

THE *Vital* CONNECTION

Connecting Vital Records Partners Across Georgia

August 2015



GAVERS FEE & Issuance

Coming Soon!

The GAVERS new module is Fee & Issuance. The module will enhance all GAVERS users operations in 4 key areas that include:

- Online – capacity to import ALL online files into GAVERS
- Counter or Walk-in – improves reporting capabilities and tracking of transaction types
- Mail in – improves reporting capabilities and tracking of requests once forwarded to the State Office from local county offices
- Accounts Receivable – enhances financial reporting and billing capacity

For some counties, this module will enable additional operations to serve your customers.

Additionally, we are excited about the data reporting capabilities that the module will provide. All of your Vital Records transactional data can be captured in one system streamlining your operations.

Stay tuned more information coming soon!

Search Unit

The State Office has made improvements in responding to custodial requests since sharing of records can result in the wrong record being issued. Our service level agreement, meaning the time in which it takes us to respond to your request, is 72 hours. We recognize there may be emergencies that require same day. In processing such cases as such, please call our Contact Center at (404) 672-4702.

Contact Center

The VR Contact Center has had a makeover! We are now using a new call system known as Platform28. This new system categorizes all calls; targets high volume calls; increases the number of calls answered; and decreases the number of abandoned calls, resulting in marked improvements in our level of service. We look forward to receiving your feedback about our new and improved system.

Following the Law of the Land

On June 29, 2015, the State of Georgia Registrar released guidance regarding the U.S. Supreme Court Ruling recognizing same-sex marriages. The guidance provides insight about issuance of marriage licenses, corrections or amendments to birth certificates, and registering of death certificates. The same-sex marriages impact some of the day to day processes of Vital Record's effort to provide accurate records and data concerning vital events of Georgians and other stakeholders.

If you need further information regarding the guidance, contact your Regional Consultant:

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DeKalb County VR (DCVR) Process Improvement

DCVR conducted a Kiazen study to identify areas for improvement to increase customer service satisfaction and efficiency. During the study, the death certificate registration process was pinpointed as that opportunity.

The registration process was hampered by inaccurate long data forms, error rate, and delays in receiving required information. The inability to complete registrations in a timely manner resulted in a delay in providing certificates to the public, and data to support public health surveillance activities. This also adversely impacts the revenue flow and increases expenses for personnel services because of the provision of additional staff resources.

This registration process was frustrating to the funeral homes, citizens, Board of Health, Public Health and Public Health surveillance officials. Instead of refusing the forms, DCVR decided to introduce their customers to a more efficient process using GAVERS, the State Office of Vital Records' Electronic Registration System (EDRS). The use of the EDRS improves processing time, increases cash flow, reduces error rate, and offers a better end product to county customers. To assist funeral homes in registering death records with the long form, DCVR placed a kiosk in their waiting room.

Death certificate registration requests from funeral directors (as submitted the first time) averaged 9 errors. The goal is to reduce errors by 50% within a one-month time frame. The average number of errors per filing for 2013 was 9. This change has resulted in a drop in the error rate to 5.5 to 14 work days, or 38% reduction. As submitters learn of their most common errors and the ease to correct them, the error rate is expected to decrease. The 15 to 20 minutes required to enter data was decreased by 30%.



Technology

Reducing the time it takes to resolve trouble ticket requests is a primary concern to Vital Records (VR). On average, VR receives over 2000 GAVERS technical issue requests monthly. Initial requests are generated by telephone or preferably, online at <https://gavers.dph.ga.gov/Welcome.htm>. Once you have accessed the website, click "Report GAVERS Issue(s)" located at the bottom of the page to submit your request. You will receive an auto generated email at the address you provide when initiating the ticket. The email will include a ticket number that is associated with your request. The ticket number informs VR which one of its specialized units your request should be sent to and the steps taken to resolve it. VR can also track and learn the progress status of your request using the ticket number.

Should it ever become necessary for you to re-submit a request, be sure to reference the ticket number generated from your initial request. Of course, you can still contact us by calling either the main VR line (404) 679-4702 or the GAVERS Technical number (404) 679-4745.

Should you choose to contact us by telephone, you will notice that our menu options have changed. The new options allow VR an automated way of capturing the nature of each call. The options include (1) for new user application/password request; (2) for adding new facilities/medical examiners/coroners or physicians; (3) for death/birth certificate corrections; (4) for flagged records; (5) for training requests; and (6) for all other requests. The data collected from your chosen menu option will assist VR in properly balancing its employee resources. As mentioned in last month's edition, we are working extremely hard and smart to provide you with the best customer service experience possible. We hope that you are already benefiting from the changes we have made thus far!

Security Paper-Updates

The new security birth paper has arrived and is ready for immediate purchase from the State Office of Vital Records. The new paper contains noticeable enhanced features such as bar codes, which will be used upon implementation of our new Fee & Issuance module; and tracking numbers beginning with "C" to denote the county paper series. Updated information has also been included relative to Georgia Code.

The cost of the new paper is \$11 per pack and \$220 per box of 2000. You may purchase the security paper quarterly or semiannually; however, stockpiling security paper is strictly prohibited.

Security paper must not be allowed to get so low that the order becomes an emergency. Therefore, monitor your security paper levels to establish a re-order mark, based on normal county usage, at which point a new order should be submitted in sufficient time for normal processing.

Orders may be placed by sending a check payable to:
Georgia Department of Public Health
State Office of Vital Records
Post Office Box 191592
Atlanta, GA 31119-1592

Please note that your old inventory of security birth paper may not be used after October 1, 2015. You should not take any steps to destroy your inventory at this time. If you have residual inventory after October 1st, various locations will be identified throughout the state as collection points for the old inventory.

It is important to maintain security birth paper properly by executing the following:

1. Security paper must be stored within the vital statistics office;
2. Paper should be stored in a locked file cabinet, closet, or safe;
3. Paper must not be left in view of consumers or other passersby;
4. Use security paper in the order in which it was received;
5. Storage must be arranged so that it is issued in numerical sequence;
6. Remember, security paper is valuable. It must be protected at all times and access must be limited to only authorize persons with a need to handle the security birth paper.



Technology Tips

What happens when you receive a message that reads, "The Record Already Exists"?

Don't be alarmed! Instead, try the following:

1. Enter the required information only in the New Record Screen.
2. Select the SSN Missing Variables as "Unknown" and select the Record Type as "Unidentified".
3. Click "Find Records" and you will receive this message, "No Matching Record Was Found".
4. Once the application loads, change the Record Type back to "Identified" and save it.

Following these steps will allow you to unlock the SSN field so that you can complete the entry.

When starting a new death record, do you still remember the difference between an Identified Record vs. Unidentified Record?

1. An identified record type means that you have collected the necessary information to complete a death record in GAVERS. In other words, all fields will have associated data and will not be left blank.
2. An Unidentified record type means that you do not have all necessary information for the decedent. GAVERS "relaxes" the requirements for the mandatory fields by providing users with an "Unknown" option when clicking on the dropdown arrow. Vital Records recommends that "Unidentified" is selected as the record type for all records, because information is often not readily available for a decedent.

Additional information related to your record:

- A failed message with a social security number (SSN) does not mean that you cannot proceed with entering the record. The message simply informs you that one or more items failed in the verification process with the SSN.
- County offices can de-verify and make changes to the demographic information before they register the record.
- Want to find out where your death certificate is located? The County offices look in their Death Registration Review Process queue for the records. (Increased electronic participation will allow the registration process to be much faster.)
- Follow the steps below to access your record:
 - a. Select Functions/Death Registration Review;
 - b. Click the Unresolved Work Queue Filter to Ready to Register;
 - c. The Unresolved Work Queue will list all records waiting to be registered.



Digitization-What does it mean for me?

You may have heard the buzz about digitization and are wondering exactly what is it and exactly how it benefits you. Digitization is the conversion of existing paper records into a digital system. This process allows access to vital records by all 159 county registrars. Digitization offers many benefits to you such as the capability to protect historical records electronically, eliminate costs associated with accessing paper records, and provide faster and efficient retrieval of records for constituents. "With digitization, when a request for a document is made, the document will be scanned and made available to view within minutes. The time to process a document will be cut down drastically," Gwen Duffin said.

Well, the wait is over- digitization is in progress!

We are excited to inform you that Vital Records held its official ribbon cutting ceremony to welcome Zeus on Friday, July 25th! What is Zeus you ask? Zeus, affectionately named by Vital Records, is the BancTec IntelliScan ® XDS (eXtreme Document Scanner) that will scan the records for the conversion. The ceremony began with Donna Moore's opening remarks unfolding the story of how Zeus came to be. She recounted her initial interview with Gwendolyn Duffin, Deputy Director of Records Management, during which she spoke of several topics to include her dream to go paperless. But it was one word in particular she noticed that caught Gwen's attention and made her lean forward, at which point she knew that Gwen was the one. That word was-digitization! She recalled that Gwen came aboard and immediately began to research just how much digitization would cost. The figures were dismal, ranging in the millions of dollars. Nevertheless, Gwen remained resolute and creative in her efforts and suggested to her that they in-source the project, instead of outsourcing it. Now Gwen had her attention! With her blessings, Gwen immediately began working with procurement to begin the process of making the dream come true.

Birth Record Ratings: The Top 15 Facilities

Congratulations to the following medical facilities whose ratings for timeliness and completeness have placed them in the top rankings in the state of Georgia. In June a total of fifteen (15) facilities earned perfect scores. This is a new high since this report started.



Here's the list of Top Facilities, sorted by the average number of days to register each birth:

Rank	Avg. Days to Register a Birth
1. Liberty Regional Medical Center	1.5
2. Wayne Memorial Hospital	1.6
3. Southern Regional Medical Center	1.9
4. Grady Health System	2.1
5. Candler Hospital	2.3
6. Upson Regional Medical Center	2.3
7. St. Francis Hospital	2.4
8. Houston Medical Center	2.5
9. South Georgia Medical Center	2.5
10. Donalsonville Hospital	2.8
11. Irwin County Hospital	2.8
12. Tanner Medical Center Villa Rica	3.0
13. West Georgia Health Center	3.2
14. Newton Medical Center	3.5
15. Phoebe Putney Memorial	3.7

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 and Mail-In

- Birth Certificates
- Death Certificates
- Marriage Verifications
- Divorce Verifications
- Birth Certificate Changes/Amendments/Legitimations

Mail-In

- 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

- 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