

Iowa State Association of Counties Annual Meeting

IOWA COUNTY RECORDER ASSOCIATION
MARCH 14, 2024

Sam Nichols, Unit Supervisor – Registration & Issuance

Melissa Ellis, Bureau Chief – Bureau of Health Statistics



Health and
Human Services

Topics

- ▶ New State of Iowa Branding
- ▶ County Recorder Vital Records Portal
- ▶ Electronic Vital Records System
- ▶ Attaching Certificate of Marriage
- ▶ State Processing Schedule
- ▶ Overview Bureau of Health Statistics Staff

New State of Iowa Branding



The Governor's Office assembled a team of graphic designers across all state agencies to implement the State of Iowa rebranding.

How does this effect vital stakeholders?

- Stakeholders will see changes in branding
 - Email signatures
 - Iowa Vital Event System (IVES)
 - Letterheads
 - Documents
 - Logos
 - Newsletter
 - Manuals

County Recorder: Vital Records Portal

The County Recorder vital records portal is a resource for the county recorders and their staff. The webpage contains current reporting forms available for download, as well as instructions for marriages, amendments, and how to request a certified record.

If you have the old link saved on your desktop or as a favorite please delete and replace with the new link, <https://hhs.iowa.gov/vr-cr-portal>. The link to the Vital Records Portal can also be found under the Help menu in the Iowa Vital Event System (IVES).

Following this update, we have identified some links are not working properly, and there are also missing and outdated forms. We are continuing to work on recovering the links and forms along with updating the documents and form with the new Iowa branding.

Contact Sam Nichols or Jeri Southwick to request for missing form or links.

Electronic Vital Records System

The Bureau has completed the request for information (RFI) from vendors. We are now at the request for proposal (RFP). The following is the timeline for the RFP and hopefully will award the contract by end of June 2024.

- The next step is to post an advertisement on the HHS Bid Opportunities website to generate interest in the electronic vital records system.
- Respondents can submit written questions during a specific Q and A period.
- Proposals tentatively due late May 2024. Two representatives from VLC will be participating in the review of proposals.
- Notice of the award to the vendor.

How to Attach Certificate of Marriage

On the marriage record, go to the menu, click **Actions > Load Image or Load PDF/Documents**

1. The Load File box screen will appear – Enter **Certificate of Marriage** in the description field.
2. Click on the browse button
3. Find the saved image file that was either save to your desktop or in a folder.
4. Click on the image or PDF file which will filter into the “File name” field.
5. Click on the “Open” button. This will take the user back to the Load File screen. The file name appears in the Load Image screen.
6. Click the OK button
7. The File Load screen will appear again.
8. Click the SAVE to FILE button
9. The image count icon located on the top corner of the page will reflect the attached image document.
10. To view the image, double click the document or click the view button.

How to Attach Certificate of Marriage (continue)

Items to remember:

- Counties are required to attach the Certificate of Marriage (w/signatures) to the registered marriage record in IVES. **DO NOT attach the Certificate of Marriage to the Fee/CAS Application that has the request and services.**
- It is best to attach the Certificate of Marriage prior to linking to the Applicant to print out the No Fee certificate.
- When scanning the Certificate of Marriage, include the front and back side of the certificate. Do not redact the social security number.
- Each day at 7:00 pm, Certificate of Marriage documents are removed from County Recorder viewing after being uploaded into IVES. It is recommended that a second audit is performed to ensure the Certificate of Marriage is attached to the marriage record and is legible by the end of the day.

State Processing Schedule

➤ **Customer Service Lobby**

- Apply in-person and pick-up in-person
- Genealogy and records on microfilm are not immediately available
- Hours are from 7am to 4:30pm M-F

➤ **Mail/Forward to State**

- Up to three weeks processing time

➤ **Legal Action/Other**

- Up to three weeks processing time

➤ **VitalChek Will Call**

- Customers may place orders through the VitalChek Will Call website and will be notified via email once their order is ready for in-person pickup at the state office. The processing time for this service will be consistent with the timeframe provided for the Customer Service Lobby.
- Admin fees are applied to all VitalChek orders.

Overview

Bureau Of Health Statistics Staff

IVES Help Desk: Ives Technical Support, Supply orders (Do Not Provide to Customers and Do No Use For Customer Service)		Mike Gaskill Allison Binder	(866) 309-0831	IVESHelpDesk@idph.iowa.gov
Service Area	Contact Name	Phone Number	Email	
Administrative Assistant-Issuance: Manage Daily Issuance Operations and Escalations; Forward to State	Lori Hedstrand	(515) 281-7221	Lori.Hedstrand@idph.iowa.gov	
Administrative Assistant-Legal Actions: Manage daily operations and escalations for Legal Actions; Fraud Investigations, County Verifications	TBA	(515) 281-5133		
County Recorder Liaison: Manage operations and escalation of issues; Training, Marriage Registration				
Death Records: Manage operations and escalation of issues, Disinterment, Corrections to death records <u>within the first year</u> , Burial transit permits, Home burials	Jennifer Caskey*	(515) 281-7996	Jennifer.Caskey@idph.iowa.gov	
	Michele Houston	(515) 281-5153	Michele.Houston@idph.iowa.gov	
Fraud & Security	TBA	(515) 281-5133		
	Jeri Southwick	(515) 725-2963	Jeri.Southwick@idph.iowa.gov	
Legal Actions: Adoptions, Amendments, Delayed Records, Court orders, <u>over 1 year old</u> , County verifications	Cathie Brown Nathan Lawry	(515) 281-6263 (515) 281-5133	Cathie.Brown@idph.iowa.gov Nathan.Lawry@idph.iowa.gov	
Marriage: Marriage Returns, and corrections to marriage records <u>within the first year</u>	Lainda Drake	(515) 281-4507	Lainda.Drake@idph.iowa.gov	
Newborn Birth Registration: Manage operations and escalation of issues; Questions pertaining to new birth registration, Home births, Corrections to birth certificates <u>under 1 year old</u>	Laura Shirk *	(515) 281-3266	Laura.Shirk@idph.iowa.gov	
	Kelsey Gray	(515) 242-6332	Kelsey.Gray@idph.iowa.gov	
Paternity: Processing affidavits, Rescissions, Court order paternity	Julio Ferreris Kelsey Gray	(515) 281-6687 (515) 242-6332	Julio.Ferreris@idph.iowa.gov Kelsey.Gray@idph.iowa.gov	
Request for Records/Verifications: DHS, Military, Social Security Administration, VA, State/County Agencies	Lainda Drake	(515) 281-4507	Lainda.Drake@idph.iowa.gov	
Additional Resources	Contact Name	Phone Number	Email	
VitalChek: Online Call Center for customers to Order Vital Records Hours 6am–7pm	Call Center Agent	(866) 809-0290	Not Available	
ACH Adjustments/Weekly Transmittals	IVES Help Desk	(866) 309-0831	ACH@idph.iowa.gov	



Questions