Vital Statistics
TODAY

TEXAS VITAL STATISTICS
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New Heirloom Birth and Wedding Anniversary Certificates

Register for the 2007 Texas Vital Statistics Regional Conferences (See inside for details)

Texas Vital Statistics announces the availability of new heirloom birth and wedding anniversary certificates!

The heirloom birth certificates measure 11” x 14” and feature a specially designed engraved intaglio border with engraved seals on heirloom quality paper that incorporates security features. Two background designs are available: baby bassinet and Texas state flag. These legal certificates have the appearance of parchment and bear the signatures of the Governor of the State of Texas and the Texas State Registrar with a cost of $60 per certificate. These certificates may only be issued to the individual or immediate family members. Therefore, a special gift certificate is available that can be ordered and redeemed by a person qualified to receive the birth certificate. These certificates may not be issued to persons whose births were established by court order or delayed record procedures.

The heirloom wedding anniversary certificate measures 11” x 14” and features a parchment-like appearance that may be customized to recognize a couple’s wedding anniversary. This commemorative certificate bears the signatures of the Governor of the State of Texas and the Texas State Registrar with a cost of $60 per certificate. The certificate may be purchased by anyone including the couple, their children, grandchildren, other relatives, or friends. This is not a legal certificate. It does not establish and may not be used to establish a marriage relationship.

To read more about the new heirloom birth and wedding anniversary certificates, go to http://www.dshs.state.tx.us/vs

New Vital Statistics Unit Staff

The Vital Statistics Unit has a new Vital Registration Branch Manager, Harvey G. Browning. Mr. Browning replaces Steve Elkins, who is the new State Registrar for Vital Statistics in the state of Minnesota.

Mr. Browning has a Bachelor of Arts (B.A.) degree from Baylor University and a Master of Public Administration (MPA) degree from Southern Methodist University. Mr. Browning has more than 20 years of professional experience in pubic service and is a competent manager who brings proven experience, leadership skills and a wealth of knowledge to the position. Mr. Browning has been employed in ten (10) diverse public sector organizations at the state (7), regional (1) and local (2) government levels.

Please join the Vital Statistics Unit in welcoming Mr. Browning to his new position. Come meet Mr. Browning at the 2007 Texas Vital Statistics Regional Conferences.

In other news, Lonzo Kerr, Jr. has been named the new Deputy State Registrar. He will assume this responsibility in addition to the Request Processing Branch Manager.

Contact Mr. Browning at
888-963-7111 X7366 or
harvey.browning@dshs.state.tx.us

"I am very pleased to add Harvey G. Browning to the Vital Statistics Unit Management Team. Mr. Browning will be a tremendous asset to Texas Vital Statistics". Geraldine Harris, Texas State Registrar

Sign Up for TER-Death!

It's quick, easy, and it's FREE!

To sign up, go to
requestTER.texasvsu.org

For TER-Death training opportunities, go to
TERdeath.texasvsu.org

Contact Texas Vital Statistics via email at
help-TER@texasvsu.org

"Providing quality customer service brings a sense of satisfaction to both the giver and receiver". Rhonda Goodman, Local Registrar, City of Port Arthur

Quality Customer Service

Providing quality customer service is an essential function of vital statistics. Below are a few keys to providing quality customer service identified by Rhonda Goodman, Local Registrar, City of Port Arthur.

1. **Establish goals.** Customer service goals should reflect a commitment to providing the kind of service that is personalized, efficient, responsive and informative.

2. **First impressions are lasting.** Approach each customer with a positive and professional attitude.

3. **Listen to the customer.** Build relationships with customers by providing accurate and timely responses to questions based on knowledge and training in vital records service, policies and procedures.

Quality Customer Service - it's not just a good thing, it's expected!

2007 Texas Vital Statistics Regional Conferences

The Texas Vital Statistics/Department of State Health Services and the Texas Public Health Association will co-sponsor the 2007 Texas Vital Statistics Regional Conferences this summer. The day-long conferences will begin at 8:30 a.m. and end at 5:00 p.m. Lunch will be provided. Locations and dates are as follows:

August 6 - Wichita Falls (Monday)	Howard Johnson Plaza Hotel (940) 766-6000 401 Broad Street, Wichita Falls, TX 76301 $60 single/double room; cut-off for group rate is 7/22/2007
August 8 - College Station (Wednesday)	Holiday Inn Hotel & Suites (979) 485-8300 2500 Earl Rudder Freeway, College Station, TX 77840 $85 single/double room; cut-off for group rate is 7/18/2007; Group ID: SVS (Summer Vital Statistics)
August 10 - Corpus Christi (Friday)	Holiday Inn Emerald Beach (361) 883-5731 1102 S. Shoreline Blvd., Corpus Christi, TX 78401 $85 single/double room; cut-off date for group rate is 7/26/2007; Group ID: TPH
August 13 - Kerrville (Monday)	YO Ranch Resort Hotel & Conference Center (830) 257-4440 2033 Sidney Baker, Kerrville, TX 78028 $81.75 single/double room; $149 family suite; $175 one bedroom rate; cut-off date is 7/11/2007; Group ID: TXPHA Vital Stats Summer Workshop

Who should attend? All persons involved in the completion and registration of births, deaths and acknowledgments of paternity in Texas.

Registration: Registration by mail encouraged. Space is limited - no refunds. Registration Fee: $65.00
Registration by Mail Deadline: Post-marked by July 30, 2007. Late/on-site Registration Fee: $75.00
To expedite on-site registration, this form may be faxed to 512-336-0533 until August 1, 2007.

Continuing Education Units: Continuing education accreditation is being submitted to the Texas Department of State Health Services Midwifery Program, American Health Information Management Association, Texas Funeral Service Commission, Texas Justice Court Training Center and the County & District Clerk's Association of Texas.

Registration Questions: Texas Public Health Association, 512-336-2520
Program Questions: 1-888-963-7111, extensions 2530 or 2949

Name: _____ Name of Company/Agency: _____

Mailing Address: _____ City, State, Zip: _____

Phone: _____ Fax: _____ Email: _____

Attending Conference in (check one):
__ Wichita Falls - August 6th __ College Station - August 8th __ Corpus Christi - August 10th __ Kerrville - August 13th

Enclose Check or Money Order for $65 payable to: Texas Public Health Association. Purchase orders will also be accepted. Please submit proper documentation with registration form if using a purchase order.

Please mail check and registration form to: TPHA/Vital Statistics Conference, P.O. Box 201540, Austin, TX 78720-1540
Registration & Purchase Order may be faxed to: 512-336-0533

Delayed Birth Records

Question: What should you do if a customer indicates that they do not have a birth record on file?

Answer: A formal, paid ($22) search must be conducted at the State Vital Statistics Unit to determine that the birth record is not on file. The $22 searching fee is non-refundable. This search is required even if a prior search has been conducted at the local registration office where the birth occurred.

If the birth record is not located, the customer will receive a packet that contains forms and instructions for filing a Delayed Certificate of Birth (VS-122). Next, the customer submits the completed Delayed Certificate of Birth form, supporting documentation and filing fee back to the State Vital Statistics Unit. The cost for filing a Delayed Certificate of Birth is $25 and each certified copy is $22. If the completed Delayed Certificate of Birth form has been approved and the supporting documentation has been verified, the Delayed Certificate of Birth will become the customer's original birth certificate. Processing time is determined by the acceptability and verification of the supporting documentation submitted by the customer.

If you have any existing forms used to register a Delayed Certificate of Birth, please destroy them unless they are the forms used by county judges to file a Court Ordered Delayed Certificate of Birth. For instructions on how to order a birth certificate, the customer should call 888-963-7111 or go to http://www.dshs.state.tx.us/vs

Texas Vital Statistics Area Representatives

North Texas
Victor Farinelli (888) 963-7111 ext. 3651
victor.farinelli@dshs.state.tx.us

Central Texas
Roger Faske (888) 963-7111 ext. 2530
roger.faske@dshs.state.tx.us

East Texas
Patricia Hosey (888) 963-7111 ext. 2580
patricia.hosey@dshs.state.tx.us

South & West Texas
Albert Rivera (888) 963-7111 ext. 2949
albert.rivera@dshs.state.tx.us

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Deputy State Registrar
Request Processing Branch Manager

Harvey G. Browning
Vital Registration Branch Manager

Contributors
Cynthia Brown, Delayed Registration, VSU
Rhonda Goodman, Registrar, City of Port Arthur
Special thanks to Ray and Ethel Mickan

phone: (512) 458-7111 (Austin); (888) 963-7111 (toll free)
fax: (512) 458-7233
email: registrar@dshs.state.tx.us
internet: www.dshs.state.tx.us/vs/field

Texas Vital Statistics
Department of State Health Services
1100 West 49th Street
Austin, Texas 78756

Periodical Rate
Austin, Texas