

THE *vital* CONNECTION

Connecting Vital Records Partners Across Georgia

December 2015/ January 2016

MARRIAGE

VITAL RECORDS

CONSTITUENT'S CORNER:

SERVING LAW ENFORCEMENT

We hear you! In an effort to provide clarification regarding the subject of whether county offices may issue white copies to law enforcement, the State Registrar has carefully considered the issue and has determined that it is practical that county offices should also issue white copies to law enforcement. Given the complex nature and oftentimes sensitivity of law enforcement requests, this process not only allows us to expeditiously accommodate law enforcement and address their intricate inquiries but also allows us to track their requests. In order to process a request for vital records, law enforcement personnel will be required to present the request on their agency's official letterhead with the requestor's signature affixed. They must also provide a copy of their official government ID. Please direct all inquiries to 404-679-4702 for additional information. Thank you for your hard work and know that we appreciate your feedback and having you as a local partner.



GAVERS HELP DESK

The State Office receives between 2000-3000 GAVERS "help" tickets per month through the GAVERS help desk. A significant portion of the GAVERS tickets submitted are for issues that are not help desk related.

The types of tickets that **should be** submitted through the GAVERS help desk include:

- 1) Requests for abstractions or completing partial records into the GAVERS system.
- 2) Help with technical issues with GAVERS such as logging into the system, requesting a removal of a flag on a record, or needing help with a record that does not have a state file number.
- 3) Anything that is technical in nature or a GAVERS issue should be directed to the help desk.

The types of tickets that **should not be** submitted through the GAVERS help desk include:

- 1) Correction & Amendment Tickets. A correction or an amendment to a birth or death certificate cannot be resolved through the GAVERS help desk; the request should be sent to the State Office in writing along with evidentiary documents.

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GAVERS HELP DESK CONTINUED...

2) Follow-up Tickets. We have been receiving help desk tickets on “status of my ticket” tickets. If we haven’t addressed your issue in a timely manner and you want to follow-up on your GAVERS help desk tickets, please call our Contact Center at 404.679.4702. They have access to see the status of your ticket and can answer your questions.

3) Insufficient Info Tickets. The information provided was insufficient to process your request.

Being more disciplined in our approach going forward as to what gets addressed through the GAVERS help desk will allow us to satisfy your immediate needs within 72 hours. For those items that can’t be addressed in 72 hours, we have other processes in place. Through the State Office, rather than the help desk, we can process a correction or process an amendment through regular channels if we have all the evidentiary documents we need to review, investigate, and make the changes to the record.

MILITARY RECRUITERS REQUESTING BIRTH CERTIFICATES OF RECRUITS

Birth certificates can be issued to military recruiters. However, the recruit and the recruiter must comply with the following:

- a) Recruits must complete the standard military affidavit, authorizing release of the record to the named recruiter. A general release authorizing the release of records concerning education, employment, medical history, etc. is insufficient documentation for issuing a birth record.
- b) Recruiters must complete the Search Request for Birth Records Form. The standard military affidavit is not sufficient, as it does not conform to the Search Request form.
- c) In addition to providing a completed military affidavit to the named recruiter and a completed Search Request for Birth Records Form, the recruit’s photo ID and a copy of the recruiter’s photo ID must also be presented.

The State Office of Vital Records and county offices will not issue a birth certificate to recruits less than 18 years of age without the parent listed on the record authorizing release of the record. Recruits who have already entered into military service are emancipated and entitled to obtain their own birth record without parental approval. Phone verifications of a vital event record are strictly prohibited. For verifications, the recruiter must present the DD Form 372- Request for Verification of Birth for completion and purchase a certified copy of the record at a cost of \$25, which allows the state to maintain control of the type of information that leaves our offices.

SAVE THE DATE

The State Office of Vital Records, as part of our ongoing efforts to improve communications, provide training, and inform you of new vital records initiatives, cordially invites you and your staff to attend our 1st Quarterly Probate Judge Training and Meeting. This training is for probate judges who have Vital Records functions only. The meeting will be held on the following dates with specific locations to be announced:

- February 09th - Gwinnett County
- February 10th – Bibb County
- February 11th - Cook County

We have a full agenda planned for you with updates on Fee and Issuance, Same Sex Marriage, Security Paper and more. These Quarterly meetings will continue to be held throughout the state, and will allow the State Office of Vital Records an opportunity to communicate, standardize, and provide governance to you, our local partners. We are excited about this opportunity and look forward to meeting each of you! Training for DPH registrars will be held in March. More information to come.



Clayton County Update

Effective January 4, 2016, the Clayton County Board of Health will assume the responsibility for fulfilling all Clayton County vital records requests. The facility will have access to vital records and will be one of the first in the state of Georgia to move from a physical to a completely electronic operation.

Birth Record Ratings: THE TOP FACILITIES



Congratulations to the following medical facilities whose December ratings for timeliness and completeness have placed them in the top rankings in the state of Georgia! The scores were calculated using the new, stricter standards from NCHS.

Rank	Avg. Days to Register a Birth
50 or Fewer Births	
1. Dorminy Medical Center	2.0
2. Tanner Medical Center Villa Rica	2.9
3. Irwin County Hospital	2.7
4. Donalsonville Hospital	3.1
5. Liberty Regional Medical Center	1.6
6. Upson Regional Medical Center	2.2
7. Union General Hospital	1.6
8. Memorial Hospital and Manor	3.4
9. Grady General Hospital	2.5
10. Crisp Regional Hospital	2.5
51 to 200 Births	
1. Coliseum Medical Center	2.3
2. Tift Regional Medical Center	2.0
3. Wayne Memorial Hospital	1.8
4. South Georgia Medical Center	2.5
5. Piedmont Newnan Hospital	3.3
6. West Georgia Health System	2.9
7. Mayo Clinic Health Systems in Waycross	1.4
8. Southeast Georgia Health System Glynn	2.7
9. Phoebe Putney Memorial	3.4
10. St. Francis Hospital	2.2
200 or More Births	
1. Candler Hospital	2.2
2. Grady Health System	2.0
3. Memorial Health University Medical Center	2.2
4. Midtown Medical Center	4.8
5. Southern Regional Medical Center	2.8
6. Atlanta Medical Center	4.4
7. Piedmont Hospital	3.4
8. Wellstar Kennestone Hospital	3.5
9. Piedmont Henry Hospital	3.6
10. Medical Center of Central Georgia	3.1

Contact Information

Registrar/Director:

Donna L. Moore — 404-679-0559

Deputy Director, Constituent Services:

Sheila Pierce — 404-679-4715

Deputy Director, Record & Retention:

Gwendolyn Duffin — 404-679-4751

Deputy Director,

Program Administration:

Cynthia Buskey-Martin — 404-679-4732

Constituent Services and Certification & Issuance:

Valarie Campbell, Manager —

404-679-4739

Walk-In

- Birth Certificates
- Death Certificates
- Marriage Verifications
- Divorce Verifications
- Pen in Hand

On-Line

- ROVER
- VitalChek
- Pen in Hand

Operations Support: Robby

Braumuller, Manager —

404-679-4744

- ZOHO Reporting
- GAVERS State Employee Training
- GTA Ticketing
- Helpdesk
- UAT Testing

Special Services &

Record Establishment:

Beverly Gardner, Manager—

404-679-4782

Mail-in

- Amendments
- Death Corrections
- Court Orders
- Legitimations
- Delayed Births
- Adoptions
- Court Ordered Petitions
- Birth Corrections

Regional Training & Support:

Joseph Little, Manager —

404-486-6344

- Regional Consultants
- Training and support of local constituents
- Subject matter experts on Vital Records functions
- Communication of policies to local constituents
- Regular reviews of local registrars

Contact Center: 404-679-4702