I will you have to figure out how to fund someone to help extra.

0:25:20.440 --> 0:25:28.480
Virginia Lopez
So that always fun to try to find funding and but other than that I don't see any major changes for us.

0:25:30.830 --> 0:25:31.620
Alanna Hein (Guest)
Thank you.

0:25:31.930 --> 0:25:36.210
Alanna Hein (Guest)
Hi Elsaid, our vital records team wants to increase.

0:25:37.510 --> 0:25:39.340
Alanna Hein (Guest)
Think it sounds like they wanna do more.

0:25:40.750 --> 0:25:45.850
Alanna Hein (Guest)
Umm, so we still have plenty of time in our meeting.

0:25:45.940 --> 0:25:51.50
Alanna Hein (Guest)
I wanna ask ginger and joy and Paula and Virginia.

0:25:51.180 --> 0:25:59.630
Alanna Hein (Guest)
Are there other things about your work you know, cause the the goal of today's meeting is to really understand how this work is happening in the counties.

0:25:59.960 --> 0:26:9.600
Alanna Hein (Guest)
Are there other things about your work that we haven't heard about that we haven't talked about any of you willing to comment more about kind of what the work is like or what you're focused on?

0:26:15.220 --> 0:26:27.900
Ginger Cerola/Jackson County
I would say to the point that, umm, I want the hybrids and the amount of carbon, but Sprint I I would say that's a challenge because it's ongoing.

0:26:27.910 --> 0:26:33.450
Ginger Cerola/Jackson County
And again with the Emmys, I've had to refuse death certificates because they're doing white out on them.

0:26:33.460 --> 0:26:37.370
Ginger Cerola/Jackson County
It's like an art project, so it's challenging in that regard.

0:26:37.460 --> 0:26:39.580
Ginger Cerola/Jackson County
And I find that to be probably the most.

0:26:41.510 --> 0:26:42.900
Ginger Cerola/Jackson County
Steep incline.

0:26:42.990 --> 0:26:50.720
Ginger Cerola/Jackson County
You know, I would love it if the doctors could just get on board with electronic, you know, less mistakes, less traffic, all the way around.

0:26:50.730 --> 0:26:52.160
Ginger Cerola/Jackson County
To me, that's just it.

0:26:52.170 --> 0:26:53.400
Ginger Cerola/Jackson County
Would I don't?

0:26:53.550 --> 0:27:0.40
Ginger Cerola/Jackson County
It's on incomprehensible to me why a doctor wouldn't want to do that to begin with, just to make it easier on themselves as well.

0:27:0.110 --> 0:27:5.270
Ginger Cerola/Jackson County
So that for me is like the the pinnacle of all of this, I would say.

0:27:7.160 --> 0:27:8.290
Alanna Hein (Guest)
So Ginger is it.

0:27:8.300 --> 0:27:11.510
Alanna Hein (Guest)
Is it the rework having to go back having to correct?

0:27:11.520 --> 0:27:12.210
Alanna Hein (Guest)
Is that the biggest?

0:27:13.320 --> 0:27:13.910
Ginger Cerola/Jackson County
Yes.

0:27:13.920 --> 0:27:19.860
Ginger Cerola/Jackson County
And that the funeral, the, the runner, they're coming several times a day, you know.

0:27:19.870 --> 0:27:22.660
Ginger Cerola/Jackson County
And if I look at that hybrid and I'm like, I'm sorry, I can't do this.

0:27:22.670 --> 0:27:23.790
Ginger Cerola/Jackson County
The doctor didn't sign it.

0:27:23.800 --> 0:27:33.220
Ginger Cerola/Jackson County
They didn't put the time of death and the more I do so many in a day that so, the more they're doing, the more mistakes.

0:27:33.230 --> 0:27:34.0
Ginger Cerola/Jackson County
We're just humans.

0:27:34.10 --> 0:27:35.240
Ginger Cerola/Jackson County
Things are gonna happen.

0:27:35.250 --> 0:27:36.130
Ginger Cerola/Jackson County
So it's it's.

0:27:38.230 --> 0:27:41.290
Ginger Cerola/Jackson County
And those are always on the hybrids as they come in.

0:27:41.300 --> 0:27:42.560
Ginger Cerola/Jackson County
Now granted, I've had some.

0:27:42.850 --> 0:27:50.20
Ginger Cerola/Jackson County
There's a huge order, 10 long and 10 short and the gentleman and the family got a the street name misspelled.

0:27:50.30 --> 0:27:51.360
Ginger Cerola/Jackson County
So I had to reissue those.

0:27:51.370 --> 0:27:55.990
Ginger Cerola/Jackson County
It was an electronic, but, you know, amendments, they're gonna happen.

0:27:57.500 --> 0:28:0.790
Ginger Cerola/Jackson County
But with the hybrids especially, there is a lot of Nope.

0:28:0.800 --> 0:28:1.780
Ginger Cerola/Jackson County
So I can't take it.

0:28:1.790 --> 0:28:2.810
Ginger Cerola/Jackson County
OK, I'll bring it back.

0:28:2.820 --> 0:28:3.290
Ginger Cerola/Jackson County
Ohh woops.

0:28:3.380 --> 0:28:6.360
Ginger Cerola/Jackson County
I forgot, you know, back and forth so.

0:28:7.820 --> 0:28:10.500
Alanna Hein (Guest)
So would you be willing to say what you mean by the hybrids?

0:28:11.290 --> 0:28:12.100
Ginger Cerola/Jackson County
Ohh I'm sorry.

0:28:12.160 --> 0:28:15.20
Ginger Cerola/Jackson County
So the hybrids are also called the drop to paper.

0:28:15.30 --> 0:28:17.780
Ginger Cerola/Jackson County
It's when the doctor needs a wet signature on it.

0:28:17.790 --> 0:28:19.820
Ginger Cerola/Jackson County
It's the the funeral homes.

0:28:19.830 --> 0:28:53.140
Ginger Cerola/Jackson County
Does a portion of the death certificate through overs on there's a a backside that I don't know the piece to, but it's a piece of paper that they end up printing that they take to the doctor or the ME who does a physical what signature writes in the time of death and the cause of death, and then they bring that to me with an order form and then that's process and then I otherwise it's just an order form and I can do it all through overs but this requires me scanning in the long form actually have.

0:28:53.190 --> 0:28:58.490
Ginger Cerola/Jackson County
Looking to put a piece of white paper over the bottom half so I can make a short form.

0:28:58.700 --> 0:29:2.430
Ginger Cerola/Jackson County
It's really kind of archaic actually.

0:29:4.480 --> 0:29:6.20
Alanna Hein (Guest)
Yeah. Thank.

0:29:5.520 --> 0:29:6.310
Ginger Cerola/Jackson County
Did that help?

0:29:6.320 --> 0:29:8.270
Ginger Cerola/Jackson County
And the explanation to for you.

0:29:8.450 --> 0:29:8.900
Alanna Hein (Guest)
Yeah.

0:29:8.910 --> 0:29:13.770
Alanna Hein (Guest)
It's great to to really understand kind of what are all the twists and turns you have to go through.

0:29:14.490 --> 0:29:14.630
Ginger Cerola/Jackson County
Yeah.

0:29:14.670 --> 0:29:16.710
Alanna Hein (Guest)
Yeah, Paula.

0:29:18.490 --> 0:29:18.800
Soles, Paola
Yeah.

0:29:18.810 --> 0:29:20.720
Soles, Paola
And it will known doctors can write in.

0:29:20.730 --> 0:29:28.520
Soles, Paola
It's just really eligible, so not that I'm a doctor and I wanna understand every, you know, reason of A cause of death.

0:29:28.530 --> 0:29:35.160
Soles, Paola
But like sometimes it just you cannot read it at all and the White House.

0:29:35.170 --> 0:29:41.780
Soles, Paola
And it's funny that she mentioned like this, like how I work, because you need to get creative.

0:29:41.790 --> 0:29:43.780
Soles, Paola
Yeah, we need A tag writer.

0:29:43.790 --> 0:29:52.860
Soles, Paola
Still, and you know it just, it looks horrible and very unprofessional to handle somebody at their certificate that looks like that.

0:29:52.870 --> 0:29:55.140
Soles, Paola
It's just like it's is weird.

0:29:55.190 --> 0:29:56.370
Soles, Paola
It looks awful sometimes.

0:29:58.240 --> 0:30:3.240
Alanna Hein (Guest)
So are you saying that sometimes you're having to type right in something on a form?

0:30:2.770 --> 0:30:4.100
Soles, Paola
Yeah, because he's paper.

0:30:4.110 --> 0:30:9.420
Soles, Paola
So if there is a mistake and then you sent, you know affidavit to correct that error.

0:30:9.490 --> 0:30:11.560
Soles, Paola
So once it comes back, so I'm at the doctor.

0:30:11.570 --> 0:30:22.90
Soles, Paola
If he was the doctor mistake or the Funeral Home if he was their part, and then we corrected by, you know, use the way that go to the typewriter.

0:30:22.100 --> 0:30:26.70
Soles, Paola
And yeah, everybody that walks by our office is just like what in the world are you doing?

0:30:26.80 --> 0:30:26.220
Soles, Paola
What?

0:30:26.230 --> 0:30:27.640
Soles, Paola
They're a typewriter.

0:30:27.650 --> 0:30:29.840
Soles, Paola
But umm yeah.

0:30:29.850 --> 0:30:32.190
Soles, Paola
And and it's just a result, you know, it's just not.

0:30:32.260 --> 0:30:35.130
Soles, Paola
Yeah, it's kind of we got used to use the typewriter.

0:30:35.140 --> 0:30:50.490
Soles, Paola
It's just more like a how it just looks awful to, you know, giving a family some something that it looks all corrected and then you write knows that this was incorrect and that was incorrect and and.

0:30:50.630 --> 0:30:53.430
Soles, Paola
And the doctors can writing that he's just awful.

0:30:54.220 --> 0:31:0.940
Soles, Paola
So it's and and yeah, it's it's bad sometimes, not always, but it's quite a few, I would say.

0:31:2.450 --> 0:31:8.520
Soles, Paola
So yeah, making them, you know, and force them to use an electronic version will be great.

0:31:8.650 --> 0:31:15.350
Soles, Paola
I know the percentage keeps, you know getting lower but still quite a bit.

0:31:16.760 --> 0:31:17.390
Alanna Hein (Guest)
Yeah.

0:31:17.400 --> 0:31:18.110
Alanna Hein (Guest)
Wow.

0:31:18.240 --> 0:31:19.380
Alanna Hein (Guest)
Dinger I see your hand.

0:31:20.990 --> 0:31:23.0
Ginger Cerola/Jackson County
Yes to what you were saying.

0:31:23.10 --> 0:31:23.940
Ginger Cerola/Jackson County
It's interesting too.

0:31:23.950 --> 0:31:40.700
Ginger Cerola/Jackson County
They I figured out a way to do where I white out the hybrid in a scan it in and then I have a tool that I can use and actually type in the information and then it's it's it's an art project.

0:31:40.710 --> 0:31:43.600
Ginger Cerola/Jackson County
You cut and paste it and then I tape it onto the hybrid.

0:31:43.610 --> 0:31:44.630
Ginger Cerola/Jackson County
It looks better.

0:31:44.730 --> 0:31:53.420
Ginger Cerola/Jackson County
I used to have a gargantuan old typewriter and that too wasn't looking as professional as I wanted it to be.

0:31:53.430 --> 0:31:53.930
Ginger Cerola/Jackson County
I mean it.

0:31:53.990 --> 0:32:4.200
Ginger Cerola/Jackson County
There's been an evolution of how to to do the hybrids and and what you say about the doctor is it's, I mean, my gosh, if I was a family member and I had to see some of that, it would break my heart.

0:32:4.210 --> 0:32:4.560
Ginger Cerola/Jackson County
Really.

0:32:4.570 --> 0:32:13.480
Ginger Cerola/Jackson County
Because it's like, these are people that you know, you just would hope to think that the doctor would be a little bit more of a conscientious of.

0:32:15.290 --> 0:32:22.910
Ginger Cerola/Jackson County
What he's doing, or they are they're doing when they're writing up the dust certificates, you know, so.

0:32:24.960 --> 0:32:25.480
Alanna Hein (Guest)
Thanks.

0:32:28.200 --> 0:32:28.790
Alanna Hein (Guest)
Joy.

0:32:28.800 --> 0:32:32.400
Alanna Hein (Guest)
Anything you want to add in terms of of what the works like for you?

0:32:33.390 --> 0:32:33.770
Joy L. Goodwin
Umm.

0:32:34.50 --> 0:32:39.60
Joy L. Goodwin
As far as the our hybrids, I think most of our errors are on the Funeral Home.

0:32:39.150 --> 0:32:42.470
Joy L. Goodwin
You know, they're mistyping a name or or something.

0:32:42.480 --> 0:32:44.430
Joy L. Goodwin
That's the most of the errors that we see here.

0:32:47.970 --> 0:32:54.190
Alanna Hein (Guest)
And do you end up joy with a lot of rework or having to go back with the what what Ginger and Palo we're talking about?

0:32:54.560 --> 0:33:4.420
Joy L. Goodwin
We we don't have a lot of amendments, we do have, you know, occasionally I mean we do get a lot of of hybrid still, umm, one day last week I had 7 hybrids.

0:33:5.720 --> 0:33:7.340
Joy L. Goodwin
But for our county, that's a lot.

0:33:10.370 --> 0:33:13.190
Alanna Hein (Guest)
Yeah, Virginia, what about for you?

0:33:13.200 --> 0:33:17.260
Alanna Hein (Guest)
Are there other things about your work that you could comment about?

0:33:19.180 --> 0:33:29.870
Virginia Lopez
Umm my birth for me, the back and forth with the family is kind of hard sometimes because I don't know how to help them, but like calling the state.

0:33:30.300 --> 0:33:35.820
Virginia Lopez
Have you more clarification as to how to make it easier for them when they have a life first would be great.

0:33:36.550 --> 0:33:43.800
Virginia Lopez
Umm, we don't get many, but it's long enough that you forget what you did from one person to do it again for the next.

0:33:43.810 --> 0:33:59.860
Virginia Lopez
So just having like clear steps or clearer past for the person that have to be to know what they're supposed to do when, and I have this one person come back at least 20 times in one day because they weren't able to get what they needed for their life.

0:33:59.870 --> 0:34:1.190
Virginia Lopez
Or so that's.

0:34:1.510 --> 0:34:2.490
Virginia Lopez
That's something for you guys.

0:34:3.290 --> 0:34:4.60
Virginia Lopez
I don't think it's OK.

0:34:6.430 --> 0:34:10.320
Alanna Hein (Guest)
Yeah, it sounded like like the person had to keep coming back to the office.

0:34:10.910 --> 0:34:11.570
Alanna Hein (Guest)
Is that what you mean?

0:34:11.350 --> 0:34:18.120
Virginia Lopez
Yeah, because yeah, the people that they were requiring, like she fill it out, email it back, get a response.

0:34:18.130 --> 0:34:20.580
Virginia Lopez
It wasn't what they wanted, so it was just a back and forth.

0:34:20.950 --> 0:34:26.160
Virginia Lopez
He finally came into that and says I don't know what they want and I'm like, I don't either, but let's find out.

0:34:26.710 --> 0:34:28.490
Virginia Lopez
But it's just very frustrating when you're trying.

0:34:28.500 --> 0:34:32.80
Virginia Lopez
You only have a certain amount of time to do it and it gets more complicated the longer you wait.

0:34:34.90 --> 0:34:34.380
Alanna Hein (Guest)
Yeah.

0:34:34.390 --> 0:34:36.410
Alanna Hein (Guest)
And you were trying to help them figure it out?

0:34:37.310 --> 0:34:39.60
Alanna Hein (Guest)
Yeah, probably.

0:34:39.70 --> 0:34:51.840
Alanna Hein (Guest)
You were talking a little bit about kind of your transition and your hope for the coming year and what would you be willing to to talk some more about that like what are you aiming at and what what where, where are you in the process?

0:34:52.800 --> 0:34:53.90
Soles, Paola
Yeah.

0:34:53.100 --> 0:34:58.310
Soles, Paola
When we sign a contract with the medium well before signing the contract, they.

0:35:1.360 --> 0:35:21.200
Soles, Paola
They said that they were developing a polar a port portal for funeral homes, so the way they're ordering and paying for the death certificates will be easier because the families have to, you know, they just place one order.

0:35:21.210 --> 0:35:29.760
Soles, Paola
So it's just like 1 by 1 and also they use well Derek, by the way, it's it's signed amendment.

0:35:29.770 --> 0:35:35.810
Soles, Paola
So probably soon we'll be using the viral like vital something.

0:35:35.820 --> 0:35:44.930
Soles, Paola
Is not vital check, but it's vital something so they can double check their identity so they are going to overpass that for funeral homes.

0:35:44.990 --> 0:35:52.550
Soles, Paola
Back the payment and the ordering is in whatever is already done and the families are using.

0:35:52.680 --> 0:35:57.970
Soles, Paola
So what we're hoping is that the funeral homes have a different portal.

0:35:58.790 --> 0:35:59.320
Soles, Paola
Uh.

0:35:59.710 --> 0:36:5.300
Soles, Paola
Which it will be easier for them than using the the regular that we're using now.

0:36:5.310 --> 0:36:8.0
Soles, Paola
So ah, it's been a while.

0:36:8.10 --> 0:36:12.770
Soles, Paola
They told me six months in a year and I keep asking this still not a date.

0:36:14.980 --> 0:36:18.690
Soles, Paola
But they set the same they are just, you know, developing that.

0:36:19.310 --> 0:36:22.690
Soles, Paola
And so whenever is done, you know just.

0:36:24.850 --> 0:36:34.10
Soles, Paola
I just thinking of, you know it's better customer service for funeral homes that you know they don't have to do one by one or I don't know how it will look like to be honest.

0:36:34.20 --> 0:36:38.480
Soles, Paola
And I'm just hoping it's more user friendly and fast for them.

0:36:38.490 --> 0:36:38.970
Soles, Paola
That's it.

0:36:41.870 --> 0:36:42.390
Alanna Hein (Guest)
Thank you.

0:36:43.190 --> 0:36:46.940
Alanna Hein (Guest)
Umm I wanna open it up to all the work group members.

0:36:46.950 --> 0:36:53.40
Alanna Hein (Guest)
Now, if you have questions for the county representatives, this would be the moment. Wally.

0:36:53.50 --> 0:36:53.730
Alanna Hein (Guest)
I see your hand.

0:36:56.730 --> 0:37:10.310
Wally Ordeman (Guest)
There was a remark made that if the House bill passes, or if yes, if the House bill passes, that the workload would increase and I'm wondering if maybe somebody could shed some light on that.

0:37:10.320 --> 0:37:11.800
Wally Ordeman (Guest)
Remind me why that's the case.

0:37:16.150 --> 0:37:17.220
Alanna Hein (Guest)
Who wants to take it?

0:37:21.230 --> 0:37:21.810
Alanna Hein (Guest)
Yeah, go ahead.

0:37:18.500 --> 0:37:34.180
Woodward Jennifer A
But can I chime in on this one, Alana, I we need to understand that the House House Bill 2420 did pass and House Bill 2420 passed with this the the passage of the bill is assigning a work group.

0:37:35.560 --> 0:37:36.530
Woodward Jennifer A
So.

0:37:36.640 --> 0:37:42.110
Woodward Jennifer A
So right now there there is no other legislation, the House for 24 to 20.

0:37:42.120 --> 0:37:44.50
Woodward Jennifer A
Is this what we're doing now?

0:37:44.60 --> 0:37:57.250
Woodward Jennifer A
Is this work group to look at equitable fees and equitable access to fees and records and coming up this work group coming up with options to prepare a report to go to the legislature.

0:37:57.600 --> 0:38:7.450
Woodward Jennifer A
So it's it's I guess more of the looking at what it's going to be the result of the report and the results of this Committee on this report of what the options are.

0:38:7.770 --> 0:38:9.860
Woodward Jennifer A
So I think that does that help clarify Wally.

0:38:13.530 --> 0:38:17.640
Wally Ordeman (Guest)
Yes it it does and I I understand that.

0:38:20.620 --> 0:38:32.430
Wally Ordeman (Guest)
I guess I'm still not clear on what an increased workload looks like as a result then of the work of this work group.

0:38:34.760 --> 0:38:36.310
Woodward Jennifer A
I'll let the counties answer that one.

0:38:38.110 --> 0:38:39.180
Soles, Paola
For the carnies.

0:38:45.340 --> 0:38:45.820
Wally Ordeman (Guest)
Umm.

0:38:39.190 --> 0:38:46.200
Soles, Paola
Probably because we are not limited to the six months or the just Clackamas spanning my case.

0:38:46.270 --> 0:38:53.480
Soles, Paola
It will be open to any location or any date of death or birth.

0:38:53.770 --> 0:38:56.620
Soles, Paola
So we will, we wouldn't have those limitations.

0:38:56.630 --> 0:39:9.630
Soles, Paola
So, umm, I suppose I will increase the workload because other people will be able to come and and order through us instead of going to the state.

0:39:11.910 --> 0:39:12.920
Wally Ordeman (Guest)
Makes total sense.

0:39:12.990 --> 0:39:13.320
Wally Ordeman (Guest)
Thank you.

0:39:14.510 --> 0:39:15.660
Alanna Hein (Guest)
Ginger, I see your hand.

0:39:18.340 --> 0:39:30.740
Ginger Cerola/Jackson County
I would agree with Paula on that because I have people daily six more than end up needing state order form so that traffic in itself is telling me I can't service them.

0:39:31.740 --> 0:39:46.320
Ginger Cerola/Jackson County
And I know that if I could, that would be more time for me to in that as far as issuing birth records and and the death certificates, not so much most of the time they get them.

0:39:46.390 --> 0:39:59.920
Ginger Cerola/Jackson County
At that time, there have been some stragglers who need them, like 8 years after the death, but I could see the birth certificate being much more in much more foot traffic with that sad.

0:40:2.600 --> 0:40:3.380
Alanna Hein (Guest)
Thanks, ginger.

0:40:3.390 --> 0:40:4.400
Alanna Hein (Guest)
Bev, I see your hand.

0:40:13.110 --> 0:40:14.450
Alanna Hein (Guest)
David, you have a question?

0:40:21.680 --> 0:40:21.890
Alanna Hein (Guest)
Maybe.

0:40:23.970 --> 0:40:25.420
Alanna Hein (Guest)
Challenging to come off mute.

0:40:29.40 --> 0:40:29.950
Alanna Hein (Guest)
I don't know.

0:40:30.20 --> 0:40:35.850
Alanna Hein (Guest)
Well, I'll come back to you about the other questions for the county.

0:40:37.260 --> 0:40:38.80
Alanna Hein (Guest)
Representatives.

0:40:42.180 --> 0:40:42.620
Alanna Hein (Guest)
Jennifer.

0:40:45.570 --> 0:40:46.80
Woodward Jennifer A
Yeah.

0:40:46.90 --> 0:40:46.410
Woodward Jennifer A
Thank you.

0:40:46.420 --> 0:40:48.520
Woodward Jennifer A
This is been very, very informational.

0:40:48.530 --> 0:40:49.440
Woodward Jennifer A
Thank you so much.

0:40:49.650 --> 0:41:16.690
Woodward Jennifer A
I'm one thing that I'm interested in a little bit more information if you can share your fees as far as you know the we all understand that the fees that you get, but if you have any idea of how much the fees you know if but percentage of the fees cover your vital records work or you're getting other fees from other areas to help cover the vital records work.

0:41:16.700 --> 0:41:25.320
Woodward Jennifer A
So maybe the question is, do you get enough vital records fees to cover the staff and the work that you do if you're able to answer that.

0:41:28.340 --> 0:41:28.630
Alanna Hein (Guest)
Paula.

0:41:28.640 --> 0:41:29.50
Soles, Paola
We do.

0:41:32.900 --> 0:41:33.790
Joy L. Goodwin
Douglas County also.

0:41:34.820 --> 0:41:42.990
Soles, Paola
I meant we the the fees that we collect covers the stuff we don't get any other money from the county.

0:41:45.450 --> 0:41:46.490
Alanna Hein (Guest)
Joy for you?

0:41:47.90 --> 0:41:51.130
Joy L. Goodwin
Yes, our our fees cover cover, we only have you know like I said.

0:41:53.240 --> 0:42:2.920
Joy L. Goodwin
One person works like quarter of the day and the other one does birth records when they come in and that's maybe 10 a week.

0:42:5.200 --> 0:42:5.380
Alanna Hein (Guest)
Yeah.

0:42:5.430 --> 0:42:9.580
Joy L. Goodwin
So what we get what we bring in actually covers their their our cost.

0:42:11.920 --> 0:42:13.290
Alanna Hein (Guest)
Ginger, what about for you?

0:42:14.540 --> 0:42:20.130
Ginger Cerola/Jackson County
Well, I couldn't answer that question because a lot of that is upstairs and behind the scenes.

0:42:20.140 --> 0:42:23.520
Ginger Cerola/Jackson County
I'm like, I'm more of a person here working.

0:42:24.550 --> 0:42:37.20
Ginger Cerola/Jackson County
I don't get that inside information I do bring in a great amount of revenue during the day, so it's not it's, I would imagine it helps me my salary, but I don't know how that all breaks down, yeah.

0:42:37.840 --> 0:42:39.530
Alanna Hein (Guest)
Thanks, Virginia.

0:42:39.540 --> 0:42:40.810
Alanna Hein (Guest)
What about for your county?

0:42:43.410 --> 0:42:49.840
Virginia Lopez
We don't do a lot, so I wouldn't think it would cover the salary, but it's the public health service.

0:42:49.850 --> 0:42:52.40
Virginia Lopez
So it's kind of gone into public health.

0:42:52.100 --> 0:42:53.700
Virginia Lopez
The general fund, yeah.

0:42:56.440 --> 0:42:56.900
Alanna Hein (Guest)
Thank you.

0:42:57.970 --> 0:42:58.760
Alanna Hein (Guest)
Umm, Bev.

0:42:58.770 --> 0:43:0.880
Alanna Hein (Guest)
I'm gonna check and see if you can hear me.

0:43:0.890 --> 0:43:3.940
Alanna Hein (Guest)
And if you wanna come off mute and ask your question.

0:43:4.910 --> 0:43:5.360
Beverly LaFollett
Yeah.

0:43:5.370 --> 0:43:7.830
Beverly LaFollett
Sorry, I got in a phone call so I couldn't hop back on.

0:43:9.270 --> 0:43:15.340
Beverly LaFollett
So my question to the counties that I guess I would like a little clarification maybe from the state.

0:43:15.770 --> 0:43:26.160
Beverly LaFollett
So when we have to order death certificates from the other counties, because the death obviously happened in that county, umm, sometimes we have never dealt with that county before.

0:43:26.170 --> 0:43:33.460
Beverly LaFollett
So we try to either use the phone number that's on the page that's given for the order forms, or the fax number.

0:43:33.650 --> 0:43:39.840
Beverly LaFollett
There's no emails to where we can send the order forms to those counties to order those desks certificates.

0:43:40.170 --> 0:43:42.600
Beverly LaFollett
There's also nothing to tell us.

0:43:42.610 --> 0:43:44.240
Beverly LaFollett
How do those counties want paid?

0:43:44.250 --> 0:43:45.780
Beverly LaFollett
Do they want us to mail them a check?

0:43:46.90 --> 0:43:47.600
Beverly LaFollett
Will they take a visa by phone?

0:43:48.520 --> 0:43:52.80
Beverly LaFollett
Umm, so I think something like that would also be helpful.

0:43:52.920 --> 0:43:58.70
Beverly LaFollett
Umm, every county seems to be a little bit different of how they want us to get them.

0:43:58.520 --> 0:44:5.310
Beverly LaFollett
The order form to order these death certificates, so I guess like I know, Paul was talking about a portal.

0:44:5.380 --> 0:44:12.490
Beverly LaFollett
I know I think Multnomah County does a portal, so every county, not every county, but a lot of counties do it differently.

0:44:12.500 --> 0:44:21.850
Beverly LaFollett
So as a Funeral Home, it's a little hard to remember which county lots which way, because we used to do it the old fashion way.

0:44:21.860 --> 0:44:23.830
Beverly LaFollett
Put a check in the mail blah blah blah.

0:44:23.870 --> 0:44:32.880
Beverly LaFollett
Well, now it's all changed occurs with computers, so I find that really hard for us as funeral homes trying to figure out how to get the order in and how do they want paid.

0:44:37.220 --> 0:44:38.970
Soles, Paola
And can I talk?

0:44:39.560 --> 0:44:39.820
Alanna Hein (Guest)
Right.

0:44:39.120 --> 0:44:50.190
Soles, Paola
So we did send a letter to off in our homes and letting them know about the changes that will start in April 1st.

0:44:50.370 --> 0:44:58.750
Soles, Paola
Umm, until now we accept any check, cash or however you wanna pay credit card.

0:45:0.230 --> 0:45:36.580
Soles, Paola
But we inform the funeral homes that we have on file that you know that we have information now a lot of email emails that were sent there return because Funeral Home Zone update us like with their information like where to send like some change stuff and we are you know we have the whole email address and then you know we have to call like hey you know this is person still work there that's what we sent and and they will say no and then well can you please update us because we need that communication I do.

0:45:36.590 --> 0:45:45.730
Soles, Paola
Understand it must be very difficult for funeral homes figuring out all the counties, how they wonder, you know their money or their orders to be sent.

0:45:45.740 --> 0:45:58.850
Soles, Paola
So in in order to that communication to be, you know, clear and you know, effective, but it's both ways I guess we need to you guys need to keep us updated with your contact information.

0:45:58.920 --> 0:45:59.110
Soles, Paola
And.

0:46:3.290 --> 0:46:3.660
Alanna Hein (Guest)
Tinger.

0:46:6.140 --> 0:46:11.940
Ginger Cerola/Jackson County
So Jackson County, I get a lot of funeral homes that are outside of the county.

0:46:11.950 --> 0:46:16.840
Ginger Cerola/Jackson County
Where someone is passed in our county and I'll get all sorts of things.

0:46:16.850 --> 0:46:21.560
Ginger Cerola/Jackson County
I mean, I mailed an order form with a check.

0:46:23.10 --> 0:46:25.640
Ginger Cerola/Jackson County
I tried to deter people from emailing me.

0:46:25.650 --> 0:46:38.260
Ginger Cerola/Jackson County
I prefer fax because if I am out, no one else can reach those orders and so all of the funeral homes that are local to this county usually email in and then I call for credit card payment.

0:46:38.520 --> 0:46:42.650
Ginger Cerola/Jackson County
Umm, there's not really picky about it.

0:46:42.660 --> 0:46:45.550
Ginger Cerola/Jackson County
Usually the ones who come to the window, it's pay as they go again.

0:46:45.560 --> 0:46:52.550
Ginger Cerola/Jackson County
If I'm not here, we wanna make sure that we're getting payment for the, you know what we've fulfilled in their order.

0:46:54.730 --> 0:47:0.40
Ginger Cerola/Jackson County
A lot of times too, I've had funeral homes send me our county death certificate.

0:47:0.50 --> 0:47:7.560
Ginger Cerola/Jackson County
Order form that we give to, you know, citizens out on the street and I have emailed them the Funeral Home order form.

0:47:7.930 --> 0:47:14.590
Ginger Cerola/Jackson County
It would be kind of nice if they could write in their credit card information there, I suppose, but calling to me it's a little bit more.

0:47:17.350 --> 0:47:19.220
Ginger Cerola/Jackson County
Secure in that regard.

0:47:19.310 --> 0:47:23.900
Ginger Cerola/Jackson County
And then, like I said, checks, we always get checks and with the funeral.

0:47:23.910 --> 0:47:26.710
Ginger Cerola/Jackson County
With that said too, I keep on file.

0:47:28.680 --> 0:47:34.490
Ginger Cerola/Jackson County
ID's of all of these different Funeral Home people that do order from me so that I have it.

0:47:34.500 --> 0:47:43.110
Ginger Cerola/Jackson County
If they come back again like because it has happened, and then I do every three months a a sweep, like who's still employed, are they still running?

0:47:43.360 --> 0:47:44.190
Ginger Cerola/Jackson County
I need this idea.

0:47:44.200 --> 0:48:2.760
Ginger Cerola/Jackson County
I need that ID is anything changed and I have a spreadsheet that I keep a funeral homes email addresses because if I'm like for this event I have to let everybody know I'm closing, there's no one to sit in for me that I'm I'm going to be done for this window just to give them so they won't come down here.

0:48:3.730 --> 0:48:13.190
Ginger Cerola/Jackson County
Umm, but yeah, the spreadsheets been have helpful for me and I haven't really had a problem with payments from anyone, but I could see how that can be an obstacle in some cases.

0:48:15.360 --> 0:48:15.650
Alanna Hein (Guest)
Joy.

0:48:18.890 --> 0:48:23.310
Joy L. Goodwin
I'm I most I mean, all the funeral homes I do on a monthly billing.

0:48:23.320 --> 0:48:30.120
Joy L. Goodwin
So they they give me their orders throughout the month and then at the end of the month they get billed and they seem to pay, OK.

0:48:34.250 --> 0:48:34.710
Alanna Hein (Guest)
Virginia.

0:48:39.170 --> 0:48:39.430
Virginia Lopez
Umm.

0:48:39.770 --> 0:48:46.800
Virginia Lopez
I get the same monthly billing and but I never thought about I'm getting that information out to funeral homes that we don't usually work with.

0:48:47.920 --> 0:48:49.290
Virginia Lopez
I guess that would be like what?

0:48:49.560 --> 0:48:50.890
Virginia Lopez
How could someone do that?

0:48:51.240 --> 0:48:55.130
Virginia Lopez
Like if you don't usually work with that Funeral Home, how can you get that information to them?

0:48:55.700 --> 0:48:56.400
Virginia Lopez
It's my question.

0:48:59.270 --> 0:49:3.690
Alanna Hein (Guest)
Yeah, it seems to be part of the challenge that Beth was was bringing up too.

0:49:4.180 --> 0:49:4.490
Alanna Hein (Guest)
Yeah.

0:49:4.500 --> 0:49:5.130
Alanna Hein (Guest)
Thank you.

0:49:5.680 --> 0:49:10.970
Alanna Hein (Guest)
Other questions from the work group members for the county representatives.

0:49:22.800 --> 0:49:23.160
Alanna Hein (Guest)
Derek.

0:49:25.910 --> 0:49:34.380
Patterson Derrick C
So it sounds like one of the options that might be recommended is the proposal to change the six month or county of event limit.

0:49:34.490 --> 0:49:35.880
Patterson Derrick C
That seems like it comes up a bit.

0:49:36.210 --> 0:49:54.670
Patterson Derrick C
I'm curious how prepared counties feel to sort of whether volatility that could happen in order volume, whether you know order is increased because you can do orders from other counties or maybe for smaller counties if your order is decrease because you know you have less staff and orders go elsewhere.

0:50:8.60 --> 0:50:10.290
Alanna Hein (Guest)
Ohh login church Joy Virginia.

0:50:10.300 --> 0:50:12.670
Alanna Hein (Guest)
Somebody wanna jumping on that one?

0:50:14.100 --> 0:50:15.420
Ginger Cerola/Jackson County
Can you clarify that again?

0:50:15.430 --> 0:50:17.780
Ginger Cerola/Jackson County
I'm I'm not quite understanding.

0:50:17.790 --> 0:50:18.60
Ginger Cerola/Jackson County
I'm sorry.

0:50:18.910 --> 0:50:19.350
Patterson Derrick C
Yeah.

0:50:19.360 --> 0:50:29.910
Patterson Derrick C
If if your amount of orders that you've were to go, you know up by a lot or down by a lot, how well would your county staffing be able to adapt to that?

0:50:32.990 --> 0:50:34.420
Ginger Cerola/Jackson County
I would say very fluidly.

0:50:34.830 --> 0:50:35.400
Ginger Cerola/Jackson County
There's all.

0:50:35.510 --> 0:50:36.100
Ginger Cerola/Jackson County
There's a.

0:50:38.470 --> 0:50:40.100
Ginger Cerola/Jackson County
It's a fluid thing.

0:50:40.150 --> 0:50:46.80
Ginger Cerola/Jackson County
I do think that's why it was talking about maybe having to bring in a part-time person, especially since I'm doing dog tags.

0:50:46.470 --> 0:50:54.30
Ginger Cerola/Jackson County
That is not something that I've, you know, this window has ever done and there's more of that traffic isn't increasing since August.

0:50:54.40 --> 0:50:58.710
Ginger Cerola/Jackson County
So that has been some discussion, but it would be a fluid thing.

0:51:1.80 --> 0:51:2.960
Alanna Hein (Guest)
Thanks. Hello.

0:51:3.690 --> 0:51:5.960
Soles, Paola
In my case I I don't know.

0:51:5.970 --> 0:51:9.860
Soles, Paola
I I think I foresee an increase, not a decrease and.

0:51:12.480 --> 0:51:15.150
Soles, Paola
We will need to hire somebody else.

0:51:15.520 --> 0:51:29.70
Soles, Paola
I have a team of five people, so I I am they're not the two that I mentioned are three that I mentioned are but are records registers we have more that will cover here and there.

0:51:29.810 --> 0:51:57.570
Soles, Paola
Umm, so we will maybe try to wait a little bit before hiring somebody full time or maybe a temp employee until we figure out you know after a few months how this is looking like and and if it will be like a permanent in Greece increase and of the volume then yeah, hiring another person, I don't know.

0:51:57.580 --> 0:51:59.350
Soles, Paola
I don't know what to expect, to be honest.

0:51:59.360 --> 0:52:7.20
Soles, Paola
I think it will be an increase, but I don't know how much of an increase that we will need to bring more people on board.

0:52:7.30 --> 0:52:9.470
Soles, Paola
I I I cannot respond to that.

0:52:10.800 --> 0:52:12.220
Alanna Hein (Guest)
Yeah, joy.

0:52:13.20 --> 0:52:23.490
Joy L. Goodwin
Yeah, so here in Douglas County, we are actually cross training people so that when somebody is out, somebody else could take their place.

0:52:23.500 --> 0:52:35.390
Joy L. Goodwin
You know easily and stuff and I don't think it would be a problem for us if the if our flow increased because like I said, we're trying to cross train everybody in the office to actually do this type of stuff.

0:52:37.990 --> 0:52:39.690
Alanna Hein (Guest)
Virginia would about for your county.

0:52:42.350 --> 0:52:47.600
Virginia Lopez
I think if there isn't increased that we have enough people training that we can kind of shift things.

0:52:47.690 --> 0:52:54.290
Virginia Lopez
We're not that big and not that busy, so I think we'll be OK if there's a decrease, there's plenty other work for them to do that it won't.

0:52:55.420 --> 0:52:55.780
Virginia Lopez
Perfect.

0:52:55.850 --> 0:52:56.270
Virginia Lopez
As much.

0:52:58.980 --> 0:52:59.460
Alanna Hein (Guest)
Thank you.

0:53:0.640 --> 0:53:2.400
Alanna Hein (Guest)
And we probably have time for one more question.

0:53:3.600 --> 0:53:5.700
Alanna Hein (Guest)
Other questions for the county representatives?

0:53:17.760 --> 0:53:18.450
Alanna Hein (Guest)
OK.

0:53:19.300 --> 0:53:19.610
Alanna Hein (Guest)
Umm.

0:53:19.620 --> 0:53:25.450
Alanna Hein (Guest)
And then I wanna offer to to ginger and joy and Paula and Virginia.

0:53:25.460 --> 0:53:26.770
Alanna Hein (Guest)
Any last words?

0:53:26.960 --> 0:53:34.650
Alanna Hein (Guest)
Anything else you wanna be sure that the group understands about your work or or what your vital records work is like before we wrap this part up?

0:53:36.560 --> 0:53:36.910
Alanna Hein (Guest)
Ginger.

0:53:39.300 --> 0:53:40.410
Ginger Cerola/Jackson County
I can think of one thing.

0:53:40.420 --> 0:53:45.130
Ginger Cerola/Jackson County
You know, I and I'm understanding you're smaller counties where you did billing and such.

0:53:45.140 --> 0:53:55.790
Ginger Cerola/Jackson County
We had done that when I first stepped into this role here, but it turned, you know, where after, you know, we build monthly and then some of the funeral homes, their cards wouldn't work.

0:53:55.800 --> 0:53:58.570
Ginger Cerola/Jackson County
And then it would extend to 30 days out, 60 days out.

0:53:58.580 --> 0:54:1.450
Ginger Cerola/Jackson County
So the counties put that down.

0:54:1.460 --> 0:54:3.240
Ginger Cerola/Jackson County
They that's why we now do.

0:54:4.820 --> 0:54:8.470
Ginger Cerola/Jackson County
You pay as you go, so that has helped a great deal.

0:54:8.480 --> 0:54:9.780
Ginger Cerola/Jackson County
It was very difficult at first.

0:54:9.790 --> 0:54:20.730
Ginger Cerola/Jackson County
There was a lot of disgruntled, you know, stuff about it, but now it's really smooth and it it's kind of eliminated all of those building problems that we've had.

0:54:20.740 --> 0:54:32.30
Ginger Cerola/Jackson County
So I find it works a lot better and you know me calling a Funeral Home that has just sent in an order or backs to me it's not a problem taking it over the phone. I.

0:54:32.260 --> 0:54:34.80
Ginger Cerola/Jackson County
But anyway, just as a little side note.

0:54:35.760 --> 0:54:38.200
Alanna Hein (Guest)
Thanks, ginger joy.

0:54:38.210 --> 0:54:40.640
Alanna Hein (Guest)
Anything else you want folks to understand about your work?

0:54:42.100 --> 0:54:43.290
Joy L. Goodwin
No, I think that's about it.

0:54:44.810 --> 0:54:45.860
Alanna Hein (Guest)
Thank you, Paula.

0:54:45.870 --> 0:54:46.840
Alanna Hein (Guest)
Anything else you want?

0:54:47.840 --> 0:54:49.810
Alanna Hein (Guest)
Uh folks, to understand or know about your work.

0:54:56.540 --> 0:55:4.330
Soles, Paola
These children, the building and some just a few funeral homes you know, are behind night five months or so.

0:55:4.340 --> 0:55:9.270
Soles, Paola
So it's kind of like a, you know, calling and making you know, the phone call, umm.

0:55:9.920 --> 0:55:26.660
Soles, Paola
But but yeah, it has worked in the past, but now we're changing so and also when we were talking about I was talking about communication also we update the website so instructions are there.

0:55:29.50 --> 0:55:38.70
Soles, Paola
You know anything that you you need to know how to order and links and instructions, you can find them in the website as well.

0:55:40.140 --> 0:55:42.130
Alanna Hein (Guest)
Thank you, Virginia.

0:55:42.140 --> 0:55:44.680
Alanna Hein (Guest)
Anything else that would be good for people to know about your work?

0:55:48.120 --> 0:55:48.460
Virginia Lopez
Umm.

0:55:50.50 --> 0:55:51.60
Virginia Lopez
I like just we.

0:55:51.130 --> 0:56:0.910
Virginia Lopez
We like serving the public and having been able to do over six months, whether it be test certificates or certificates, I think it's a it's a huge thing for the public.

0:56:1.330 --> 0:56:9.430
Virginia Lopez
Umm, so I think it's important and whether our stuff goes up or down, I think as long as there's served, we'll, we'll, we'll deal with it, right.

0:56:12.100 --> 0:56:12.590
Alanna Hein (Guest)
Right.

0:56:12.600 --> 0:56:13.190
Alanna Hein (Guest)
Thank you.

0:56:13.200 --> 0:56:14.290
Alanna Hein (Guest)
That's a lovely.

0:56:14.410 --> 0:56:16.670
Alanna Hein (Guest)
That's a lovely comment to wrap up on.

0:56:17.0 --> 0:56:19.550
Alanna Hein (Guest)
We will deal with it as long as we're serving the public.

0:56:19.560 --> 0:56:20.170
Alanna Hein (Guest)
That's great.

0:56:20.180 --> 0:56:20.780
Alanna Hein (Guest)
Thank you for that.

0:56:21.950 --> 0:56:22.480
Alanna Hein (Guest)
Umm.

0:56:22.690 --> 0:56:28.800
Alanna Hein (Guest)
So our wrap up for the meeting is is just the plus delta.

0:56:28.910 --> 0:56:30.600
Alanna Hein (Guest)
So the question goes like this.

0:56:30.610 --> 0:56:31.520
Alanna Hein (Guest)
You've heard it before.

0:56:31.530 --> 0:56:34.700
Alanna Hein (Guest)
I'll say it again in today's meeting.

0:56:35.350 --> 0:56:36.860
Alanna Hein (Guest)
The plus is what went well.

0:56:36.870 --> 0:56:40.460
Alanna Hein (Guest)
The delta is what could have gone better and I ask it this way.

0:56:40.470 --> 0:56:49.560
Alanna Hein (Guest)
What went well or could have gone better, either for yourself or for the group in terms of how we work together or the work we got done so went well, could have gone better at yourself.

0:56:49.570 --> 0:56:54.430
Alanna Hein (Guest)
The group process or content any comments about how today's meeting was?

0:57:7.380 --> 0:57:7.720
Alanna Hein (Guest)
Ginger.

0:57:9.650 --> 0:57:17.920
Ginger Cerola/Jackson County
Well, I really enjoyed hearing the processes that each county is doing and it getting a good understanding too of of the size.

0:57:17.930 --> 0:57:21.280
Ginger Cerola/Jackson County
You know, it's kind of difficult to know that particular piece.

0:57:22.130 --> 0:57:22.600
Ginger Cerola/Jackson County
Ohm.

0:57:23.150 --> 0:57:25.280
Ginger Cerola/Jackson County
It felt like a real round table to me.

0:57:25.290 --> 0:57:30.390
Ginger Cerola/Jackson County
Being able to hear what goes on with other counties, that's awesome.

0:57:31.990 --> 0:57:33.630
Alanna Hein (Guest)
Yes, thanks, ginger. Jennifer.

0:57:34.380 --> 0:57:40.790
Woodward Jennifer A
The Ditto just having the opportunity, the Roundtable and the panel discussion was really, really helpful.

0:57:40.800 --> 0:57:43.610
Woodward Jennifer A
I really appreciate it and it was really great to hear from everybody.

0:57:43.620 --> 0:57:46.450
Woodward Jennifer A
And and I like the the informality of it as well.

0:57:49.40 --> 0:57:49.520
Alanna Hein (Guest)
Thanks.

0:57:50.370 --> 0:57:52.830
Alanna Hein (Guest)
Any other comments about today's meeting went well.

0:57:52.840 --> 0:57:56.30
Alanna Hein (Guest)
Could have gone better yourself the group process or content.

0:57:59.70 --> 0:58:2.720
Soles, Paola
Umm I it's a place for me always.

0:58:2.730 --> 0:58:9.20
Soles, Paola
UM, yeah, I think this kind of work groups was was lacking.

0:58:9.810 --> 0:58:12.900
Soles, Paola
I hear all the other programs in public health.

0:58:12.910 --> 0:58:17.380
Soles, Paola
Have you know war groups of they're all of them.

0:58:17.390 --> 0:58:18.350
Soles, Paola
But better records.

0:58:18.360 --> 0:58:24.820
Soles, Paola
So it's just, I appreciate you know, all your ideas and opinions and and that conversation.

0:58:24.830 --> 0:58:26.160
Soles, Paola
And it just is.

0:58:26.170 --> 0:58:26.740
Soles, Paola
Is good.

0:58:26.790 --> 0:58:31.300
Soles, Paola
I I like the mix of people that are, you know, part of the meeting as well.

0:58:32.700 --> 0:58:33.930
Alanna Hein (Guest)
Thanks, Paula. Virginia.

0:58:35.560 --> 0:58:39.740
Virginia Lopez
It's I think the contact was very informative, like knowing how big your counties have.

0:58:39.750 --> 0:58:46.840
Virginia Lopez
Like so much to do and we're over here like with not, you know, not a lot going on, but how one decision can affect both.

0:58:47.10 --> 0:58:50.350
Virginia Lopez
It's it's just kind of nice to to see both sides.

0:58:52.330 --> 0:58:53.470
Alanna Hein (Guest)
Yes, thank you.

0:58:54.680 --> 0:58:57.50
Alanna Hein (Guest)
Any other comments about how today's meeting went?

0:59:2.150 --> 0:59:12.200
Alanna Hein (Guest)
I want to give a big thank you to the panel to all that you shared and to all of the thinking that you did beforehand and all of the information that you shared with everybody here.

0:59:12.350 --> 0:59:13.680
Alanna Hein (Guest)
Tremendously useful.

0:59:13.690 --> 0:59:15.40
Alanna Hein (Guest)
Super insightful.

0:59:15.330 --> 0:59:17.0
Alanna Hein (Guest)
Really appreciate it.

0:59:17.150 --> 0:59:24.800
Alanna Hein (Guest)
And next month, we're gonna be hearing from the Funeral Home representatives and with the similar questions.

0:59:24.810 --> 0:59:32.870
Alanna Hein (Guest)
Not exactly the same, but similar questions and hope to have as as rich a conversation next month as we had this month.

0:59:32.880 --> 0:59:36.380
Alanna Hein (Guest)
Thank you all so much for your participation and your insight.

0:59:36.390 --> 0:59:37.730
Alanna Hein (Guest)
Those this was wonderful.

0:59:38.220 --> 0:59:39.270
Alanna Hein (Guest)
Thank you everybody.

0:59:39.880 --> 0:59:40.300
Joy L. Goodwin
Thank you.

0:59:39.530 --> 0:59:40.340
Alanna Hein (Guest)
Have a good evening.

0:59:41.30 --> 0:59:41.630
Woodward Jennifer A
Thank you.

0:59:42.790 --> 0:59:42.920
Alanna Hein (Guest)
Bye.