

***VITAL RECORDS IMPROVEMENT FUND
ADVISORY COMMITTEE***

To The New Hampshire Department of State

- MINUTES -

Friday

June 24, 2011

Approved Minutes

-MINUTES-

Vital Records Improvement Fund Advisory Committee Meeting

June 24, 2011

Archives Building
2nd Floor Conference Room
71 South Fruit Street
Concord, New Hampshire 03301

COMMITTEE MEMBERS PRESENT:

David Scanlan, Deputy Secretary of State, SOS Appointment
Stephen M. Wurtz, Acting State Registrar
Brooke Dupee, Data User, DHHS Appointment
Tricia Piecuch, Nashua City Clerk, NHC&TC Association Appointment
Joanne Linxweiler, Auburn Town Clerk, NHC&TC Association Appointment
Nelson Allan, Public Member, SOS Appointment
Brian Burford, State Archivist

COMMITTEE MEMBERS EXCUSED:

Patricia Little, Keene City Clerk, NHC&TC Association Appointment
Thomas A. Andrew, MD, Medical Examiner Appointment
Theresa Pare-Curtis, OIT CIO Appointment
Anna Thomas, Municipal Data User, DHHS Appointment
Stephen Norton, Vital Records User, DHHS Appointment
Debra Clark, Town Clerk, NHC&TC Association Appointment
Robert Carrier, Funeral Director Association Appointment

GUESTS:

Vicki Tinsley, DOIT
Chris Bentzler, DOIT
Bart Bronson, DOIT

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1. Meeting Called to Order:

- Mr. Wurtz called the meeting to order. He announced that Ms. Little would not be attending the meeting and that he would be standing in for her. He noted that despite the fact that Ms. Little was absent there was a quorum so any decisions made by the committee would be valid.

2. Approval of Minutes:

- Mr. Wurtz asked for a motion regarding the minutes submitted for the April 8, 2011 meeting. A motion to accept the minutes as written was made with Ms. Piecuch seconding. The committee unanimously accepted the minutes as written.

3. Income and Expense Report:

- Mr. Wurtz explained that attached to the agenda that was distributed to committee members was a report that was a snapshot of the fund as of June 1, 2011. He did not have an in-depth breakdown of particulars for the committee but added that the fund was sufficient for the planned replacement of the NHVRIN system.
- Ms. Piecuch asked when the Governor's five hundred thousand dollars would be removed from the fund for the current budget year. Mr. Wurtz replied that he was unsure but felt that Mr. Scanlan would be able to answer Ms. Piecuch's question with greater detail and he was expected at the meeting shortly. He then reminded members in attendance of the governor's and legislature's use of the fund for the current budget shortfall. Mr. Wurtz did not believe the transfer had occurred yet, but again stated that Mr. Scanlan would have the most up-to-date information on budget issues.

4. NHVRIN Replacement Update:

- Mr. Wurtz reported that there had been six vendors competing for the replacement project. Bids had come in from two to five million dollars and everywhere in between. He explained that the subcommittee had made a selection from among the bidders and had made an offer but that he would defer to Mr. Bronson to provide details.
- Mr. Bronson reported that the committee had made a selection and an offer to negotiate to the vendor. A draft of a contract was currently being reviewed in the Attorney General's office. Based on the AG's input the contract would be revised and would move forward. Mr. Wurtz reminded committee members that it was not necessary for this contract to be reviewed by Governor and Council. Once the reviews were complete the contract could be circulated for signatures.
- Mr. Wurtz wanted the committee to be aware that the vendor selected had outscored other bidders without taking into consideration their pricing. The

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pricing also improved their score after the fact but the outcome of the awarding of the contract would have been the same whether or not price was considered. Mr. Bronson agreed and added that details of the bid relative to maintenance and support made the successful bidder stand out from the others. He felt that even if other vendors had submitted the same price as the selected vendor the outcome would have remained the same. The committee was quite confident that they would be getting a good product with the winning vendor.

- Mr. Bronson informed the committee that although there would be minor differences between NHVRIN and the new application the biggest difference would be in the financial module. The vendor would be integrating SOSKB into the new application. Mr. Wurtz clarified to the committee that the new product would take the place of SOSKB. Ms. Piecuch agreed with Mr. Wurtz and Mr. Bronson that there would be some noticeable changes but that they would be changes for the better.
- Mr. Wurtz stated that unlike years past when this type of project was undertaken, we have a vendor with vital records experience and would not have to reinvent the wheel. He felt that Mr. Dupee's staff at the Department of Health & Human Services (DHHS) would notice an improvement in the statistical side of the application. Mr. Dupee replied that they were very happy with what they had seen so far of the selection.
- Mr. Allan asked how training users would be accomplished. Mr. Bronson replied that training had been written into the proposal and would be a part of the final contract. The vendor would do in-depth training with IT staff and Vital Records super users who would then transfer their knowledge to users through training similar to the current training program.
- Mr. Wurtz and Ms. Piecuch explained that even though the rollout plan is aggressive, it would be carried out in two parts. The first would include birth, death and the financial module. That would mean training hospital and funeral director users and historically, they were an easy group to work with. The second phase of the release would be the marriage and divorce modules. That would require the training of all the city and town clerks which is currently an ongoing process. He also felt that the clerks from hospital towns would need to be included in the phase one training because they are responsible for the majority of the registrations.
- Mr. Bronson explained that launch was tentatively scheduled for August. Ms. Piecuch explained that launch was just the beginning of the project. They did not expect to begin rollout of the new application in August. Mr. Bronson stated that

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rollout was again, tentatively scheduled for early 2012. Ms. Piecuch told committee members that the selection committee was aware of the upcoming primary and general election in 2012 and hoped to complete rollout prior to crunch time for the clerks.

- Mr. Allan asked if changes would be included in the new product. Mr. Bronson replied that the vendors were aware of most of our wants and needs through the RFI and RFP process, but that the upcoming JAD sessions would enable us to spell out specifically our goals. Mr. Allan asked if the committee would be kept apprised of any changes. Mr. Wurtz replied that they would be, but that only major enhancements added during the project would cause an increase in cost and those would be avoided if at all possible. Legislative mandates were an example of enhancements that we would have little control over should they occur.
- Mr. Wurtz added that one of the great things about the winning vendor's product was its ease of configuration. Things that in the past would have required multiple steps using expensive IT staff would now be something that Vital Records super users or Mr. Bronson could do, saving a great deal of money. Mr. Bronson reminded committee members that there would also be a maintenance part of the contract so we would have vendor support for changes that were outside our comfort level.
- Mr. Allan asked who would be managing the project for the state. Mr. Bronson replied that he would be the project manager and that the vendor would also have their own project manager to work with him and maintain communication.

3. DOIT Update:

- Ms. Tinsley reported that her staff was in the process of wrapping up work on the same gender marriage changes. The changes to labels in the marriage and divorce screens were currently in testing. Mr. Wurtz reported that there was an LSR filed relative to same gender marriage, but because the text had yet to be released he could not tell the intent of the proposed legislation. Ms. Tinsley replied that fortunately, if the same gender marriage legislation was repealed it would be relatively simple for us to revert NHVRIN back. The changes that made the application gender neutral could remain and would not interfere with our records.

4. House Budget Update:

- Mr. Scanlan reported that four-hundred thousand dollars would be taken from the fund in each of the two fiscal years in the biennium. They did however, increase the amount of money we are allowed to expend on IT so we will be able to keep the positions we have currently. He added that he was pleased that the winning

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bid came in low enough that we will be able to operate the next two years without the \$400,000.

- Mr. Wurtz repeated Ms. Piecuch's earlier question regarding the five-hundred thousand the governor wanted out of the fund to balance the budget. Mr. Scanlan replied that he believed that the money had already been taken. He stated that the balance of the fund was \$3.5 million and the governor's transfer would leave us with approximately \$3 million. He stated that with approximately \$1 million per year in revenue, we should be able to complete our project and still have several hundred thousand dollars in the fund at the end of the biennium. Mr. Dupee replied that with the current economic climate it would probably be a good thing to spend the fund down to that level to make it less attractive.

5. Records Preservation Project:

- Mr. Wurtz explained that Mr Manning was unable to attend the meeting, but had promised that he would have a complete report at the next meeting.

6. Proposed Legislation:

- Mr. Wurtz reported that House Bill 2 had also included a reduction in the cost of a marriage license from \$50 to \$45. He assured the committee that in the event it passed they had already put measures in place to smoothly transition back to the original \$45 fee. The change did not affect cities, towns or the fund. It just reversed the additional \$5 earmarked to the general fund added last year. Forms and notices had been prepared just in case.
- Mr. Wurtz also reported that House Bill 36 included legislation to roll back the change in the cost of a certified copy to \$12. The last information he had was that it had been "laid on the table" and asked Mr. Scanlan what that meant for us. Mr. Scanlan replied that "laid on the table" meant that the bill was dead. Mr. Wurtz advised the committee that we had sponsored a "housekeeping" bill SB176 that had clarified some of our statutes and added the word "certified" where it was missing in statutes.

7. Old Business:

- Mr. Dupee wanted to let the committee know that his staff, using Vital Records data, had assisted Concord Hospital in substantially increasing its compliance with prenatal care reporting. They raised their compliance up to 85%. They were quite pleased with the results. Mr. Wurtz asked Mr. Dupee about his relationship with hospital heads. Mr. Dupee replied that it was very good as they worked together on a great deal of projects. Mr. Wurtz explained that in 2007 legislation

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was passed that requires physicians to certify cause of death electronically, but that very few did. Initially, a great number of them registered to use NHVRIN but very few actually certified records online.

- Mr. Wurtz admitted that NHVRIN had not been very welcoming or user friendly to physicians and many funeral directors preferred to continue their old practice of accepting a paper copy from the physician and keying the information provided by the doctor. Unfortunately, that required someone to interpret what the physician put down on the paper form.
- Mr. Wurtz hoped that Mr. Dupee could help to put him in touch with the right hospital executives so that he could impress upon them that this is not a wish on our part but the law. He hoped that they could recruit some CEOs to assist in bringing compliance numbers up. Mr. Dupee thought that was a great idea and added that hospitals are very sensitive to risk and legal requirements. He felt that they would be very helpful in encouraging physicians to participate.
- Mr. Wurtz explained that at the annual meeting he had heard about a pilot program he was very interested in participating in called “Turbo Death.” Like the tax preparation software TurboTax, it asks specific questions based on information provided and would complete the actual cause of death section of the record for the physician. He understood that they planned to ask only twelve questions to ascertain cause of death. Mr. Dupee replied that he would contact Kathy Bizarro from the New Hampshire Hospital Association and ask her to put them on the agenda for an upcoming meeting with hospital leaders.

8. New Business:

- Ms. Piecuch inquired as to whether there was anything in the committee rules regarding attendance at meetings. She felt that there were several members that rarely if ever, attended the meetings and thought they could see about replacing them with members that were more interested in participating. Mr. Wurtz replied that it was funny that she asked as he had discussed with Ms. Kostka that morning whether specific members were actually still members. He was unsure if there were any rules regarding attendance but offered to contact the members that were routinely absent to see if they were still interested in serving and possibly contacting the appointing authority to see about getting new appointments.
- Mr. Dupee advised that DHHS had just made two new appointments to the committee and because this meeting quickly followed the appointment, they had scheduling conflicts for this meeting. He stated that they were both very interested and would be attending meetings.

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- Mr. Bentzler reported that some users, particularly funeral home users had been experiencing glitches using NHVRIN with Windows 7/Windows Vista. It caused calculation errors and pop up problems. He explained that NHVRIN had always only worked with Internet Explorer (IE). NHVRIN had operated successfully with IE 5, 6, 7 and 8 but was not very compatible with IE 9. He wanted to advise committee members that a notice had been posted on the NHVRIN welcome page that offered a few tips to try to avoid issues. The main problem is that so many users use automatic updates that they do not even realize that they have upgraded to the newer version of IE until they experience issues and contact the help desk.

9. Next Meeting:

The next meeting was scheduled for September 23, 2011.

Mr. Wurtz adjourned the meeting.