**Transcript**

May 21, 2024, 9:55PM

 **Alanna Hein (Guest)** 0:11  
Hello.

 **Kracker James** 0:14  
Hello everyone.

 **Alanna Hein (Guest)** 0:15  
And this.  
Hi, Sarah.  
Hi, James.  
Hi, Cindy.  
Looking forward to hearing from you today, Sarah.  
Hi, ginger.

 **Ginger Cerola / Jackson County** 2:05  
Aye.  
Can you hear me?  
OK, OK.

 **Alanna Hein (Guest)** 2:09  
Yes, it's nice to see you.

 **Ginger Cerola / Jackson County** 2:11  
Yes, you too.  
Thank you.

 **Alanna Hein (Guest)** 2:22  
Hi, Lucy.  
Looking forward to hearing from you today.

 **Gibson Lucyann S** 2:26  
Thanks Alana.

 **Alanna Hein (Guest)** 2:30  
Hi, Virginia.  
Hi Chad.  
Looking forward to hearing from you today.

 **DRESSELHAUS Chad W \* OMCB** 2:53  
Good afternoon.

 **Alanna Hein (Guest)** 3:04  
Hi, Derek.  
Hi shawna.

 **Patterson Derrick C** 3:07  
Hello.

 **Alanna Hein (Guest)** 3:11  
I, Virginia.

 **Virginia Lopez** 3:20  
Hi.

 **Alanna Hein (Guest)** 3:37  
Hi, Janet and welcome.  
We'll get started in about one more minute.  
OK, we're going to go ahead and get started.  
Thank you and welcome to the 24th House Bill 2420 Working Group.  
My name is Alana Heine.  
I'm the facilitator for the group.  
Wanted to start with a couple of general notes and then I'd like to do a round of introductions.  
Especially because we have a new Member joining us, so the ground rules, if you remember or to let the facilitator facilitate to share the air, to participate and engage, to use the parking lot, to ask questions, listen, to understand, use the raise hand function if you want to speak, use the chat only to share links, not for ongoing commentary and only work group members may speak or post in the chat.  
Meetings will be high.  
Paula meetings will be.  
Recorded and the notes will be posted and we have a way to that.  
We've consolidated all of the notes and they will all be available to all of you.  
So anything that went by too fast or you missed a meeting, all of that information is going to be available in a couple of formats and we can describe that today.  
I'd like to do a round of introductions of the work members, and if you'd be willing to say more than just your name, say kind of what you're the kind of what you're attached to.  
The reason that you were appointed to the work group, that would be great.  
So that our new work group member can get to know everybody, if you're willing, Janet, to if we could start with you, the question that we asked when we first started was your name and your role and then where you live and something you'd like about where you're live, if you're willing to share that.

 **Janet Fredrickson** 6:38  
Sure.  
My name is Janet Frederickson and I am the environmental health and Vital record supervisor for Josephine County.  
Umm.  
Let's see, Grants Pass is.  
It's a beautiful place.  
It is.  
Truly picturesque and lovely.  
I just wish it were closer to things.  
We moved here 20 years ago and the one thing I do miss is the ability we were in Seattle to just be able to go to a show and it was just easy.  
Now, it's not quite that easy, but we look around and it's like it really is a beautiful place.  
I mean, we're surrounded by mountains and we get all of the seasons and.  
Yeah, well, lucky we have beautiful Rogue River.

 **Alanna Hein (Guest)** 7:35  
Yeah.

 **Janet Fredrickson** 7:36  
Ah.

 **Alanna Hein (Guest)** 7:36  
Thank you.  
Thank you so much, Janet, and welcome to the to the work group.

 **Janet Fredrickson** 7:40  
Thank you.

 **Alanna Hein (Guest)** 7:42  
I'm gonna go in alphabetical order trying not to skip anybody.  
That means I'm starting with Stacy Clark and then Chad Russell House Stacy, you wanna introduce yourself?

 **Clark Stacy** 7:53  
Hi, good afternoon.  
I'm.  
I'm Stacey Clark.  
I am chief of staff for Representative Mark Owens.  
He is the legislator that introduced the legislation initially for this bill, which became a work group.  
So we just sit in and and listen.

 **Alanna Hein (Guest)** 8:12  
Thank you, Stacy.  
We have Chad and then Lucy and then Ginger Chad.

 **DRESSELHAUS Chad W \* OMCB** 8:18  
Alright.  
Thank you, Alana.  
Chad Dresselhaus, executive director of the Oregon Merchant Cemetery Board.  
We have a collab quite a collaborative relationship with vital Records, and you'll see that or you'll hear more about that during my string of the panel questions.  
Thank you.

 **Alanna Hein (Guest)** 8:37  
Thanks, Chad.  
Lucy, then Ginger, then.  
I'll.  
I'll get there in a minute.  
Let's see then, ginger.

 **Gibson Lucyann S** 8:47  
Lucy Gibson and I am the federal revenue specialist for District 4.  
Lynn, Lincoln and Benton counties.  
I it's my responsibility.  
I work for child welfare.  
Sorry.  
Umm.  
And it's my responsibility to order all of the vital records for children and families who come into our resource care.  
Uh, and that's pretty much it.

 **Alanna Hein (Guest)** 9:17  
Thanks Lucy.  
Umm.  
Then it looks like next we have Derek and then Sarah and then Shawna, Derek.

 **Patterson Derrick C** 9:29  
Yeah.  
My name is Derek Patterson.  
I'm the liaison to the counties for the state Vital Records office.  
So that's who I'm representing is the Center for health statistics or state Voter records office?  
Umm welcome Janet.

 **Alanna Hein (Guest)** 9:45  
Thanks Derek.  
So Sarah and then Shawna and then Paula.

 **Sarah Reynolds** 9:51  
Hi, I'm Sarah Reynolds.  
So the office manager for Macy and Son Funeral Home in Mcminnville OR.

 **Alanna Hein (Guest)** 10:00  
Thanks.  
And then Shawna and then Paula.

 **Shawna Peterson** 10:06  
Shawn and Peterson, I live out in Ontario OR I'm an attorney in private practice and I focus on estate planning and estate administration.  
I work frequently and live in Representative Owens district.  
So was asked to sit on this board from that somewhat narrow but important perspective.

 **Alanna Hein (Guest)** 10:27  
Thanks, Shawn.  
And we'll look forward to hearing from you later, Paula.  
And then Virginia?

 **Soles, Paola** 10:33  
Hi, I'm Paula sales.  
I'm with Clackamas County public health.  
I oversee the weather records program and different office.  
I live in Oregon City, in Clackamas, Carney, and I love it because I I live in a rural area, so it's just peaceful.

 **Alanna Hein (Guest)** 10:55  
Thank you, Virginia.  
And I think I missed ginger.  
So we'll go back and get ginger after Virginia.

 **Virginia Lopez** 11:02  
We have.  
Hi there.  
Virginia Lopez works for Harney County Health Department and I print a person justification.

 **Alanna Hein (Guest)** 11:10  
Thank you, ginger.

 **Ginger Cerola / Jackson County** 11:13  
Hi, my name is Ginger Sorolla.  
I'm the lead deputy registrar for Jackson County Vital Records and yeah.

 **Alanna Hein (Guest)** 11:24  
Thank you, ginger.  
Did I miss anybody else?  
Who is on the work group?  
I do that pretty much every time I miss somebody.  
Maybe I didn't.  
OK.  
Well, welcome everyone.  
Umm, our goal today is to hear from work group members in a panel format as we have the past couple of months.  
This time we have panel members who have a variety of connections and so umm and and you heard that a little bit in their introductions.  
And So what I'm gonna do is the same thing that I've done every time.  
Ask the first question of all four of the panel members.  
Then ask the second question of all four of the panel members the order I have if you're willing.  
But we don't have Michael.  
So really have three of the pain I'm we have Lucy and Chad and Shawna.  
So if you're willing to go in that order, Lucy, that would put you first and the the first question is what does a typical day look like in terms of your vital records work and what percentage of your day is doing vitals records work?  
Or, you know, kind of a more general question.  
How does your work intersect with vital Records?  
Work.  
Does that work for you?  
As a first question. Lucy.

 **Gibson Lucyann S** 12:44  
It sure does.

 **Alanna Hein (Guest)** 12:45  
OK.

 **Gibson Lucyann S** 12:46  
Excuse me, I got a frog in my throat this afternoon.  
So as I said, it's my responsibility to order vital records.  
Usually it's a birth certificate for a child who has been removed from home and has been brought in to care.  
Sometimes, usually we are.  
We have temporary custody, other times we are assisting families with historical birth records and death records, especially for the native tribes.  
And that helps establish lineage and and get them enrolled in their tribal enrollments if they're eligible.  
Umm, sometimes it's for death certificates for.  
Family members to help establish Social Security benefits for a child whose parent has passed away.  
Umm he's cleaning.  
Any reason I'm?  
I'm the go to point person.  
Umm, I spend probably I well I have overs open all day long because I'm constantly in and out looking for parents.  
If we're doing research like Children's Protective Services is doing an assessment on a family and they don't know if this is the dad or if he's on the birth certificate, I just pop into overs and do a search for the kiddo's birth certificate and give the caseworkers and supervisors the names, dates of birth, that kind of thing so that they can make sure that everybody is accounted for in that family.  
Umm, so I would say.  
Probably about 1/3 of my day is spent in and out of battle records, not just Oregon bottle records, but also in vital check and other counties around the nation.  
So I think what we're doing here is.  
Very wonderful.  
It's really we we're setting a great example for other states.  
I think as far as being accessible to the people that we serve to answer your question.

 **Alanna Hein (Guest)** 15:18  
Yeah, that's great.  
Thank you so much, Lucy.  
I'm so Chad, if you're willing to go next.  
So this is the overall question.  
What is it?  
Typical day look like in terms of your vital records work.

 **DRESSELHAUS Chad W \* OMCB** 15:39  
Yeah.  
Thank you, Alana.  
So let me back up and kind of explains kind of give some context.  
So it's better understood so.  
They're a a significant or the majority of our actual funding as an agency comes from what's what we refer to as the death filing fee.  
So with every death or death record, the family or whoever pays for the decedents arrangements care previous to 2022, they paid $20.00 and then that would be allocated to two separate situation 2 purposes and so prior to 2020 two $6 was paid to the IDP fund which is the indigent Disposition program fund which provides reimbursements to funeral homes for, you know, for funeral homes at that provide service for indigent or unclaimed decedents.  
And there's there's different varying degrees of definition of that, but that's basically when no one claims either they actually there is no person or no family member, no one to claim, or the family acquiesces.  
And basically says we abandoned the decedent, which is sad, but actually happens.  
So then the IDP fund receives its funding from the death filing fee and then that provides reimbursement and that is in a sense a an altruistic thing that is somewhat unique for the state of Oregon.  
There's other, you know, other states, each state, as you can imagine, deal with that in a different way.  
Sometimes it's a requirement that the family pays a lot like a law.  
Sometimes counties state different different entities are responsible and kind of as a.  
My understanding is kind of prevention of and indigents kind of falling through the cracks.  
There's there's this program in the state of Oregon that provides for an alternative.  
So and then the when it was $20.00 and $14.00 would go to our agency for operations.  
So like I said, that's a significant majority actually of how we're funded as an agent state agency, we're in other funds agency.  
So we received no taxation dollars.  
No lottery dollars, we're all licensing and the death filing fee is, is how we're funded.  
So in 2022.  
The law changed to where the death filing fee was increased to $30.00 and that that whole increased amount goes to the indigent disposition program.  
So 16 goes to the IDP fund, 14 continues to go to our agency for operations.  
So we actually work quite collaboratively with vital records because they provide us on a monthly basis a report of the funeral homes that have attached to certain death certificates.  
So that's the death filing fee.  
We get that data, then we invoice the funeral homes to provide that because the families pay that $30.00 and it's basically a pass through.  
So the Funeral Home is kind of the conduit to get that money to us because it's not, it's the the Funeral Home receives it.  
But then they're supposed to remit it to us because it's it's, you know, it's not related.  
It's in the contract.  
It's not any service that they provide, it's just a pass through to us.  
So on a monthly basis, we receive a file from vital Records.  
We upload that in our database and then invoices are generated and sent out to funeral homes to pay the debt filing fees.  
The so that's a significant part.  
I've so percentage wise, maybe not a lot during the day or you know if you look at it from a grand scale of days or weeks or months, but the the interaction or the work that we do is vitally important, I guess, excuse the pun vital.  
But so because the data that we receive is really important because that's not only our funding, but ensures that it's accurate and that the appropriate funds go to the indigent disposition program as well.  
So it's kind of A2 fold purpose of that that filing fee and then you know we rely on that data and there you know there's often there are times when we may have there might be a certain project either from our end or from vital records end where we maybe need to have a an unscheduled you know a a just a a meeting to discuss things and maybe have further discussions about certain projects.  
So that's kind of on an ad needed basis, but kind of our core foundation is the death filing fee and ensuring that we received the correct data.  
And then so we can so we can invoice appropriately and allocate the appropriate funds to the appropriate account.  
I guess any questions on the does anyone have any maybe questions on that case?  
I know it's a lot of information, but it's kind of integral to our agency and the IDP fund.

 **Alanna Hein (Guest)** 20:50  
Yeah, well, people could have questions and hour.  
They could also have questions when we wrap up the panel, but yes, it's that was a lot.

 **DRESSELHAUS Chad W \* OMCB** 20:52  
Yeah, sure, sure.

 **Alanna Hein (Guest)** 20:56  
Thank you, Chad.

 **DRESSELHAUS Chad W \* OMCB** 20:57  
Yeah.  
Thank you.

 **Alanna Hein (Guest)** 20:59  
Umm so I wanna go to Sean and now and hear from you.  
What does a typical day look like in terms of your vital records work?  
What percentage of your day is spent doing vital records work, or how does your work overlap with vital records work?

 **Shawna Peterson** 21:14  
Sure.  
Thank you, Lana.  
I do probably significantly less volume work with the vital records than most in this group.  
Uh, I'm many things I do on the estate administration side obviously require death certificate, so I'm generally dealing exclusively with death certificates.  
I don't do adoptions or any work like that, and often I I don't get involved at all.  
In my experience, has been really seamless when it comes to somewhat recent deaths.  
Funeral homes issuing and assisting the family with obtaining the testificates.  
And when my work becomes a little more involved is when we have an older depth that hasn't been administered.  
It comes up a lot in the context of a first spouse to die, which legally is a relative non event but then needs taken care of when the second spouse dies.  
If that first spouse is still in the deed or an account or such, and it comes up somewhat frequently that people want to request it enough, I'm original test certificate and and so I help with requesting those and getting those.  
Umm IT title companies are usually unearthing that kind of it late in the game and there's a closing schedule.  
And so it's at a hurry up process that you know probably could have been avoided if they if if the family ordered enough and saved enough and the get go.  
But we're usually requesting older adults tickets in.  
By older I mean five or ten years ago after the fact.  
So through vital check.

 **Alanna Hein (Guest)** 23:02  
Great.  
Thank you, shawna.  
So the second question, going back to you, Lucy, what's going well with your vital records work?

 **Gibson Lucyann S** 23:12  
Well, I'm glad you asked because this is my happy place.  
Probably.  
Oh gosh, I don't even know how.  
Maybe Derek, you might know when we were able to start ordering of vital records via email.  
That has totally changed my daily life.  
And the turn around time from having to, you know, everything was faxed before.  
It's within the last year.  
Uh, everything was done.  
Had to be done by facts.  
Well, when we were all working remotely, that would mean I would have to leave home and go to the office and use the secure fax there.  
So I would have to save up, you know, for a couple of days of requests and then fax them all at once.  
Now I can actually it's I work it into my steps of OK.  
I look at overs, get the information, fill out the PDF form, save it, email it along with a copy of my ID directly to CHS agencies and the turn around time has gone from 12 weeks to about 2 1/2 at the most right now, maybe three I think is the longest I've had to wait on a birth or a death certificate in the last four months.  
Five months.  
So it's that's I cannot be more ecstatically happy.  
That's my.  
That's my one thing.

 **Alanna Hein (Guest)** 24:48  
Thanks Lucy.  
Umm, Chad.  
What's what's going well for you in terms of your interactions with the vital record system?

 **DRESSELHAUS Chad W \* OMCB** 24:57  
Yeah.  
Thanks, Alana.  
So like I said, you know, every month we received that file pretty much like clockwork.  
And whenever there we have questions or you know or or contacted by a Funeral Home and they have a particular, you know, kind of a unique question, we reach out to vital records and get really timely responses.  
I see Karens on the lawn.  
Looks like Karen's there.  
Karen's wonderful, as is Marsha.  
Marsha.  
So those are the two I think that I interact with and of course Jennifer Woodward, but with typically with questions that I'm I'm you know that I'm asked by a funeral and I'm counting by contact by Funeral Home about this particular issue.  
I reach out if I'm not able.  
If I don't know, I'm not able to provide the answer.  
Reach out to vital records and they're very responsive and that's kind of the feedback I get from funeral homes too, is that when they reach out to.  
Do you know particular customer service or those contacts that they have?  
It's always.  
It's always a positive experience, so kudos for that.

 **Alanna Hein (Guest)** 26:02  
Thanks Chad and Shawna.  
What about for you?  
What?  
What?  
What's going well in terms of your vital records work?

 **Shawna Peterson** 26:10  
And so like I mentioned before, when it's a matter of my clients working directly with the Funeral Home, that really is seamless.  
I'm not involved at all.  
I get universally really positive feedback.  
They make that process really easy.  
It's relatively recent that we could only use this short form for certain purposes in the legal realm, and it seems like the funeral homes also do an excellent job of educating the clients who don't understand that going in and have many other, much more important things to be concerning themselves with at that time.  
So they get excellent guidance from the funeral homes I practiced in Idaho and Oregon.  
I'm situated right on the border in Oregon.  
Doesn't have that the the short form equivalent or the requirement that we do not record long form and so that can confuse some people in the funeral homes are the perfect liaison hand holder navigator for my clients.  
And in including that short form nuance.

 **Alanna Hein (Guest)** 27:17  
Think Shana.

 **Shawna Peterson** 27:18  
Ohh shot.

 **Alanna Hein (Guest)** 27:19  
So the next question is, what's challenging in your vital records work?  
Lucy, I'm gonna go back to you if you're willing.  
What's challenging with your vital records work?

 **Gibson Lucyann S** 27:33  
I'm actually nothing in Oregon.  
I well I I have to say I don't work with them.  
Umm.  
Much of the Amendments Department, but I do have to say that amendments is really needing help.  
They are so far behind and it really causes issues, especially in instances of guardianship and adoption.  
Umm.  
Adoption, especially because we have to have the birth certificate amended before we can move forward with the adoption and so that's been a real challenge for our paralegals.  
Umm my biggest challenge is dealing with other states trying to get.  
They're so, so.  
Some states will take, you know, my work ID and my driver's license, which I always send in.  
But no, they want a court order.  
Well, the court order, they're going to go to court in seven more days.  
So they want us to wait until after the court hearing and we have a new court order which as you may or may not know, can take sometimes up to two weeks to load and be available in the you court system.  
So that's a big challenge.  
I'm.  
I'm really glad that as an Oregon State employee, I think that they've gotten to know me well enough.  
It's like just send us your ID with every order.  
I wish all other states were that simple.  
You know they they require that you.  
Prove your need and that your you are authorized to order a vital record.  
Oregon is pretty much if you show me a government ID.  
You get it, but other states aren't.  
That's my biggest roadblock.

 **Alanna Hein (Guest)** 29:45  
Thank you, Lucy.  
Thanks for talking about that, Chad.  
What about for you?  
What?  
What's challenging with your interactions or overlap with vital records work?

 **DRESSELHAUS Chad W \* OMCB** 29:55  
Thanks Anna.  
I I wouldn't say that we have any challenges but and as we've talked about in previous meetings, I'll just kind of be an advocate for our licensees because as we've talked about in previous meetings, one of the I have, as you can imagine, I have numerous conversations with directors located throughout the state.  
And the main thing that has been brought up here is the difficulty of the medical certificate certifier, the death certificate, because that really puts funeral homes in a bad light in a bad position because families, you know, Funeral Home, a funeral doctor can explain.  
Well, it's not.  
We did everything.  
Now we're waiting.  
But then it's really ultimately the fault of the person of the family sitting in front of, and it's often falls in the funeral director.  
So and I know we've talked about it, maybe we're kind of strategizing ways how that can maybe be addressed, but that's kind of the major frustration.  
I think that I hear out in the industry is that and I know there's this promote or encourage strong encouragement to everyone to get on EDRS, but I think the one thing that I'd like to advocate overall is and to provide or to help our licensees equip them as best as possible because they wanna serve families and do it in an expedient way.  
And you know, if there's if there's something, you know, some entities or whomever not putting fingers.  
But if there's things kind of being delayed in that process, the funeral, the funeral homes are the ones taking that brunt of emotion, and they're already taking it, as you can imagine, because it's the most traumatic time in someones life.  
And then add on to that it delay of if it's, you know it could be as you know, probate or whatever they're waiting for insurance and all these different things and you know, kind of, uh, unfairly kind of paint to the funeral.  
Director is kind of the the person responsible, so I'm I'm advocating for ways, you know, in any way that we can help expedite things.  
So funeral homes can get or so families can appropriate get death certificates in a very in a timely, timely and efficient manner.

 **Alanna Hein (Guest)** 32:07  
Thanks, Chad.  
Shawna, what about for you?  
What's challenging in the vital records work you do?

 **Shawna Peterson** 32:14  
And so the most challenging thing I encounter is with vital check.  
And when you order the, the process itself is easy and maybe could be made easier.  
My clients have a harder time understanding than I do because sometimes we'll need to upload letters, testamentary and of course the photo ID and all that I generally.  
And you know, it costs a client a little money because it's more involved on my office is in, but I generally take that on for them.  
And so it's me uploading my photo ID and that wasn't perfectly clear when I first started doing it.  
It's like do I need the personal representatives?  
ID or my ID and and which exactly court documents.  
So I tend to overcompensate and provide you know, everything.  
I'm and and, but that that's navigable and then you'll pay even expedited fee, because like I mentioned, it'll be a a sale of the home, the title companies waiting.  
And you gotta get it done.  
Certificate to clear off a deceased donor's name and the able vital check.  
Acts like.  
You can check the status and it says it was processed on this day and that you paid like the three day expedited but it it's not accurate.  
It's not interfacing with vital records and so luckily, through Senator Finlay's office and Representative Owens office, I was able to make a contact at Vital Records directly.  
Who was exceedingly helpful and said Ohh it looks like we didn't get your photo ID.  
Well, it looks like we didn't get that even though the things had been updated, but I can search my email and find that wasn't requested.  
So there's some sort of interface where the ball gets dropped.  
It seems to me maybe on the vital check ends because the the people I work with, the Oregon model records, were able to pick up the ball, but I just kept checking on this one in particular and it took umm, it took, I think like four months to get the district and they were very responsive and very helpful.  
But I shouldn't have to call my senator to get a connection at the vital records vital.  
You know you pay for that service and they they should interface behind the scenes and I think that's my my amazing that issues.  
Why caught me? Put?  
Well, I thought I'd task force for you or group for you.  
Have because we did see it.  
Resolution that they kept having to postpone closing and it looked like it could show up in the mail any minute and it that tracking wasn't accurate.  
And and for some reason, when the handoff from vital checked to the state happened, it didn't send the right request.  
The documents didn't get transferred.

 **Alanna Hein (Guest)** 35:05  
Wow.  
Thanks Shauna.  
So the last panel question could that I wanna ask all of you in order, Lucy, starting with you.  
What's next for you in terms of vital records work or what do you hope for?  
What do you hope to have be next in terms of of federal records work and your interaction with the vital records systems?

 **Gibson Lucyann S** 35:30  
Well, I gotta say that this is just been a very enlightening work group.  
I had no idea that it was an issue for people getting vital records other than, you know, the roadblocks that I've already talked about.  
Umm.  
So yeah, making it easier for everybody.  
And I'm I look forward to seeing this through.  
Umm, but.  
Everything I think is moving along on in my realm, although I do wanna piggyback onto what Shawna would just said about the the trials and tribulations of vital check.  
I've had the same thing happen to me multiple times.  
The longest one it took me was about five months to get it finally figured out, but yeah, I experienced the same thing, so I'm hoping that that will get resolved.  
That's about it.

 **Alanna Hein (Guest)** 36:27  
Thanks, Lucy.  
Chad, what about for you?  
What do you hope would be next for you in terms of your work or your overlap with the vital records work?

 **DRESSELHAUS Chad W \* OMCB** 36:35  
Yeah.  
Thank you.  
First of all apologies, I must have Washington on the brain.  
I did say DRS but I meant overs and I think the most recent conversation I had with was with a dual license because many of our funeral directors are dual license in both Oregon Washington.  
So apologies, I meant overs I think just kind of what I shared in the last one is just in any way our agency can help support, promote and courage in collaboration with vital records.  
Anything that can help our licensees help the process and their interactions to be you know, efficient, effective and ultimately provide exceptional service to the families because that's ultimately the ones I believe we're here to to help support.  
I mean, I think that's the purpose of this work group is to provide many options, availability, cost efficiency.  
I think a bunch of different things, so it is an exciting to be in this group and to hear about these great ideas and kind of the plans of moving forward.  
So I am looking forward to seeing the progress and excited about the the momentum that we're gaining here and excited to see the kind of the end result of all this work.  
Thank you.

 **Alanna Hein (Guest)** 37:51  
Thanks, Chad.  
Shanna, what about for you?  
What do you hope is next in terms of of vital records work or what do you see as as what you'd hope for?

 **Shawna Peterson** 38:02  
I'm sure I probably sounding like a broken record, but I think just a a more seamless interface with vital check and or the state on requesting those older death certificates.  
Totally willing to do the work.  
Just doesn't seem very routine and it's something that might be able to be made, you know, pretty cut and dried and routine.  
And I'm happy to participate in that process.

 **Alanna Hein (Guest)** 38:29  
Thanks, Sean.  
OK, so now we have the opportunity for all the members of the work group to ask questions of our panel members for today.  
I'm guessing there will be some if you would like to ask a question, you can use the raise hand function and I will call on you what are questions that you all have for any of these panel members.  
OK, Derek.

 **Patterson Derrick C** 39:24  
I have a question for Lucy.  
You had mentioned about adoptions and not being valid until the birth record is amended.  
Can you speak more to that?  
That's a process that I'm not as familiar with.

 **Gibson Lucyann S** 39:39  
Sure.  
And I probably didn't say that correctly.  
If it's determined that a birth record needs to be amended, say there was a paternity test and they found out that there is a biological father that needs to be added per court order to the vital record it that amendment has to be done before the final.  
Court hearings and basically before the adoption is finalized and so a lot of times we'll get going on a on an adoption proceeding and realize uh-oh, something has popped up at the 11th hour and there we found a father.  
So then the birth certificate and amendment has to be requested and it's taking months and months and months.  
Umm for amendments?  
There was an issue.

 **Alanna Hein (Guest)** 40:48  
Lucy, I think we lost you.

 **Gibson Lucyann S** 40:52  
There we go.  
Sorry that that an amendment was requested and has taken months and months and months and then we find out well, it wasn't submitted on the correct form.

 **Alanna Hein (Guest)** 40:53  
There you go.  
Go ahead.

 **Gibson Lucyann S** 41:05  
There's been a big caffle the last.  
I don't know.  
Year, nine months about using a specific form for amendments.  
Umm, those forms were used, but the folks in amendment said no, you need to use this form and they were using the older form and so there was there was that tension between umm.  
Our agency and and vital records, it was very frustrating and in getting these done in a timely manner.  
So that was what I meant by it needed to be done before the adoption can can be finalized and so a lot of times it ends up.  
That's the one thing that they're waiting for to be able to get that final court hearing scheduled.  
And so it's pushing back adoptions, sometimes months, and that's what I was referring to.

 **Patterson Derrick C** 42:09  
Thank you.  
Yeah, that makes a lot of sense.

 **Alanna Hein (Guest)** 42:15  
Thanks Lucy.  
Other questions for the panel members.  
Chat.  
I had another question for you.  
Just because as you as you acknowledged what you presented is pretty complicated.  
It has a lot of different pieces to it.  
Umm, so when you were talking about the Funeral Home directors that you work with all the time you were talking about kind of what what their challenges are and what their expectations or hopes are for the vital records.  
Umm, can can you tell us a little bit more about like how people reach out and what what like what are the most common things you heard cause it sounds like you might be kind of a collection point for some of those conversations?

 **DRESSELHAUS Chad W \* OMCB** 43:18  
Yeah, that's a great question, Alana and and a lot of it it it's I think it comes in different way it you know the the comments come in different ways.  
I just, you know, if I'm at a convention, maybe or a district meeting where there's a number of funeral directors or even when I go meet with them individually, they'll just share that oftentimes.  
I know it's shared.  
It's my understanding it's shared kind of within the licensee community.  
I mean, they share.  
I think their frustrations with one another, so I just hear it kind of not anecdotes, but I just hear it as they're experience and you know it's kind of and I always hear the reference well often often I hear the reference of well, you know in Washington state doctors are required to file it electronically.  
And I think there's a state law mandate now in Washington state.  
So they say it would be nice if Oregon had something like that.  
I hear stories and I think we've heard about this before, where someone has to go and kind of camp out at the the doctor's office to chase this person down.  
Maybe the mailing it two or three times didn't work, so they have to actually go there every day and wait for that doctor to show up.  
I've heard those stories, so I think there's kind of an overall frustration and I don't know how percolating it is, but it just hear it kind of in waves and it doesn't go away.  
So I just kind of consistently hear.  
Umm, the challenge of, you know them kind of being on the hook of responsibility or blame because.  
You know certificates aren't getting certified in a in a timely way.  
So and I know Jennifer's aware I I I believe Jennifer and probably the whole vital records team that's associated with funeral homes are kind of aware of that at least in passing.  
So I think.  
Umm.  
And I think that's why there's have been kind of discussions and kind of reactions to what our ways we can kind of do this in a, you know obviously.  
It well, no.  
Obviously it most likely it would be, you know, most likely it's it's a change of behavior pattern if you will or conditioning.  
So I think it's something that, you know, medical certifiers.  
Uh are not some are, you know, varying degrees of of willingness to do that.  
So I think you know of of just encouraging, encouraging, umm I I don't know if mandating is the right thing.  
You know, I think that's up to discussion, but that's so I don't know in a round about way I hope I answered the question, but it's just in my conversations and it's just I I get it in different ways and I'll get calls mostly calls or I get just or or just when I'm meeting with funeral directors in person, you know I'll just say how are you doing and what's going on and they'll they'll they'll tell me challenges and that that's one of the major challenges that they face and consistently throughout the state.

 **Alanna Hein (Guest)** 46:22  
Thank you.  
That's really helpful.

 **DRESSELHAUS Chad W \* OMCB** 46:23  
Yeah.

 **Alanna Hein (Guest)** 46:25  
Other questions from work group members Ginger.

 **Ginger Cerola / Jackson County** 46:30  
On chat I had a question to you about.  
You were talking about the fees, you know, they went up.  
It was like 2020.  
Is it helping with what's required?  
I mean, are you getting enough funding or are you finding that there's not enough?

 **DRESSELHAUS Chad W \* OMCB** 46:49  
Well, that's a great question, ginger.  
And let me kind of go back.  
The reason why the fee increase the fee increase was implemented is because.  
I think in 2020 or so, we actually were doing our financial review of the ID IDP fund and it was actually underwater.  
So we were, you know, we worked with our our financial people who support our agency kind of made projections on if we want to keep this fun, sustainable and kind of projecting for future future deaths with based on the economists office of the state, it was determined that a $30, you know, under $10 increase would help ensure that the the IDP fund to sustainable at least I think 2025 or so.  
That was kind of the projection, so that's what we relied on and that's what we that's what Bill was.  
Umm.  
Proposed and and and signed but great question.  
So there wasn't an actual need because we were, we were underfunded at a time.

 **Ginger Cerola / Jackson County** 47:57  
You.

 **DRESSELHAUS Chad W \* OMCB** 47:57  
So we just felt with the going rate, if you will, of deaths and indigenous seemed to umm seem to increase at least overall we thought you know you know that would we would need to take a proactive step and increasing that fund to to continue the sustainability of it.

 **Ginger Cerola / Jackson County** 48:05  
Mm-hmm.  
OK.  
Thank you.

 **DRESSELHAUS Chad W \* OMCB** 48:18  
Yeah, great question.

 **Alanna Hein (Guest)** 48:20  
Thanks, Joe.  
Of their questions for the panel members.  
Umm Derek.

 **Patterson Derrick C** 48:34  
I asked something sort of similar in our one of our previous discussions, but I'm curious whether any of the panel members you know as you've worked with different clients, if you've noticed any barriers as far as equity where a certain group is finding it more difficult to get vital records or or any patterns in the barriers that they're facing.  
I know Shawna you had mentioned when there were death record is older like it's a 5 to 10 year old death record.  
Anything like that or you know, scenarios that jump to mind for you as far as equitable access?

 **Shawna Peterson** 49:14  
I think that is a really legitimate concern because it's crossed my mind more than once that it it would be really challenging for people, you know, some of my clients are are more adept and can request the district it on their own some, you know, it's simply kind of a worth it to them to have me do it.  
But there would be a lot of people who wouldn't have the resources or even know to call me it.  
It isn't easy even for me to navigate, and so I think there is definitely an equity and access issue and I don't find that the title companies.  
I don't know that it's necessarily their role, but I don't find that they help them navigate the same way that I see the funeral homes do it.  
They just say we can't close till you bring a desk certificate and then turn the poor person loose.  
And so I think it is intimidating.  
It's a little bit inaccessible.  
There's definitely an equity layer that.  
You know, they probably shouldn't need me to do it.  
And it's way too late to go to the Funeral Home.  
But I'm not seeing anybody that serves the role like the Funeral Home does for older deaths.  
So I think that's a really excellent point to a missing piece.

 **Alanna Hein (Guest)** 50:29  
Think shawna.  
Lucy, are there different kinds of obstacles or access issues that you see and in terms of the equitable access?

 **Gibson Lucyann S** 50:44  
Not necessarily.  
Probably because I guess I'm just kind of the person behind the computer.  
Everybody just says, OK, we need this vital record and then I just run off and get it.  
I the only thing that comes to mind is what I already mentioned about Umm.  
People that have a native heritage.  
There's there needs to be some kind of.  
I don't know something because when I request like right now I have to go directly because I can't get it through battle check.  
I have to go directly through to Shasta County.  
Uh, because I need two birth records from Redding, CA and it's for a grand.  
Let me think a grandparent and a great grandparent.  
Umm.  
And I've been going around and around with them.  
Umm on I should be able to just check that I am a government agency.  
You know, and I and the the record is needed, you know, for legal or you know government purposes well you check that box but then they still push back and it's like well we can understand why you need the the record for the child.  
But in in getting parents, grandparents and great grandparents, it's like pulling teeth.  
It's really, really difficult.  
They want instead of just.  
Reading the documentation that I send, because I usually will send a letter on letterhead.  
Umm, explaining what it is needed for and instead of it's like they don't even read the letter, it's just they look at it and go oh, you're a government agency.  
Well, why do you need this one?  
This is for a woman that would be 125 years old and then I have to go back and explain.  
This is for, you know, tribal lineage.  
We have to establish to see if this child can be enrolled and it's part of their culture.  
So that's the only roadblock as far as inequity that I've run into.  
Umm, but then again, I haven't requested a whole lot for nontribal folks, so I really don't have a litmus test to put it to.

 **Alanna Hein (Guest)** 53:28  
Thanks, Lucy.  
That's that's very interesting.  
And what about for you, Chad?  
Do you have any obstacles or inequities that you notice or that people are bringing up to you?

 **DRESSELHAUS Chad W \* OMCB** 53:42  
Not that I'm aware of, you know, even if it just doesn't speak of a funeral.  
Directors, even if a family member, you know family is, were to abandon or acquiesce from a decedent, oftentimes they're still willing to pay for the death certificates.  
I think that's pretty common to where they say we can't pay the full contract price, so we're going to acquiesce that part.  
But we do need death certificates.  
So, and I would maybe defer to at least Sarah, who represents a Funeral Home, to see see if that's her experience as well.  
I'm not aware of any equity you know, because I I think as has been shared before, funeral homes are really they have hearts, you know funeral director of hearts for service and they will bend over backwards to accommodate so.  
It it it it it falls in line to what's been said today about funeral directors being very helpful along the process.  
So Sarah, I guess if you don't mind being put on the spot, if you wanna share a bit about access and equity equity as far as the families you serve.

 **Sarah Reynolds** 54:50  
Yeah.  
Yeah, we do most of the ordering of the death certificates and navigate that process.  
So really the only time it seems somebody can't get one easily is people who are confused by.  
Like Shawna said, they're by the vital check process because we won't order death certificates after a certain period of time.  
We have to close our books, so we try to explain it to them.  
We give them the forms, the printouts.  
Because what you do, a lot of them still come back to us and say I don't understand how to do this, and this is mainly older people who don't understand it.  
But other than that, as far as just just accessing it and and being able to get them, I don't personally see much in equity with that, yeah.

 **Alanna Hein (Guest)** 55:40  
Thank you, Sarah.  
Thanks for jumping in other questions from work group members for any of the panel members or now we've added Sarah to.  
OK.  
So this is the last of our panels.  
So you might recall, we started with the overview of the system, then a kind of a deeper dive into the state system.  
We heard from the county representatives, we heard from the Funeral Home representatives and now we've heard from the folks who were kind of single representatives of a perspective of or of a way of interacting with the vital record system today.  
Hey I I will note that the person that I thought was gonna join us for the panel who apparently wasn't able to, as Michael Collins, who is the person who's on this work group representing the tribal perspective.  
So hopefully we will still get to hear from him in the future.  
I will check in with him about his experience.  
I know that he was going to check with some of the different tribes to see what their experiences have been with the with the vital records system the the process.  
But what we're moving into in our process now is to start identifying some options for recommendations of what will come out of this work group.  
So what will this work group be recommending?  
And you might remember that we talked about interest based problem solving, really understanding the root causes and needs of the issues.  
And then trying to come up with collaborative creative solutions to address all of the needs of a of the issues that have been brought up.  
So starting next month, and I'm gonna just say our meeting next month is June 18th.  
So make sure that time on June 18th is reserved on your calendar, will start and we'll do some breakout groups like we did kind of think in February to to to get ideas generated for what are the recommendations or the options that you would like to put forward?  
And then we'll be looking at them and discussing them and identifying what are the interests that are served or are there interests or issues that we've identified that we haven't addressed in the option generating process.  
So next month you can bring your creativity hat and your your kind of innovation and idea generating brain, because that's where we're going next.  
Questions about either today or where we're going next.  
Anybody have anything?  
Umm, that's that's left for them.  
This is also a time if in any of the presentations leading up to now, you've been sitting with like, OK, they, they use this term or they talked about this thing.  
I really would like to know more about it.  
This is the time to bring that up so that we can do research and get information to you.  
If there are any other questions so you might wanna look at and we'll be sending out a link to all of the documents and all of the information that has been generated so far by the work group so that you can look back through them.  
But please do feel free to reach out, especially, you know, may going into June if you have questions or things that are just sitting with you that you would like to get answered or get clarification about.  
The last thing that we always do before we wrap up a meeting is A+ Delta.  
So how did today go?  
What went well?  
What could have gone better, either for yourself or the group process or content?  
Any comments about how today went or how it could have gone better?  
The floor is open.  
Any work group members who have comments about how today went, you can simply unmute and make your comments. Lucy.

 **Gibson Lucyann S** 1:00:01  
I just want to thank you, Alana.  
Umm, you're probably one of the best facilitators I've ever sat in meetings with and I just really wanna give you a big kudos and a shout out because you're doing a wonderful job and thank you.

 **Alanna Hein (Guest)** 1:00:20  
Thanks, Lucy.  
That's very kind.  
Other comments from work group members how today went went well could have gone better.  
Any other comments, thoughts or reflections about today's meeting?  
Ginger.

 **Ginger Cerola / Jackson County** 1:00:39  
I just want to say I have learned so much.  
I had no idea some of the, like Shauna.  
What you do behind the scenes that was new to me to understand and learn and as well with Lucy, I've run into situations where there's, you know, the paternity thing with court ordered, you know, the need to disestablish paternity, to put the bio father on there.  
And I didn't really realize, you know, that there would have been it maybe an adoption in there along with that.  
It's it's quite fascinating actually in Chad.  
Some of the information that you've shared there is so much that like in the weeds that we don't know, you know, that such an integral part of everything that is occurring and the main part of it is always about these families that are trying to receive either the birth certificates or the death certificates.  
But I find is the common common thread if you will.  
Umm, but I really appreciate what I heard today and.  
I agree with Lucy.  
Alana, you've done a wonderful job of facilitating.  
So nice you recap.  
You bring into what we need to focus on and it's very helpful cause a month goes by and that's a long time between meetings.  
So thank you.  
Thank you all.

 **Alanna Hein (Guest)** 1:01:54  
Yeah.  
Thanks, ginger.  
Any other comments about how today's meeting went could have gone better?  
Went well.  
Any other thoughts?

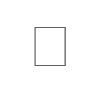
 **Janet Fredrickson** 1:02:08  
I'll speak.  
Umm yeah, I think this is really interesting and I've had a little experience, umm, on the attorney side.  
I was a legal secretary for a wonderful man in Hawaii.  
So I can appreciate that it was the same kind of thing there.  
And I think that it the the bottom line is this is about these people that are experiencing something either wonderful or something terrible and making it easier for them.  
So thank you and thank you for allowing me to be here.  
I appreciate it.

 **Alanna Hein (Guest)** 1:02:54  
Thanks, Janis.  
Glad you joined other comments about how today's meeting went.  
OK, I wanna say a big thank you to Shawna and Lucy and Chad for sharing such thoughtful insights and your perspectives and really appreciated your your remarks and was super, super helpful.  
I think to all of us.  
So thank you so much.  
We will see you in a month and bring your creativity, you know, maybe a little extra cup of coffee before you come to the meeting.  
Whatever works for you.  
I'm looking forward to seeing you all in a month and thank you again for being such great participants.  
Have a good month.  
Take care.  
Bye bye.

 **Janet Fredrickson** 1:03:42  
By.

 **Patterson Derrick C** 1:03:43  
Everybody.

 **Gibson Lucyann S** 1:03:45  
Hi everybody.

 **Kracker James** stopped transcription