

Iowa State Association of Counties Fall School

Iowa County Recorder Association
August 23, 2024

Mindy Bentzen, County Recorder Oversight Manager
Sam Nichols, Unit Supervisor – Registration & Issuance

Agenda



HHS Bureau Updates



Verification Process



Forward to State



VLC Update



Contacts

Bureau of Health Statistics Updates

► Bureau of Health Statistics Renovation

- The office has been temporarily relocated to another area within the Lucas building
- Customer Service Lobby will continue to operate from its current location
 - Operating Hours are Monday – Friday from 7am to 4:30 pm
 - Records are readily available, with the exception of genealogy, family history, and records on microfilm.

► Processing time for mail, Forward to State, and legal actions

- 3 to 4 weeks processing time

► Iowa Vital Event System

- We have currently suspended plans to issue a Request for Proposal (RFP). We are in the process of researching the possibility of continuing with the current IVES system. This status may change in the future.

Bureau of Health Statistics Updates Continued...

► Google migration to Microsoft

- IDPH email accounts have been deactivated, and emails will not be forwarded to the new HHS email accounts
 - The VR Staff Contact list available on the County Recorder VR Portal has been updated to include the new HHS email address
- Announcements and newsletters will be distributed via GovDelivery
 - GovDelivery is an e-mail subscription management system that government agencies use to deliver information. Any individuals who unsubscribe to GovDelivery will not receive announcement or newsletter from our Bureau.
 - Availability of Birth/Death Match and Seal Reports
 - The County Seal Reports and the Birth/Death Match is no longer available in IVES. We are actively exploring alternative methods to provide these reports and will send out a notification once a solution is finalized.
 - For the Transmittal regarding the seal report and birth/death match fields, please enter zeros (0000/00) as the required reporting information
 - "Securemail" email no longer works. State staff now utilizes the "Confidential" email which will require recipients to create a password to access the message.

Verifications

► When should a verification be completed?

- When a customer has properly ordered the vital record by application
- To confirm information on older county records in the county's possession are not available in IVES.
- IVES Index search result data is incorrect
- Image in IVES is poor quality

► What needs to be completed in IVES

- Information from the County vital records book only not the information provided by the customer.

► Reminder

- Vital Records staff will complete the verification request within 24 hours, please do not contact them via phone for a verification.
- State vital records are closed for public inspection; therefore, state staff cannot provide information to the general public.

Forward to State

► When to Forward to State?

- An event that occurred in that county is not available in the county records
- When it is another county's record that is not available in IVES

► What needs to be completed on a Forward to State

- Review application
 - All fields are completed
 - Applicant is entitlement (referred to Direct and Tangible Interest to a Certified Copy in Iowa document)
 - Notary or administrative section completed.
- IVES
 - Create CAS application
 - **Address must be included**
 - Reassign to "Central Location" under the Reassignment Tab
 - Attached application and any supporting documents to IVES

Forward to State Continued.....

► **Notary vs. Administrative Use Only section**

- If using the notary section:
 - Applicant's signature date must match the notary signature date
 - A copy of the driver's license does not need to be attached in IVES
- Administrative Use Only section:
 - Note the last 4 digit of the driver's license number and expiration date
 - Staff's initial
 - Copy of driver's license must be attached to IVES
 - If ID is expired, an additional documentation is required (refer back to the Identify Documents for Entitlement/Notarization)

► **Checking an application status in IVES**

- Application status is marked "HOLD." The state has received the request, and it is scheduled to be processed based on the date of order.
- Application status is marked "CLOSED". The request has been successfully completed, and the certificate has been mailed out.

VLC Group Meeting

- ▶ September 20, 2024
- ▶ DMAC – Ankeny Campus
- ▶ Send questions to your VLC Representative
 - Ashton Wittrock– District 1
 - Karen Benschoter – District 2
 - Jolynn Goodchild – District 3
 - Brandy Macumber – District 4
 - Lisa Kent – District 5
 - Carolyn Siebrecht – District 6

Contacts

Bureau of Health Statistics - Vital Records	Contact Name	Phone Number	Email
General Customer Line	Vital Records Staff	(515) 281-4944	Not Available
Bureau Chief	Melissa Ellis	(515) 281-6762	Melissa.Ellis@hhs.iowa.gov
Registration and Issuance Unit Supervisor	Sam Nichols	(515) 281-5002	Sam.Nichols@hhs.iowa.gov
Legal Action and Data Management Unit Supervisor	Jeri Southwick	(515) 725-2963	Jeri.Southwick@hhs.iowa.gov
Management Analyst: Supports IVES and provides oversight for Help Desk operations; Manages VR statistics and annual reports	Josh Jungling	(515) 281-4945	Josh.Jungling@hhs.iowa.gov
IVES Help Desk: IVES Technical Support; Supply Requests (Do Not Provide to Customers and Do No Use For Customer Service)	Mike Gaskill Allison Binder	(866) 309-0831	IVESHelpDesk@hhs.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@hhs.iowa.gov
Administrative Assistant-Legal Actions: Manage daily operations and escalations for Legal Actions; Fraud Investigations, County Verifications	TBA	(515) 281-5133	TBA
County Recorder Liaison: Manage operations and escalation of issues; Training, Marriage Registration	Mindy Bentzen	(515) 281-6845	Mindy.Bentzen@hhs.iowa.gov
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 Michele Houston	(515) 281-7996 (515) 281-5153	Jennifer.Caskey@hhs.iowa.gov Michele.Houston@hhs.iowa.gov
Fraud & Security	TBA Jeri Southwick	(515) 281-5133 (515) 725-2963	TBA Jeri.Southwick@hhs.iowa.gov
Legal Actions: Adoptions, Amendments, Delayed Records, Court orders, <u>over 1 year old</u> , County verifications	Cathie Brown Nathan Lawry	(515) 242-6759 (515) 281-6263	Catherine.Brown@hhs.iowa.gov Nathan.Lawry@hhs.iowa.gov
Marriage: Marriage Returns, and corrections to marriage records <u>within the first year</u>	Lainda Drake	(515) 281-4507	Lainda.Drake@hhs.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 Kelsey Gray	(515) 281-3266 (515) 242-6332	Laura.Shirk@hhs.iowa.gov Kelsey.Gray@hhs.iowa.gov
Paternity: Processing affidavits, Rescissions, Court order paternity	Julio Ferreris Kelsey Gray	(515) 281-6687 (515) 242-6332	Julio.Ferreris@hhs.iowa.gov Kelsey.Gray@hhs.iowa.gov
Request for Records/Verifications: DHS, Military, Social Security Administration, VA, State/County Agencies	Lainda Drake	(515) 281-4507	Lainda.Drake@hhs.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



Questions

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515-281-6845 Office

515-720-7197 Mobile

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Sam Nichols, Unit Supervisor – Registration & Issuance

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Health and
Human Services