
Center for Health Statistics (aka Oregon Vital Records)

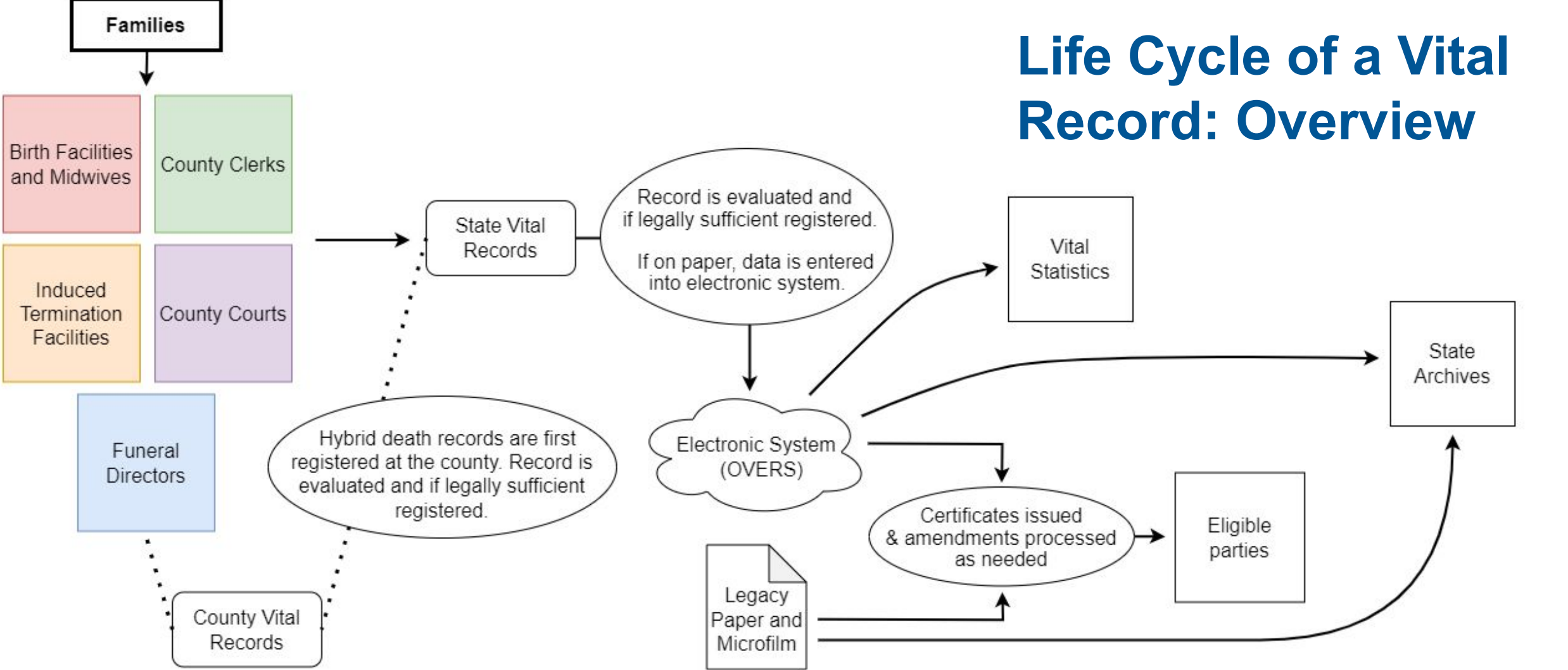
February 20, 2024
HB 2420 Workgroup

Jennifer A. Woodward
State Registrar
Center for Health Statistics



PUBLIC HEALTH DIVISION
Center for Health Statistics

Life Cycle of a Vital Record: Overview



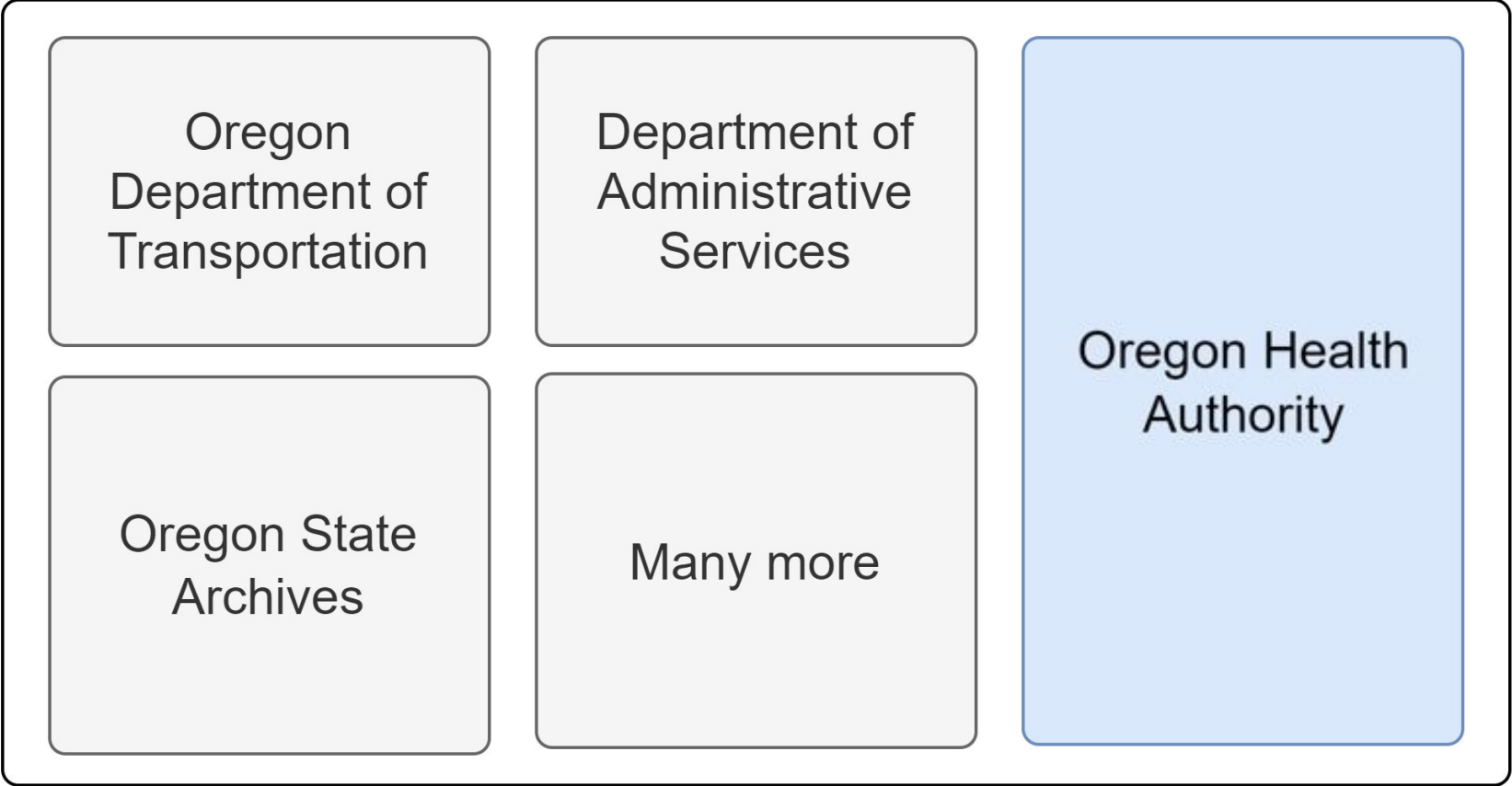
Registration 5-15 days depending on record type

Maintain at the state 50-100 years
timeline depends on record type
Access limited to eligible parties

Archival - permanently
Records purchasable by all

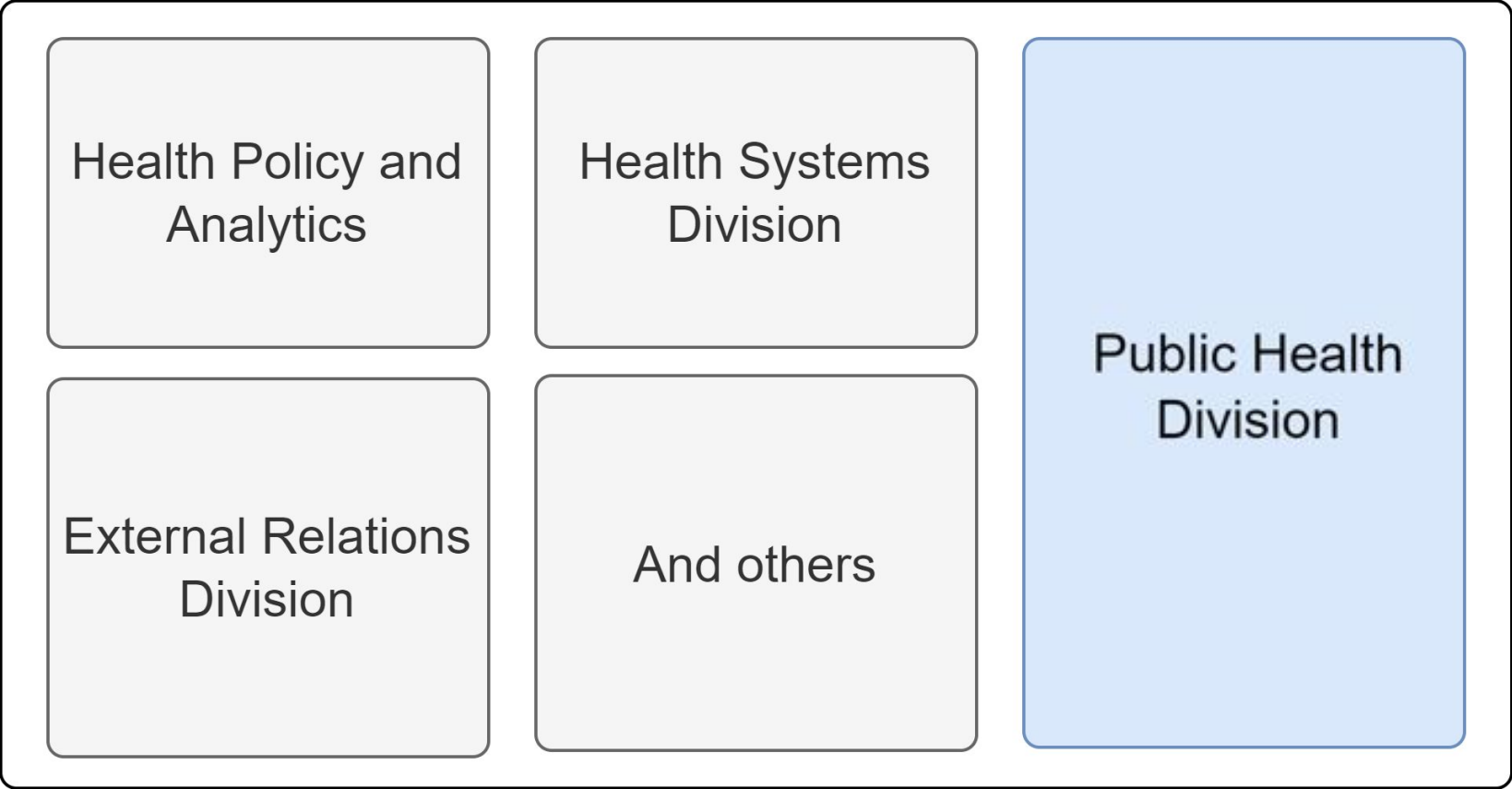
Where is the Center for Health Statistics located?

Executive Branch



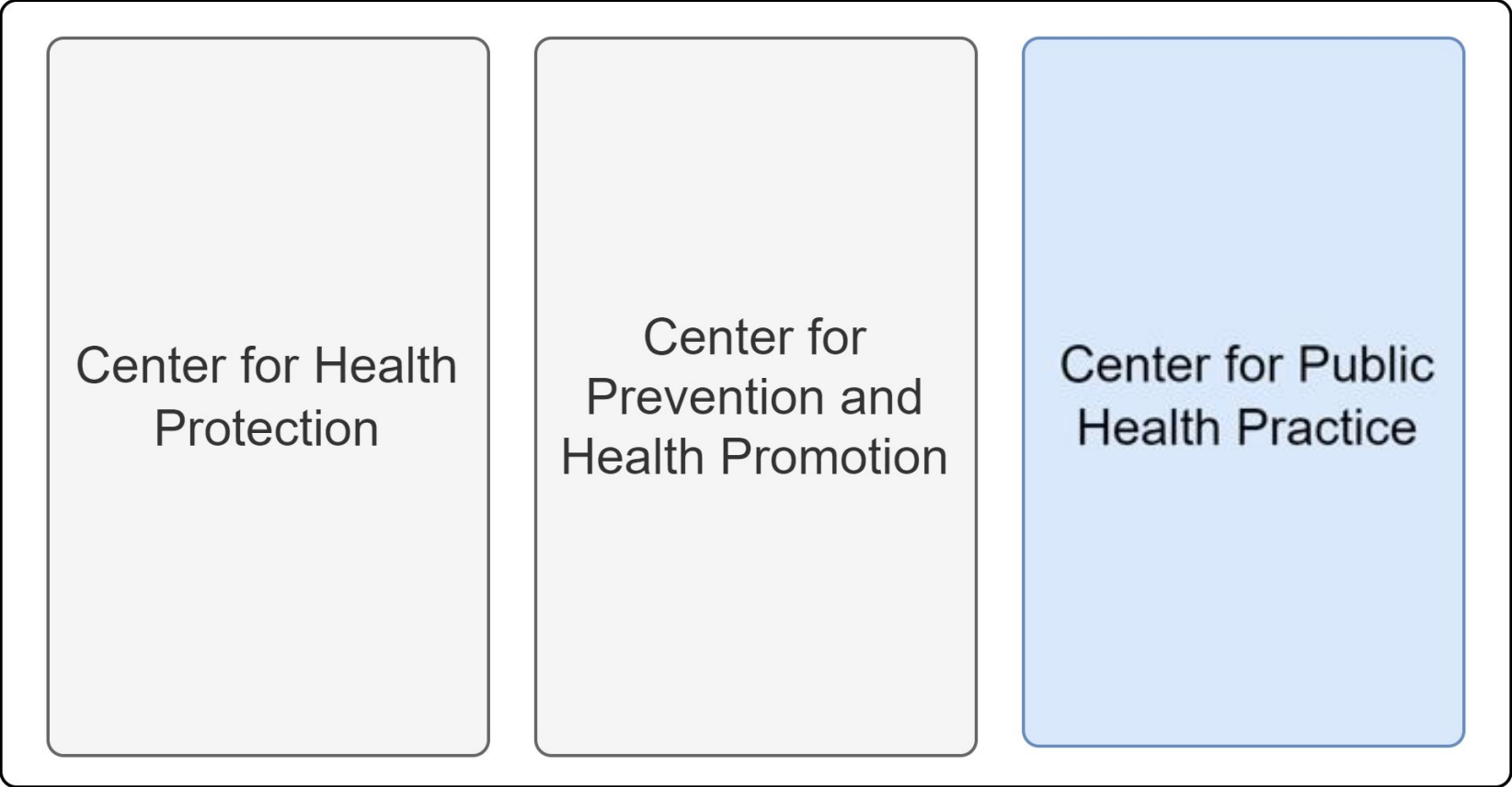
Where is the Center for Health Statistics located?

Oregon Health Authority



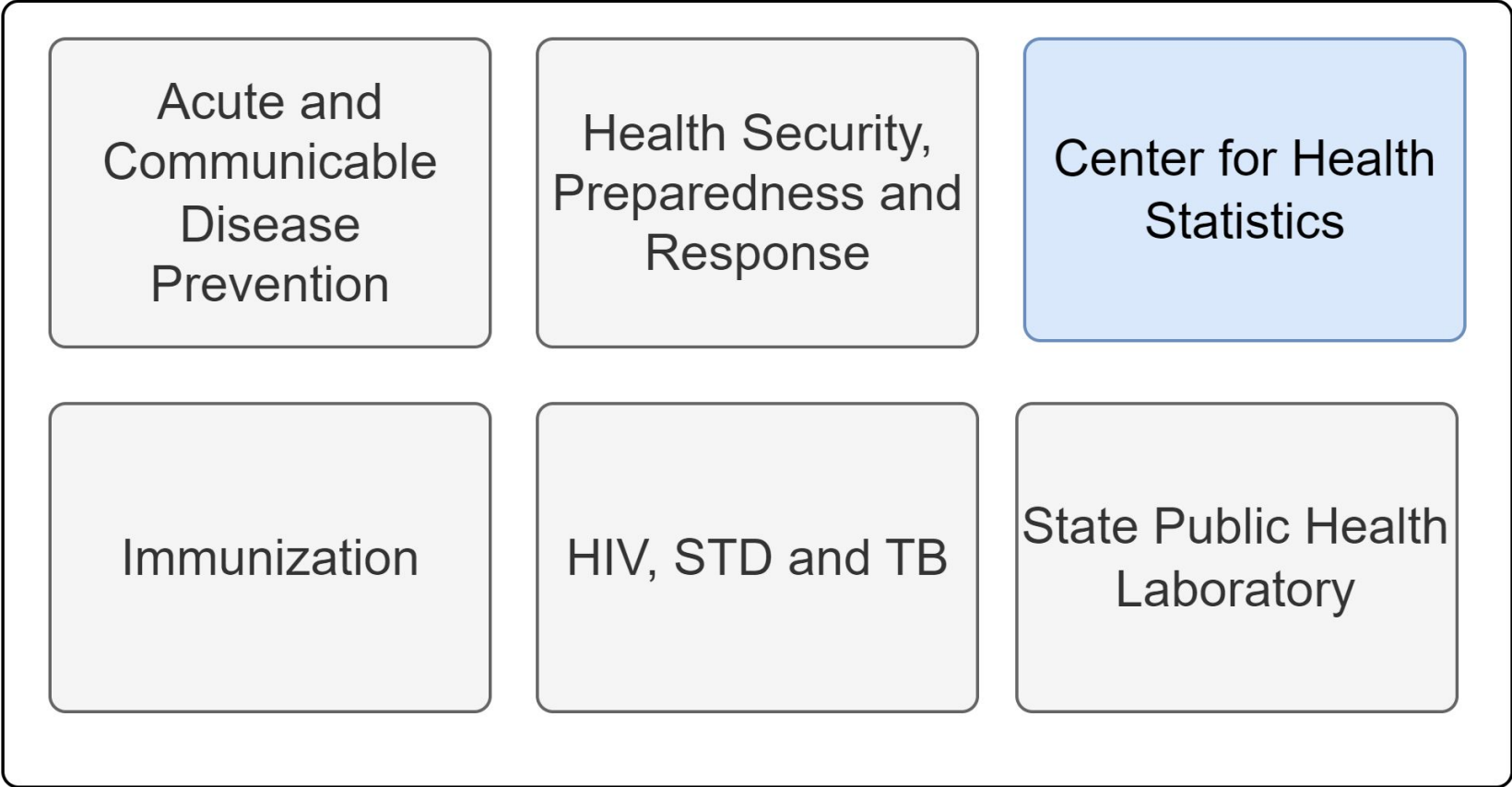
Where is the Center for Health Statistics located?

Public Health Division



Where is the Center for Health Statistics located?

Center for Public Health Practice

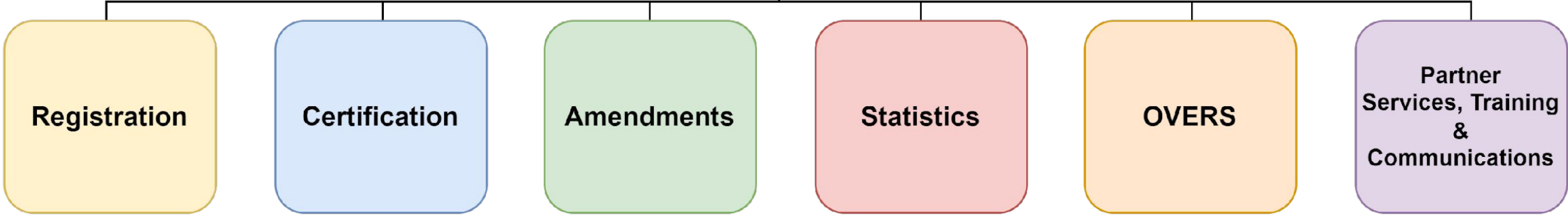


Center for Health Statistics Structure

Administration

Six Managers, one Administrative Assistant, one Fiscal Analyst

- Budget and fiscal
- Contract coordination
- Special projects
- Legislative tracking and implementation
- Recruitment
- Staff management



Staff: Registration Unit

7 permanent staff, 1 limited duration
4 vacancies in 2023
Data Entry and Office Specialists

Evaluate records for legal requirements

Enter paper record data

Distribute forms, home burial permits & discs

Data quality inquiries

Mail review & distribution

Transmit data to NCHS and SSA

Staff registered approximately 126,000 Vital events in 2023

Staff: Certification Unit

15 permanent staff, 3 limited duration, 1 temporary

4 positions vacant most of 2023

Office Specialists and Public Service Representatives

In-person order service

Phone operators

Mail order data entry

Eligibility evaluation

Certificate issuance

Security paper tracking

Staff issued over 150,000 certificates (600 per day) in 2023

Orders processed:

- VitalChek – 67% (must be processed within 3 days if order is complete)
- Mail in – 19%
- In-person – 14%

Staff: Amendments Unit

8 permanent staff, 2 temporary

3 vacancies most of 2023

Office Specialists

Advise customers

Amend paper and electronic records

Process adoptions and changes to parentage

Evaluate evidence documents

Determine if changes are allowed by law

Delayed filings

Staff completed 35,000 changes to vital records in 2023

Changes include:

- Birth and death record errors
- Court ordered name/sex changes

Staff: Statistics Unit

6 permanent staff
1 vacancy most of 2023
Research Analysts and Administrative Specialists

Quality control

Cause of death coding

Annual reports and dashboards

Statistical analysis

Data use requests

Advise users of the data

Staff fulfilled 140 data requests from researchers and government agencies in 2023.

Dashboards inform emerging issues such as birth trends, fatal injury causes and deaths of people who are houseless.

Staff: OVERS Unit

6 permanent staff, 2 limited duration

2 vacancies most of 2023

Policy and Business Analysts, Office Specialists

OVERS Help Desk

Updates & system improvements

Vendor contract management

OVERS maintenance and testing

Modernization & interoperability

User enrollment

Staff support approximately 12,000 OVERS users. In 2023, they enrolled 2,000 users and responded to over 8,000 Help Desk calls.

Staff: Partner Services, Training & Communication Unit

5 permanent staff, 1
limited duration

No vacancies in 2023

Program Analysts and
Administrative
Specialists

Web page maintenance
& updates

Forms,
communications &
media

Training & guides

Monthly newsletters

Site visits & compliance

Legislative
implementation

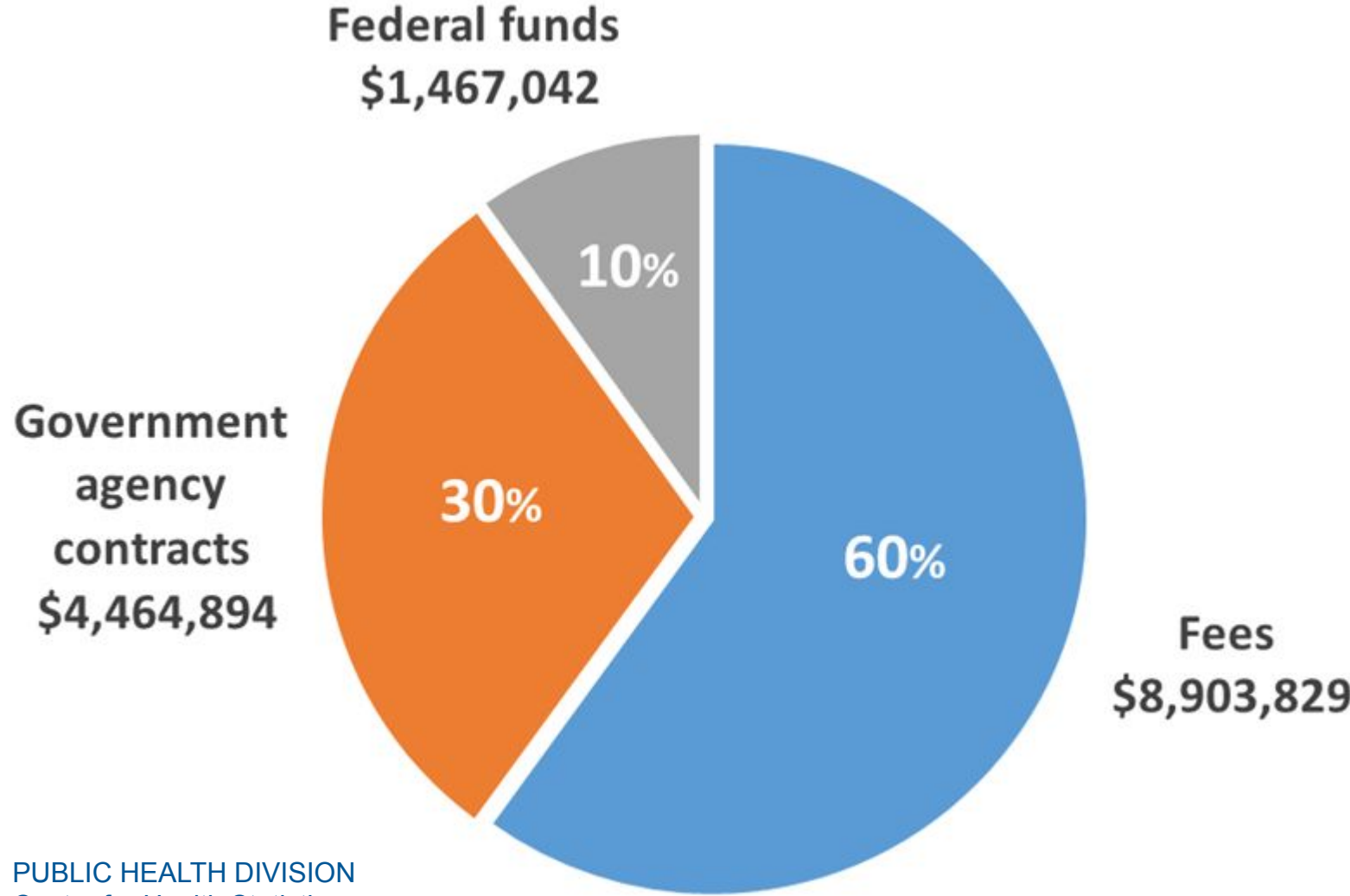
In 2023, staff provided 75 trainings, training over 500 people and completely re-designed partner-focused web pages to be easier to use.

CHS Fiscal Overview

Common Fees – ORS 432

Fee Description	Amount	Payment From	Paid To
Certificate/record search	\$25 per certificate	Customers	Issuing office (State or County)
Replacement certificate after amendment	\$5 per certificate	Funeral Home; Customers	Issuing office (State or County)
Certificate for full image birth record from paper or microfilm	\$30 per certificate	Customers	State Vital Records
Amendment expedite	\$30	Customer	State Vital Records
Amendment fee (for records over 1 year)	\$35	Funeral Home; Customers	State Vital Records
Birth record prior to adoption	\$30	Customer	State Vital Records
Issuance expedite (phone/internet orders only)	\$7	Customer	State Vital Records
Verification of a vital event for government agencies	\$4 electronic, \$10 manual	Government agency	State Vital Records
Certificates for individuals who are homeless	\$0		
Certificates for those affected by declared emergencies	\$0		
Certificates for Veteran Affairs use	\$0		

Fiscal overview – Revenue 2021-2023

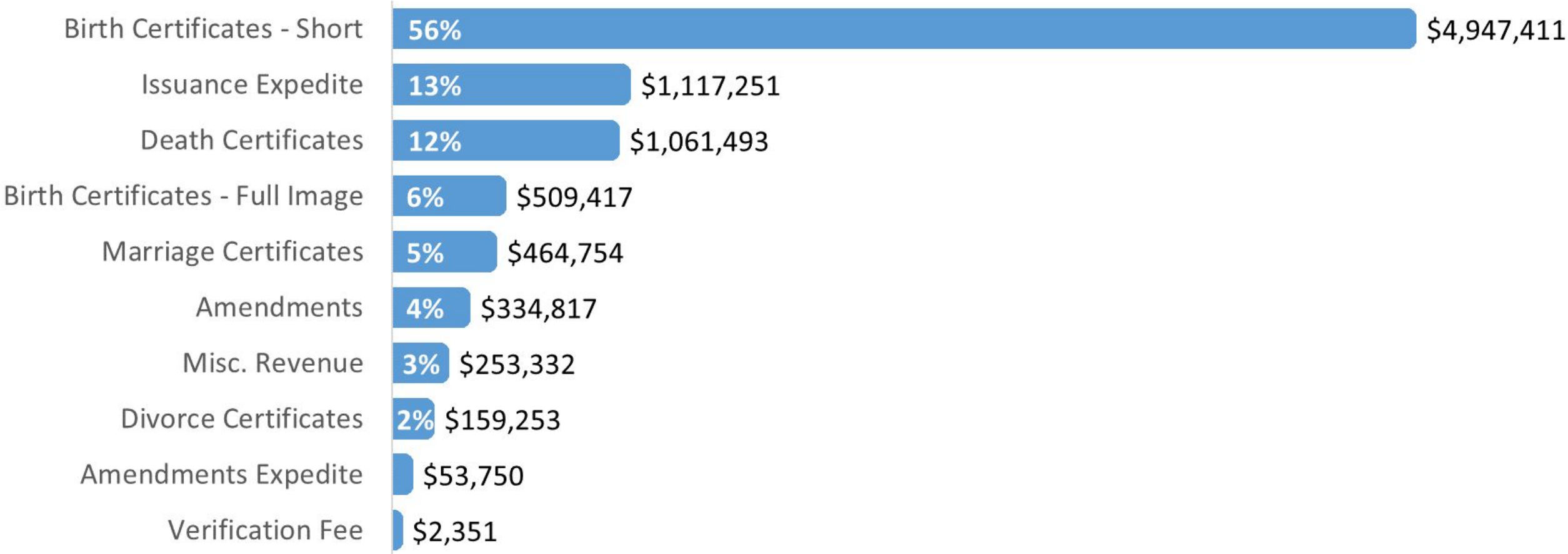


Subtotal
\$14,835,765

Does not include \$3,805,806 carried over from 2019-2021 biennium.

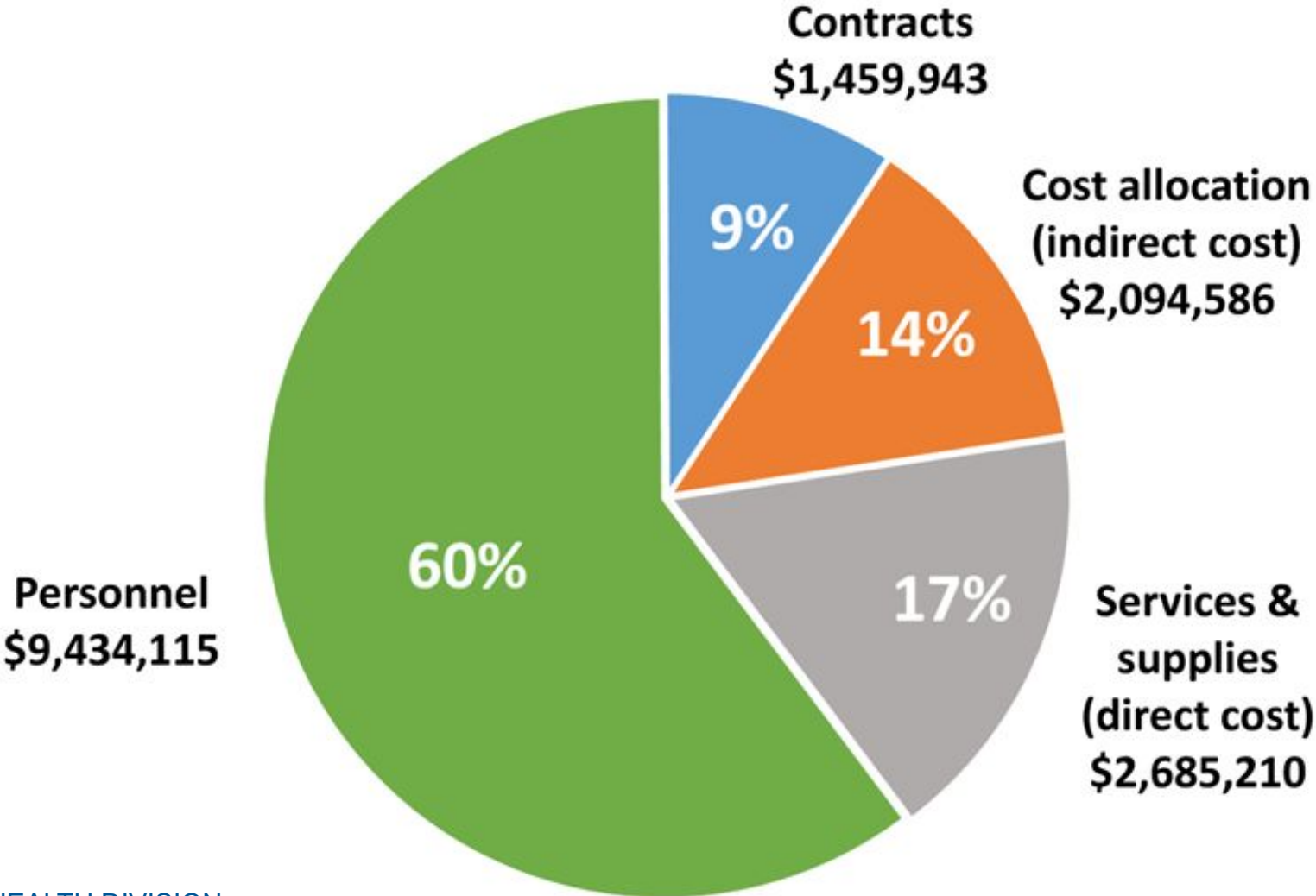
Vital Records receives no General Funds.

Fiscal overview – Breakdown of fees



Fiscal overview – Expenditures 2021-2023

Total \$15,673,854



Fiscal overview – Expenditures by service 2021-2023

Service	Total	Percent of Total
OVERS	\$ 4,272,776	29%
Certification	\$ 3,689,450	24%
Partner Services	\$ 1,892,287	12%
Amendments	\$ 1,740,658	11%
Administration	\$ 1,375,181	9%
Statistics	\$ 1,303,996	8%
Registration	\$ 1,166,548	7%
Total	\$15,673,854	

What is the benefit to the community?

We provide certificates used by Oregonians for almost anything that requires proving a life event or relationship.

- Establish identity
- Employment
- School & sports registration
- Life insurance collection
- Bank account resolution

We provide legal record information used by many agencies for conducting their business.

- Social Security benefits
- Veteran benefits
- Immunizations
- Child support
- ODHS Child Welfare
- Early hearing screenings for children

What is the benefit to the community?

We establish paternity which is directly related to federal funding for programs such as TANF and Child Support.

We provide technical expertise on vital records and statistics to partners and customers.

We provide foundational statistics used by epidemiologists, public health programs, researchers and the community at the local, state, and national level.

We provide a mission critical vital records and statistics system used throughout the state.

Challenges

Fully electronic registration of death records

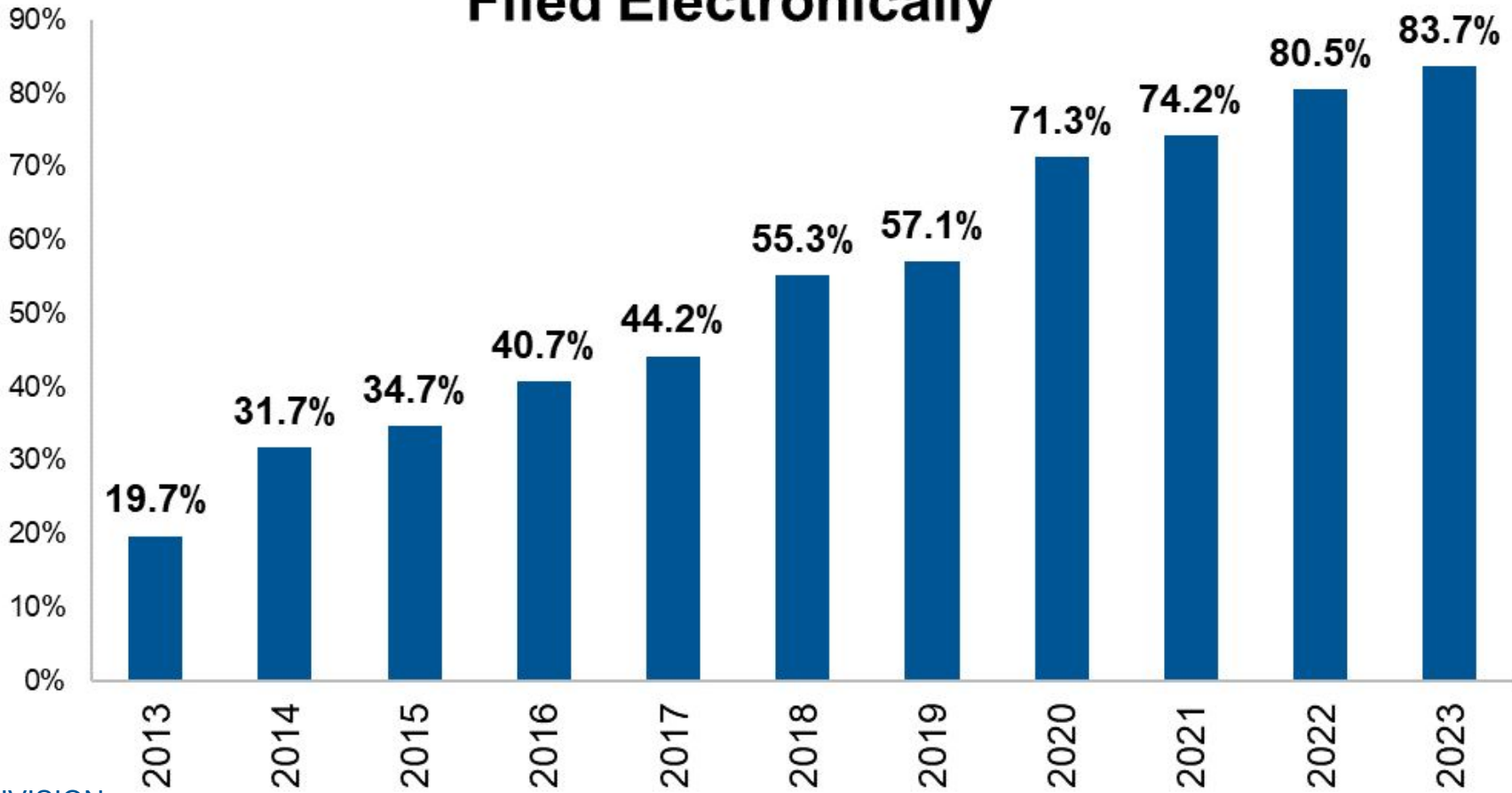
Staffing

Timeliness of service

Conversion of records from paper/microfilm to electronic

Electronic Registration of Death Records

Percentage of Death Records Filed Electronically



Staffing

- Currently have:
 - 53 permanent full-time positions
 - 6 limited duration positions
 - 4 contracted temps (includes security guard)
- Vacancy rate ranged 28% - 57% depending on unit
- Mostly lower classified positions
- \$56,600 annual (most common) \$27/hour
- 10 years of state service (most common) 8 years average
- 422 years of state service in CHS

Timeliness of service

Backlogs

Service	Longest backlog	Backlog resolved	Current
Phone/internet orders	73 days (March 2023)	2 days (May 2023)	3 days
Mail-in orders	4 months (Sept 2023)	2 days (Dec 2023)	5 days

Cause

- COVID lockdowns requiring to get staff to WFH
- Staffing shortages
- Work increased due to customer complaints

Resolution

Shifted work from other units to help. Successful hires to help out.

Conversion of Records from Paper/Microfilm

Record type	Records that are paper/microfilm only
Birth	Pre-1920 (abstracts); Pre-2008 (full images)
Death	Pre-2006
Fetal Death	Pre-2008
Marriage	Pre-2016
Divorce	Pre-2016

Digitization of all records major project.

Faster issuance and amendments.

Opportunities to modernize

Fully electronic issuance of certificates – no microfilm or paper.

Fully electronic registration of death, marriage and divorce records.

Interoperability with NCHS, Electronic Health Records Systems, and Medical Examiner System using national FHIR standards.

Improving vital statistics data timeliness and quality especially related to emerging issues such as homelessness and maternal mortality.

Improving customer service – call center, website redesign, additional translations.

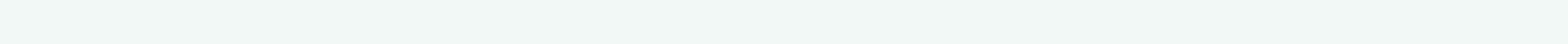
Engaging the communities related our services and information we provide.

Improving equity of services and financing based on HB 2420 workgroup report.

Thank you

What questions do you have?





Our Partners

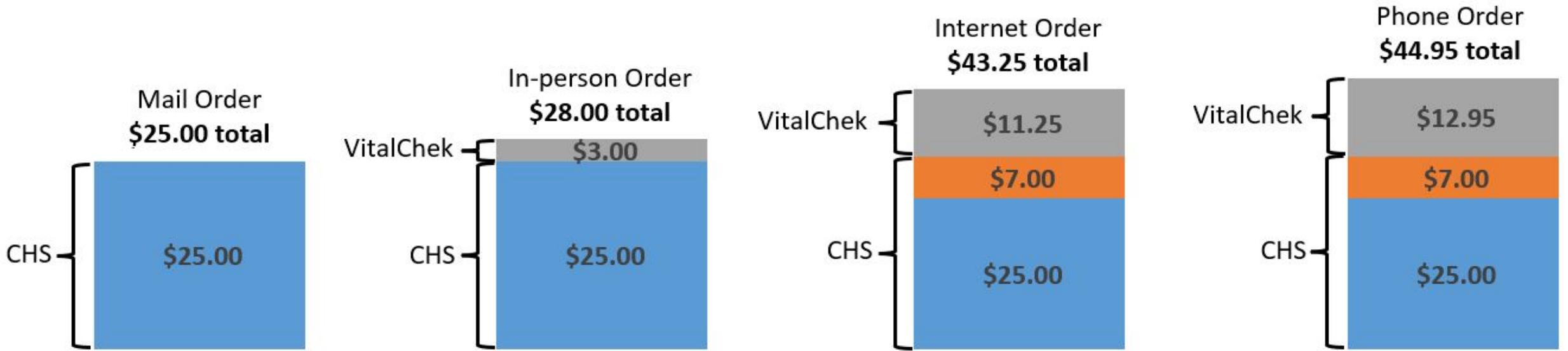
- County Vital Records
- Funeral Directors
- Hospital staff
- Medical Examiners
- State Medical Examiner
- Division of Child Support
- Department of Human Services
- Medicaid
- County Clerks
- Circuit Courts
- Secretary of State
- Department of Revenue

...and many others!

Fiscal overview – Projected Expenditures

Category	2021-2023 Cost	2023-2024 Projected Cost	Projected Increase
Personnel	\$ 9,434,115	\$ 11,961,177	27%
Services & supplies (direct cost)	\$ 2,685,210	\$ 3,359,684	25%
Cost allocation (indirect cost)	\$ 2,094,586	\$ 2,824,670	35%
Contracts	\$ 1,459,943	\$ 2,278,000	56%
Total	\$ 15,673,854	\$ 20,423,531	

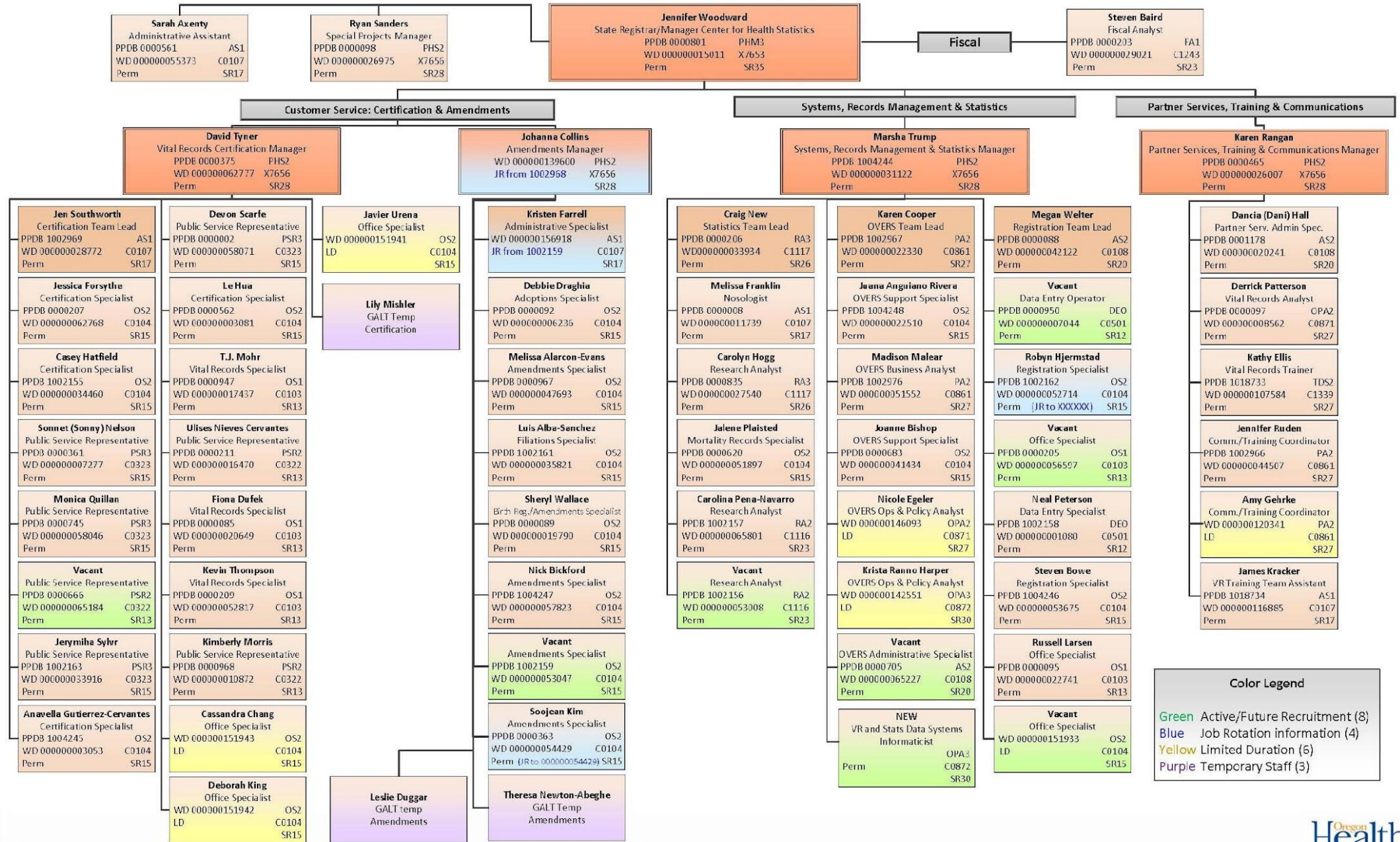
Breakdown of fees – VitalChek and CHS



- Vendor service (identity verification and service charge)
- Issuance expedite (within three days)
- Certificate

Additional options:
 + \$5 for full image records
 + \$20 for UPS Next Day Air
 (within the continental US)

Oregon Public Health Division - Center for Health Statistics



Color Legend

- Green Active/Future Recruitment (8)
- Blue Job Rotation information (4)
- Yellow Limited Duration (6)
- Purple Temporary Staff (3)

Issuance of records – 6 months

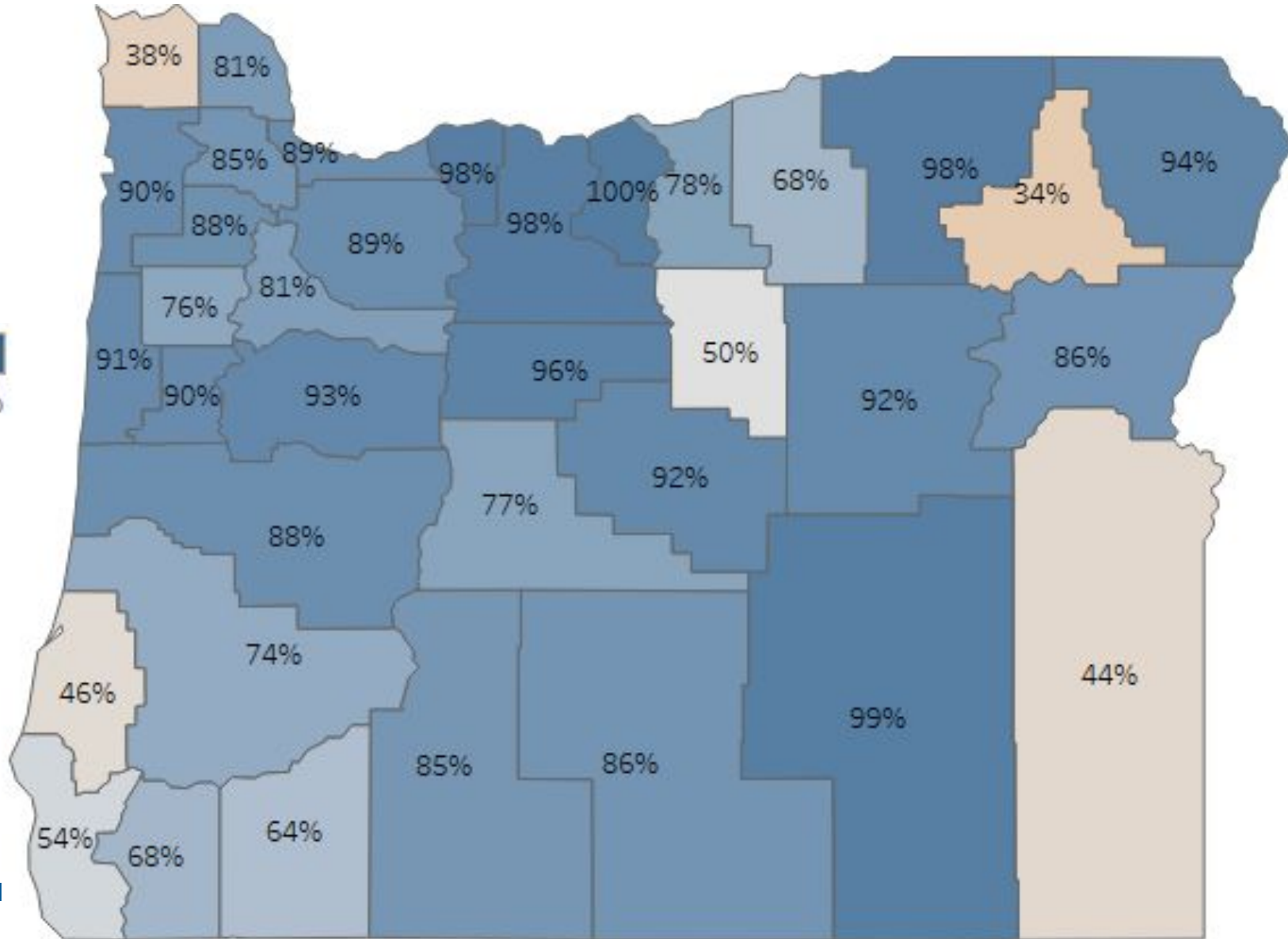
State Issuance	Birth	%	Death	%
Within 6 months	15,077	13%	4,518	26%
Over 6 months	103,173	87%	12,674	74%
Total	118,250		17,192	

Other Fees

Fee Description	Amount	Payment From	Paid To	Statute
Birth certificate issuance	\$1 per certificate issued	Issuing office (State or County)	ODHS Office of Children's Advocate	ORS 417.825
Birth certificate registration	\$1 per record registered	State Vital Records	ODHS Office of Children's Advocate	ORS 417.825
Death record filing fee	\$30	Funeral Home	Oregon Mortuary and Cemetery Board	ORS 692.415

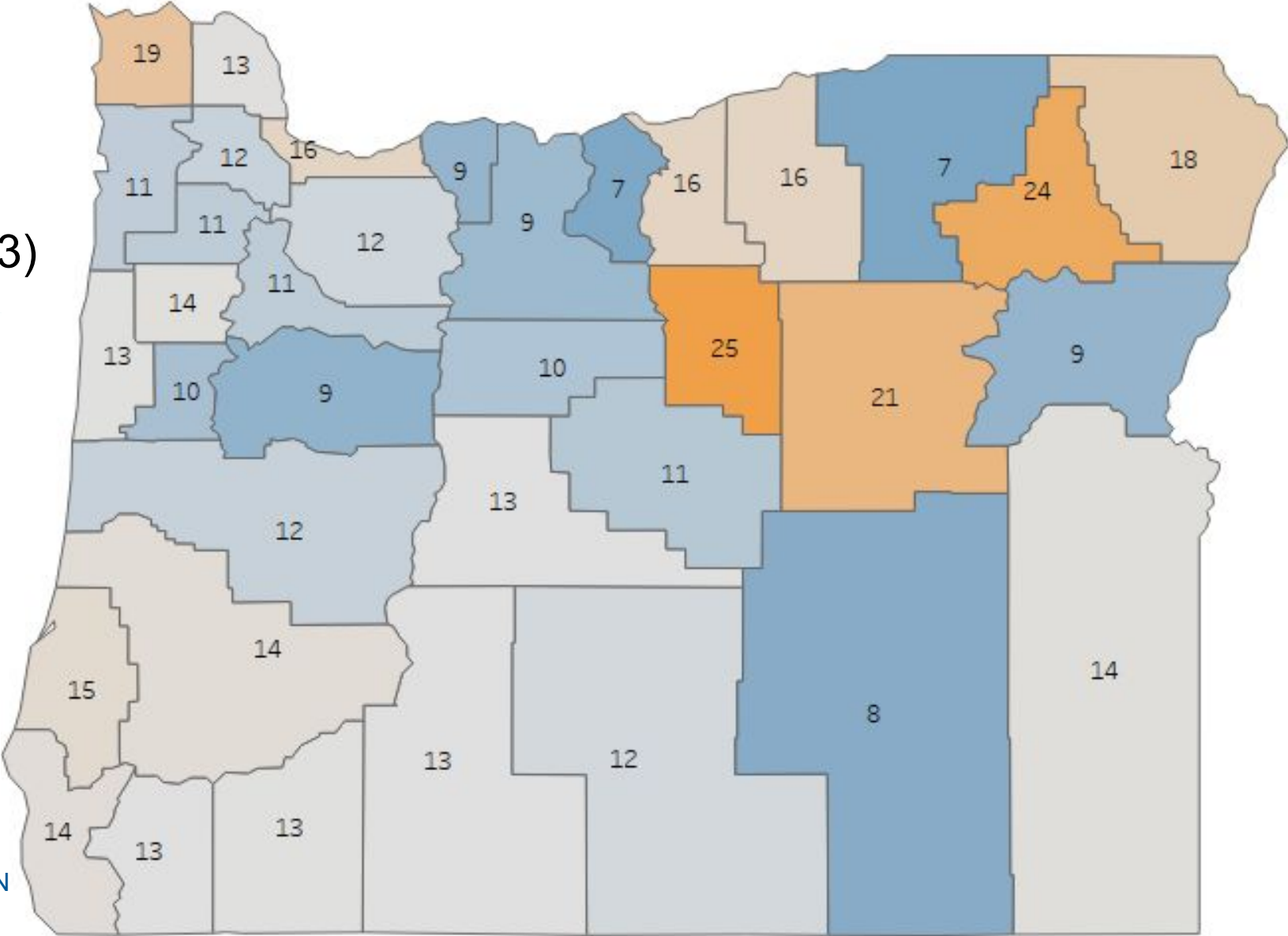
Electronic Registration of Death Records

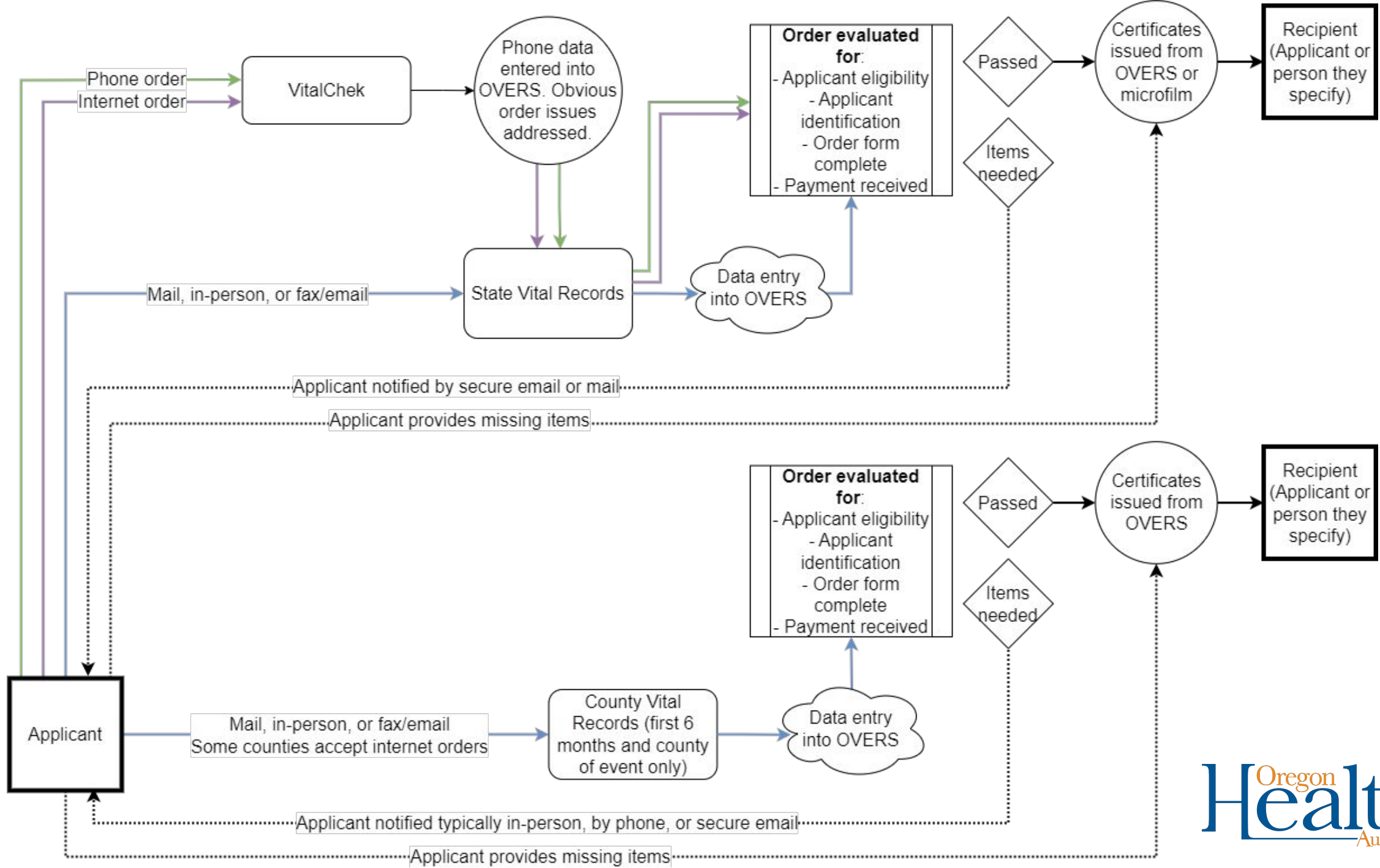
Percent of death records filed electronically (2023)



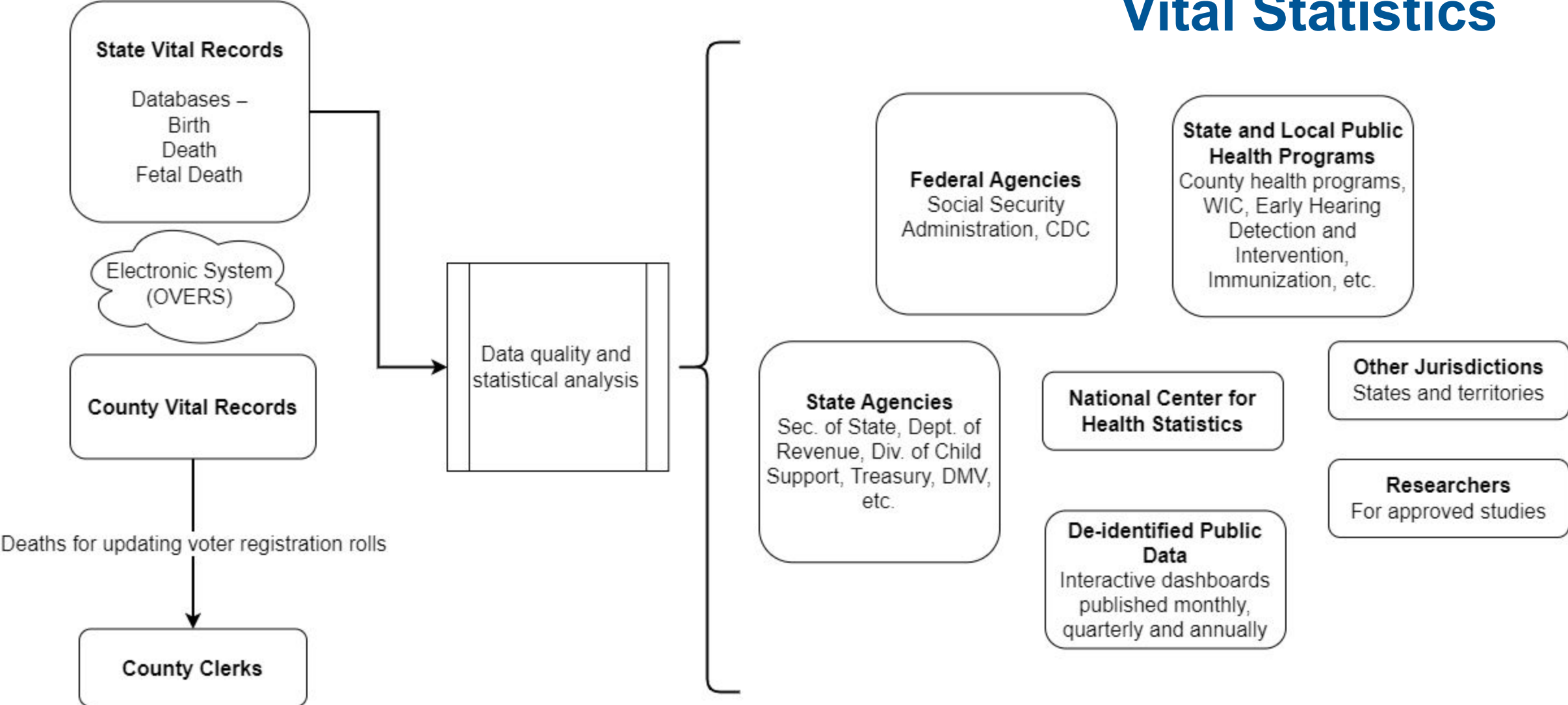
Timely Registration of Death Records

Average days to registration (2023)





Vital Statistics



What do we do?

State

Administer entire state system

Staff only specialize in specific vital records and statistics responsibilities

Orders received by phone/internet, mail, and in-person

Issue certified copies of all vital records to parties that often need additional documents to prove eligibility rights

Issue all records within the state going back approximately 120 years

Issue records from OVERS, microfilm, images, and paper copies

Amend all records

Communication to customers primarily through secure email or letter

Analyze and publish statistics

Maintain and develop OVERS

Training

Roles of County and State

