

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

To The New Hampshire Department of State

- MINUTES -

Friday

July 25, 2014

-MINUTES-

Vital Records Improvement Fund Advisory Committee Meeting

July 25, 2014

Archives & Records Building
2nd Floor Conference Room
71 South Fruit Street
Concord, New Hampshire 03301-2410

COMMITTEE MEMBERS PRESENT:

David Scanlan, Deputy Secretary of State, SOS Appointment
Stephen M. Wurtz, State Registrar
Tricia Picuch, Nashua City Clerk, NHC&TC Association Appointment
Brian Burford, State Archivist
Brook Dupee, DHHS Appointment
Bruce Riddle, Data User, DHHS Appointment
Ashley Conley, Municipal Data User, DHHS Appointment
Erin Piazza, Health Information Specialist, NHHA Appointment
Peter Morin, Funeral Director Association Appointment

COMMITTEE MEMBERS EXCUSED:

Thomas A. Andrew, MD, Medical Examiner Appointment
Nelson Allan, Public Member, SOS Appointment
Theresa Pare-Curtis, OIT CIO Appointment
Joanne Linxweiler, Auburn Town Clerk, NHC&TC Association Appointment
Debra Clark, Charlestown Town Clerk, NHC&TC Association Appointment
Janice Bonenfant, Concord City Clerk, NHC&TC Association Appointment

GUESTS:

Chris Bentzler, SOS IT
Dan Cloutier, SOS IT
Laurie Harrigan, SOS IT
Nicholl Marshall, Vital Records

1. Call to Order and Approval of Minutes:

- Ms. Tricia Picuch called the meeting to order at 09:31 with a quorum present.
- Mr. Brian Burford moved to approve the minutes of the meeting of March 21 as presented and Ms. Ashley Conley seconded the motion. No discussion was made on the motion. The vote was taken and all were in favor; the motion passed.

2. NHVRIN – IT Update:

- Mr. Dan Cloutier reminded the Committee that the contract with the vendor has been terminated for convenience, and any work with the vendor now is on contractual issues. Dr. Brook Dupee asked if the vendor was contesting the termination. Mr. David Scanlan answered in the affirmative.
- Dr. Bruce Riddle mentioned that one group who ran his information technology section would have life insurance on key personnel and that a videographer recorded interviews with the key personnel regarding their knowledge, thus creating a library for future reference. Mr. Cloutier responded that this is a great idea, but at Mr. Cloutier's request, Mr. Jeff King has already made documentation of his work.

3. NHVRIN2 Report:

- Mr. Wurtz states there were many lessons learned in the State's activities with Netsmart. DVRA now has people on board who can look more broadly at this project and the decision was made to terminate. However the contractual issues proceed, that should not affect replacing the NHVRIN application because risks remain, such as the fact that NHVRIN is presently unsupported and new legislative items must be addressed soon. There are several options in going forward, whether it is hiring a vendor to write code based on the State's needs. When the change was made from VRV 2000 to NHVRIN, the vendor at the time was charged with making NHVRIN look like VRV 2000. Mr. Wurtz attended a meeting in Seattle last month and made contacts with people interested in working with the State. During that meeting, Mr. Wurtz was reminded that NHVRIN is fully operational and does not have down time except for occasions if the hardware fails, not because NHVRIN has come to a glitch. Unlike other applications other states have, NHVRIN is a comprehensive and complete registration system. The last time when DVRA talked to vendors, no one had anything close to NHVRIN, not even Netsmart. Mr. Wurtz explained the State's position to the Centers for Disease Control, and they discussed the possibility of the State and the CDC cooperating to create an application that would be more universal for other states. The federal government sees that other states are

paying millions of dollars for applications that appear sub-prime by New Hampshire standards.

- Dr. Dupee added that in his Department, he uses “RFI” which stands for more Requests For Information, and other people nationwide should be interested in working with New Hampshire to share knowledge, and an RFP may emerge from this or working with the CDC might end up being more viable. Mr. Wurtz acknowledged this suggestion. Mr. Wurtz added that the director of the National Center for Health Statistics was impressed with New Hampshire’s courage to end the contract. Other states keep going with a vendor but get stuck with an inferior product; New Hampshire knew that the project with Netsmart was not going in the right direction.
- Mr. Burford asked if current NHVRIN is performing so well, why is there a desire to replace it. Mr. Wurtz had met with the director of information technology of the University of California at Davis, who wrote an automated birth program in the 1980’s. The director asked Mr. Wurtz why the State intends to replace NHVRIN. Mr. Wurtz explained that he was told the back end is written with spaghetti code, but the director responded that such an answer was a developer’s way of saying they do not know how they came to that, therefore it would not be the way that developer would do it, so the current system must be wrong. Mr. Wurtz suggested that perhaps an outsider could examine the back end of NHVRIN. Mr. Wurtz explained further that once an outsider did come in and wrote an assessment which Mr. Wurtz believes told DVRA not necessarily the whole truth but instead what they wanted to hear at the time.
- The director at the University of California at Davis said further that NHVRIN is running with no one tweaking anything, thus the baby should not be thrown out with the bathwater. Mr. Burford added that there was much stability in NHVRIN.
- Ms. Piecuch asked if the State has the code for NHVRIN. Mr. Cloutier and Mr. Wurtz responded in the affirmative.
- Mr. Wurtz believes that a new application for the State shall have all modules start at once (also called the “big bang” theory). Mr. Wurtz discussed this with Director Richard Bailey of the Department of Motor Vehicles, who used to be in the Department of Information Technology. Mr. Bailey said that one should not replace every module all at once from an application which has been successfully running for eighteen years, but instead should replace each module individually. Mr. Wurtz acknowledged that there are many ways to move forward.

- Mr. Burford asked who created NHVRIN and is that vendor available. Mr. Wurtz answered that key staff are still at DVRA and volunteers are working with the Committee for many years. The information technology director at the University of California at Davis said the fact that New Hampshire has a system which his developers could examine cuts the development time in half. Mr. Burford asked if this meant that the State would not necessarily have to return to the vendor who wrote the NHVRIN code. Mr. Wurtz confirmed that the State would not necessarily have to return to that vendor. But Mr. Wurtz, Mr. Cloutier, and Ms. Laurie Harrigan have contacted the original vendor and this vendor is willing to come back on board to help facilitate the changes to NHVRIN to accommodate the upcoming legislative changes. Mr. Wurtz added that this vendor is not in vital records anymore, but they are a capable software shop. Mr. Cloutier added that CNSI, the vendor that created NHVRIN, can have NHVRIN accommodate the legislative changes and tell the State if the code is indeed “spaghetti code” and unadaptable.
- Mr. Cloutier reminded the Committee that the hardware which comes out today will no longer support that software package in time because the software is not updated to run on today’s hardware. Mr. Wurtz indicated that the information technology staff has so far been successful in finding work-arounds to new internet browser releases and the like. Ms. Piecuch says that fact that CNSI is willing to return is a major step. Ms. Harrigan is expecting a Statement of Work from CNSI perhaps as early as today. Ms. Piecuch believes that the biggest legislative change is SB 201. Mr. Wurtz pointed out that CNSI came back on board without any obligation, plus the State and CNSI left years ago on good speaking terms. Mr. Cloutier said that one of the people who did work on it years ago is still at CNSI. Ms. Piecuch asked if CNSI will also look into what is broken, such as the training module. Mr. Wurtz said that when it was realized CNSI was coming on board, Ms. Harrigan started to create a list of what should be done. Dr. Dupee asked if a contract was in place. Ms. Harrigan replied that work is still being performed on it, and it should be a P37. Dr. Dupee asked if this had to go through DoIT; Mr. Cloutier responded in the negative.
- Mr. Chris Bentzler said that through a VPN connection, CNSI can connect and look into the code. The system the State used to house all the code, which is called Harvest, is preconfigured on the device and accounts have been set up. It is ready to go once the VPN is configured. Ms. Harrigan added that it has been validated with CNSI that they understand how to get into the Harvest system to look at the code. Dr. Riddle asked in what the code is written. Mr. Bentzler replied that it was a .net application, probably a vb.net mixed with Java scripting plus other web code such as Pearl and PHP. Dr. Riddle stated that this code does

not sound that old. Mr. Bentzler replied that it was created in 2004, so there will not be languages such as COBOL or Fortran since NHVRIN is a web-based application. Mr. Cloutier added that it was convertible out to today's 64-bit world. Mr. Bentzler stated that NHVRIN was initially developed in .net2. Dr. Riddle replied that he just went from .net2 to .net4 and people had complained angrily, but three months later it works. Ms. Piecuch suggested that with all those different codes in there, it is hard to say what is holding it all together. Mr. Bentzler responded that while modifications have been made to NHVRIN, the core of the system is still intact to what CNSI is familiar. Mr. Wurtz said that he is not sure how complicated this task will be. Mr. Cloutier said the key is understanding the system and how it is built, adding that it is built on hardware which technically is owned by the Department of State but under the DHHS infrastructure and domain, thus the Department of State has been able to touch the servers recently and looking to get logical connectivity to the servers, which DoIT has only just relinquished.

4. VRIFAC Budget:

- Copies of the VRIFAC budget were available for Committee members to take upon arrival. Mr. David Scanlan observed that Fiscal Year-to-Date 2014, up to May 31, the balance is roughly \$4 million. In the last budget cycle, the legislature decided to take \$400,000 per year out of the fund which has not happened yet. Ms. Piecuch asked if the legislature took that same figure out in the previous year. Mr. Scanlan answered that it did not happen in the previous year either, but guesses that at some point that money will disappear out of the account. Mr. Burford asked if that meant that in future, \$800,000 may be removed from the account; Mr. Scanlan answered in the affirmative. Mr. Scanlan also added that the budget presented did not reflect any obligation to the vendor with whom the State terminated out of convenience. The State believes the State owes the vendor an amount shy of \$100,000 but the final agreed amount is yet to be determined. Mr. Scanlan further explained that this will leave roughly \$3 million in the account, thus he strongly suggested that by this fall, the Committee encumber some funds to deal with the NHVRIN 2 project. Ms. Piecuch has mentioned to Mr. Wurtz and to other individuals about her concerns that the legislature will ask for addition money from the Fund.
- Ms. Piecuch recalled that during the Committee's previous meeting, purchasing computers through the Division of Corporations was discussed, and she notes that in the present budget there is \$3789 in the equipment account. Ms. Piecuch asked if those computers were purchased. Mr. Bentzler responded in the affirmative and that the majority of those computers arrived in April. Mr. Scanlan believes that

any computers deployed to the towns would be charged to Vital Records Improvement Fund, not the Division of Corporations. Ms. Piecuch recalled that the Committee was looking to replace some printers as she is aware some town/city clerks have the old 1200s and 1300s and those models had problems with new operating systems. Ms. Piecuch asked if all clerks are now off of Windows XP. Mr. Bentzler responded that everyone who is using NHVRIN is now on Windows 7. Mr. Bentzler added that he has been deploying new printers as they break or they become unable to be fixed.

- Mr. Scanlan indicated on the budget that the account for Personal Services – Permanent has grown since Fiscal Year 2013 along with the account for Employee Benefits. However, the account Transfers to DoIT has dropped significantly. This reflects bringing two positions to the Department of State which had been working for DoIT. As a result, not only is DVRA better served, but money is saved.
- Ms. Piecuch recalled that in the previous meeting, there was a discussion of DoIT failing to provide a breakdown on what they are charging. The account Transfers to DoIT for Fiscal Year-to-Date 2014 shows about \$87,000, even though DoIT ceased supporting NHVRIN last year. Mr. Cloutier answered that the model which DoIT uses was based on keeping the cost allocation model of DHHS intact, and everything that gets charged is based on PC count. Mr. Cloutier adds that this was discovered when he told DoIT that he has no more PCs supported by DoIT, which when DoIT put it in their allocation would eliminate any charges from the Fund. This would be inaccurate because the infrastructure and data center are still used, and everything has an underlying transfer as it is built up based on a PC count, so Mr. Cloutier's team is still trying to figure out, even if the formula is based on a PC count, what is the charge to the Fund for that. For five months, Mr. Cloutier told DoIT that they would not be paid until DoIT explained to the Department of State what their formula is; the individual sent to Mr. Cloutier was unable to explain the formulation. Mr. Cloutier has still been trying to talk to Peter, whose last day is today, and he does not know who will be taking over the talks from the DoIT side in future. Mr. Burford asked who is Peter. Dr. Dupee said that he is Peter Hastings, and Mr. Cloutier added that Mr. Hastings is going to join the private sector. Dr. Dupee mentioned that his department has been unable to penetrate the billing algorithm of DoIT.
- Ms. Conley asked if there is hesitancy to spend the funds. Ms. Piecuch believes that a decision about how to spend it should be made by November, but an evaluation of the costs Netsmart and to CNSI must also be made. Ms. Conley asked if the Committee can start thinking about how to spend some of the funds,

because she is concerned that by the Committee's next scheduled meeting in November, a decision will still not be made about how to spend it. Ms. Conley also notes that, at the city level, it takes a long time to decide how to spend funds. Ms. Piecuch asked if Ms. Conley had any suggestions. Ms. Conley has heard recently much about vital records and disasters, such a preparation, response, and recovery in regards to vital records. Mr. Scanlan said the Committee spent an amount between \$1.5 million and \$2 million was on training sessions, which led to each town being given grant money to perform assessments of their vital records facilities; once the assessments were completed, that town would be eligible to receive an addition grant to improve storage space, or acquire cabinets or vaults or climate-controlled facilities. Mr. Burford suggests that it is time to revisit that program because he knows that while several towns did significant amount of improvement, some could use further improvement, while other towns had missed that opportunity. Mr. Scanlan believes it was started ten years ago and Mr. Burford added it ended much longer than a year and a half ago.

- Ms. Conley asked if a natural disaster occurs, how could that death be put in the system so that it could be pulled out when searching for deaths by a particular natural disaster and could training be performed for this. Mr. Wurtz clarified that the mechanism is there now and the information is shared daily with the CDC, but the question appears to be about training certifiers which Mr. Wurtz believes would be very helpful. Dr. Dupee cited a real example when, during an ice storm, Governor Lynch wanted to know how many died of carbon monoxide poisoning due to causes such as an inappropriate heater. Mr. Wurtz said that there is a trend on reporting more accurately such deaths and that Mr. Nicholl Marshall has been tracking deaths caused by certain drugs. Ms. Conley said she could send to Mr. Wurtz articles and presentations produced by the CDC. Ms. Conley also said that she chairs the Council of State & Territorial Epidemiologists, Disaster Epidemiology Subcommittee, and one item getting attention was Hurricane Sandy, when data collection utilized media sources rather than death records. Mr. Wurtz acknowledged that could be a future project and Ms. Piecuch said that a vote to act on it could be held at the Committee's next meeting. Dr. Dupee suggested that, more broadly, members of the Committee consider from their own business perspectives how efficiencies could be reached and create a list.
- Ms. Piecuch suggested that she would like to see additional staff hired for the purpose of entering records into the statewide database because there was an incident where another clerk entered a record believing another town could print a certified copy of that record, which it could not, then the State found errors in how the original town keyed the record. Ms. Harrigan asked if there had been discussion about getting someone to key in the records now held in the STEVE

mailbox. Ms. Piecuch said she would like to see more of the marriage and death records keyed, not just birth records. Mr. Wurtz replied that the State is engaged in exchanging data with other states and the federal government; the State uses the State & Territorial Exchange of Vital Events (STEVE) but has not deployed the Electronic Verification of Vital Events (EVVE), the latter would be beneficial to other agencies to verify a vital record. One of the projects, which goes along with Ms. Piecuch's suggestion, is to back-populate the database so that the system works the same for everyone. A good example to using EVVE would be when the Social Security Administration wishes to verify a birth record for someone's retirement, but the State now does this manually. EVVE is able to charge other agencies, so if the Social Security Administration wishes to verify records electronically, DVRA would still be paid. Another issue discovered while working with the vendor was the conversion of old records and the gyrations that a developer must perform to get all fields to display what they should for a given group of years because the formats regarding how to capture information evolved. DVRA sees mistakes in how records are keyed by clerks frequently, and some sophistication is required in keying a death record. Ideally, every record would be available to the 234 town/city clerks to issue. Mr. Wurtz also related that Vermont just entertained a project to hire a dozen data entry people to solely key records going back to 1925 births. Mr. Wurtz added that such a project will cost a considerable amount of money, and believes that births and deaths should receive the most focus. Presently at DVRA, there are two data entry clerks, but it takes time to enter old records. Ms. Harrigan added that DVRA takes more responsibilities, so that those who are earmarked for data entry have reduced availability for data entry.

- Mr. Burford suggested funds should go towards digital preservation, a cause in which he strongly believes. Mr. Burford said this should include not just how to preserve digital records but also the ability to state with assuredness decades from now after they have been migrated that they are authentic. Government records still needs some degree of authority behind them rather than simple issuance as the American public is not quite as trusting towards government.
- Mr. Burford mentioned that the research room is kept open by two things: a volunteer coordinator employed by the State, and a group of volunteers who are aging. Fewer younger volunteers are filling the ranks of older volunteers, thus Mr. Burford suggested using funds to augmenting the research room staff, who could also be trained for data entry. Ms. Piecuch asked if many people use the research room; Mr. Burford responded in the affirmative. Mr. Burford recalls that about thirty years ago, the State desired to close the research room due to insufficient staff, but the genealogical society suggested that the society produce

volunteers. However, many of the volunteers from thirty years ago are the same aging volunteers today, but still reliable and consistent. Ms. Conley asked if the genealogical society does anything with local colleges and universities to encourage students to volunteer for the research room. Mr. Burford answered that the genealogical society does not do much in terms of outreach; the genealogical society's main reason of existence now is to man the research room. Mr. Wurtz added that the full-time researcher uses Daughters of the American Revolution meetings to recruit members for the genealogical society. Mr. Burford mentioned that he was approached by Keene State College and Plymouth State University regarding interns, but interns take a great deal of time to train. Ms. Picuch requested that Mr. Burford develop a plan for the research room for the Committee's meeting on November 14. Dr. Dupee mentioned that the LDS has a great interest in genealogy, so perhaps they can be approached; Mr. Burford answered that they are now going through probate files.

5. IT Assets Update:

- Mr. Cloutier indicated that all of the desktop computers which the State purchased for the town/city clerks have been deployed with Windows 7 by Mr. Bentzler. A notice was sent out saying that Microsoft XP was no longer a secure program and a NHVRIN user on Microsoft XP could no longer access NHVRIN nor could a clerk on Microsoft XP access ElectioNet. Some challenges were encountered but were successfully overcome. The virtual servers which DoIT were contracted to create are done. Of the six servers the Department of State has bought, two are running STEVE; the others are still being kept and are good until about June 30 of next year. All of them can be used for a test bed if CNSI creates something.
- Mr. Cloutier explained further that a vendor for a business services system replacement has been contracted. The Department of State will create a virtualized environment, so if NHVRIN 2 is created and needs to go into a virtualized world, the State can have another compatible virtualized enclosure and a spare would be available. This will put the State ahead of the curve instead of reacting to events.
- Mr. Bentzler said the old hardware is out and the new hardware has been purchased and implemented. Some clerks had equipment which lasted about ten years. The clerks appreciate it when the members of the Department of State's information technology assist them, and they enjoy the partnership DVRA has with HAVA. There is also a partnership with the Division of Motor Vehicles. Ms. Picuch asked if there were additional requests from clerks who needed computers; Mr. Bentzler said there was one where the town claimed it had no budget for a new machine, so the State provided a Windows 7 machine with the

understanding that in about a year, the town must budget for a new machine. Mr. Scanlan asked what happens to the old machines; Mr. Bentzler answered that the standard procedure is to ship the new machine to the town via UPS, Mr. Bentzler works with the town to replace the equipment, the old machine is sent to the State, Mr. Bentzler purges the old machine of any information, then sends the old machine to the State for surplus.

- Mr. Wurtz asked in purchasing this new equipment and where the next generation of NHVRIN may go, would DVRA be independent of DoIT. Mr. Cloutier explained that DoIT is DVRA's connection to the outside world, so the level of independence probably will not change unless that attitude of DoIT regarding what can and can not be done changes. But Mr. Cloutier plans to ensure the Department of State has total control over DVRA equipment and software so there will be a greater degree of independence. For example, if a file must be attached to a message page, a help desk ticket must be created and instant response can not be ensured. Mr. Cloutier adds that some personnel on DoIT have been cooperative, but some in the management in that Department have been less so.
- Mr. Cloutier explained that the hardware for the Corporations Division will be where he can place a number of slim CPU-style boards, where it effectively becomes a new computer because the power supplies and connectivity are part of the enclosure. Or another alternative is that he can buy a separate system, then the State will have redundancy; within the enclosure itself there are two of everything, so there is redundancy there. The reason for the redundancy in the enclosure is disaster recovery or if a building loses power thereby losing connectivity. Ms. Piecuch suggests that cost estimates be made for this and agrees that the Department of State avoid using DoIT as much as possible. Mr. Cloutier added that he has more information technology personnel now and has outside service people on contract for four hour response times. Dr. Dupee said that he has four individuals trained to run DoIT servers for him, thus his people are running DoIT servers for the same reasons of dependability and responsibility. Mr. Cloutier answered that he has no problem placing equipment in the DoIT data center because he has access to the data center, but if DoIT took away access to the data center, it makes no sense to have equipment there. Mr. Wurtz believes that DVRA's relationship with DoIT can only improve with the next leader coming there. Mr. Wurtz added that the Committee has an obligation to ensure the physical plant exists to meet the needs of DVRA. Ms. Piecuch has said the clerks have seen plenty of outages lately with other applications, but Vital Records has always been up. Dr. Dupee mentioned that another alternative is renting the application and storage because the costs are spread across a large

number of users, facilities are usually secure, and state government hiring freezes do not become an issue; however, Dr. Dupee also said that he does not particularly like this option because confidential data goes out in the cloud. Mr. Cloutier said that his recommendation is always stay away from the cloud.

6. SENECA Help Desk:

- Mr. Cloutier said that about a year ago, he approached DoIT saying there was about one year left on the SENECA contract and DHHS is trying to move away from SENECA. The Department of State tried to work with the DoIT help desk, and both the Department of State and DoIT were excited about this. But as months went on, things got progressively worse and eventually DoIT refused to go to meetings with the Department of State. Mr. Cloutier talked to Mr. Todd Ringelberg who was the leader of that group, and Mr. Cloutier detected from Mr. Ringelberg's responses that the problem is not coming from him but instead from Mr. Ringelberg's superiors. Mr. Cloutier later met with Mr. Ringelberg's superiors, and the Chief Information Officer and his chief of staff claimed that they were uncertain if they could talk to non-state employees, such as clerks and funeral directors. Realizing that this possibility would not be successful, Mr. Cloutier and his team discussed if a help desk was a task that could be done within the Department of State now that Mr. Bentzler is on board and subject matter experts answer these questions frequently.
- Mr. Bentzler said that even though the SENECA help desk gets a number of calls, many calls still come to the business office of DVRA. So it was suggested that all calls come into the main DVRA telephone number and devise a flowchart as to who can handle the calls; the technical calls would be handled by Mr. Bentzler and Mr. John Penney, and the business calls would be handled by the subject matter experts. Mr. Wurtz and Mr. Cloutier will be able to see and monitor the technical calls which will be routed through an electronic mail system. SENECA has something similar to this but it worked differently. Sometimes with SENECA, the caller gets a person who may not be able to assist them immediately, whereas in this proposed system the caller gets a person to call directly. Thus this proposed system should be more efficient for customers. Mr. Bentzler notes that there were 268 calls to SENECA from January to June of this year. Presently, when Mr. Bentzler receives a call for help, he puts it into SENECA so that there is a ticket for it; tickets were mandatory for each piece of work DoIT performed.
- Mr. Cloutier asked how many of the 268 calls were handled only by SENECA; Mr. Bentzler believes the number was very low. Mr. Cloutier concluded that SENECA was essentially an answering system, where DVRA pays for each of

those calls. Mr. Cloutier added that SENECA is available 24 hours per day and seven days per week, but a few meetings ago the Committee was asked if 8:00am to 4:30pm were acceptable hours for a help desk and the Committee responded in the affirmative. Since the number of calls received between 4:30pm and 8:00am were very few, this was the model developed. Ms. Piecuch acknowledges that clerks are aware that DVRA staff will leave work at 4:30pm, even though some clerks work late during some nights, and that she rarely uses SENECA. Mr. Cloutier answered that all SENECA did when they received an off-hours call was type it up and DVRA would address it the next morning. Ms. Harrigan concluded that SENECA was just a middleman.

- Mr. Bentzler continued that 54 of the 268 calls were password resets, which were usually handled by the help desk. Because password resets tend to be common, the proposed model provides that password resets goes to DVRA business staff since they can provide password resets just as easily and quickly as a help desk. Mr. Wurtz added that many NHVRIN users will not call SENECA, so the figures Mr. Bentzler had cited about the number of help calls may actually be double or triple those values; Mr. Wurtz gets about two requests for password resets per week. Mr. Wurtz believes that with this new model designed by Mr. Cloutier and Mr. Bentzler, DVRA should have good statistics about what is happening.
- Ms. Piecuch asked if this was going into effect in August. Mr. Cloutier answered that the SENECA contract is over in August and that he would not write a letter to specifically cancel that contract. Mr. Wurtz asked if the contract expires at the end of August; Mr. Cloutier believes that it expires on either August 12 or August 14. Mr. Wurtz asked how much money would be saved. Mr. Bentzler and Mr. Cloutier answered that this recent half-year cost about \$5400 or \$5500, so a full year would be about \$10,000. Mr. Bentzler added that there are about two calls per business day.

7. Legislative Update:

- Mr. Wurtz said the 2014 legislative session generated four pieces of legislation which affects vital records. The biggest one is Senate Bill 201 which affects the marriage license in that it will permit Person A and Person B to declare what his/her name will be following the marriage. As marriage often results in a change of name, previously no one asked questions about name changes; nowadays a paper trail must be made about how these names were created. By this legislation, individuals may declare what their name will be. This legislation was supported by DVRA. CNSI must come in and fix the NVHRIN system to accommodate this legislation.

- House Bill 1617 would allow the New Hampshire Retirement System to have access to a limited vital records set for verification purposes. Yesterday, some individuals from the Department of State met with the NHRS staff to put in effect a manual process before an automated system is developed. Ultimately, NHRS will have the ability to verify a marriage, death, or divorce. Because NHVRIN 2, which would have been developed to give NHRS such access, will not be completed in the near future, an alternate way must be created to satisfy their needs. Ms. Piecuch asked if a Memorandum of Understanding with NHRS would be created; Mr. Wurtz responded that such an MOU is legislatively mandated, and it would be similar to the MOU between the Department of State and DHHS.
- House Bill 263 would allow state court judges to perform marriage ceremonies. Prior to that, there was legislation which permitted federal court justices to perform marriages, but it had excluded state court judges. For NHVRIN purposes, HB 263 will change the wording that prints out on licenses and CNSI will perform this task.
- Senate Bill 394, the civil union recognition law, will also affect the NHVRIN system. Prior to 2010, if a civil union occurred in New Hampshire, legislation of the time allowed the State to convert the civil union into a marriage. But individuals who now live in New Hampshire but contracted a civil union outside of New Hampshire did not have the same ability to convert. Therefore, if two people joined in an out-of-state civil union now wanted to marry in New Hampshire, DVRA was forced to tell them that New Hampshire law considers that civil union to be a marriage. A marriage license could not be granted until the civil union was dissolved. This legislation will permit to overlook the detail of a dissolution, thereby permitting a couple joined in an out-of-state civil union to marry in New Hampshire.
- All the above legislation has already come into effect with the exception of SB201, which will come into effect on January 1, 2015, which is why DVRA is working hard to have CNSI make that modification.
- Dr. Dupee asked about the abortion statistics bill. Mr. Wurtz had decided not to mention it because it had not passed yet and DVRA is still working with a legislative committee to see what can be accommodated. Mr. Cloutier understands that a legislative committee may try to hold a meeting at the Archives & Records Building. Dr. Dupee stated that almost all states have abortion tracking systems created by state legislations very similar to each other. Dr. Dupee asked if an abortion statistics module had to be rolled out along with NHVRIN 2 or could this module be added to the present NHVRIN. Mr. Cloutier answered that this is something which could be discussed with CNSI because it is

a limited data set and very flat. Mr. Cloutier asked who would be allowed to log into the abortion module and input abortion data. Mr. Wurtz understood that there is no official request from DVRA at this point to provide a solution on how to capture that information. Mr. Scanlan received a couple of telephone calls from DHHS and legislators on this issue. One question was would DVRA be able and willing to do it; Mr. Scanlan answered yes. Another concern was would the information be kept confidential; Mr. Scanlan answered that DVRA handles confidential information every day. Mr. Scanlan suggested to Representative Harding, who chairs the committee, that the committee should meet at the Archives & Records Building so that they may tour the DVRA facility. Dr. Dupee believes that Representative Harding may be retiring after this term; Mr. Scanlan believes that this is correct. Mr. Wurtz said when the formal request comes to DVRA, as well as a method for capturing the abortion data, it could be brought to the Committee as to whether a new module must be created.

8. Old Business:

- No old business.

9. New business:

- Dr. Riddle said that under a Memorandum of Understanding, he receives death data as part of his work with the New Hampshire Cancer Registry. Any unidentified cancer death is traced back to the physicians; Dr. Riddle obtains the physicians' address from the New Hampshire Board of Medicine. This year, Dr. Riddle has 609 potential physicians and APRNs on whom to follow through, and on five percent of them the license number is incorrect or the spelling/composition of the physician's name is incorrect. Dr. Riddle asked if a death record has a physician's information incorrect, would that death certificate still be legal in this State; Mr. Wurtz answered in the affirmative. Mr. Wurtz added that if DVRA happens to find a deficiency in a record, the record will be modified. But Mr. Wurtz also added that there should be no reason for incorrect information on a physician or APRN because NHVRIN has a table of physicians and APRNs, so the person who is keying in the data is probably using free text boxes, where is where many problems have been found. Maintaining the list of physicians from the Board of Medicine is difficult, but DVRA is not confident in locking it down so that only tables are used because some out-of-state physicians are certified but DVRA is not aware of them. Dr. Riddle observed that on the death certificate, there is only one line for an address, and there is no database for APRN addresses. Dr. Riddle also discovered many APRNs whom he could not identify as licensed in this State. Dr. Riddle believes many APRNs work for hospices, which have much more casual employment arrangements. Mr. Wurtz

said if individuals are NHVRIN certifiers, they go through a registration process and DVRA finds their certification from the Board of Nursing and match the information when creating tables. Mr. Wurtz suggested querying each APRN who does not match the NHVRIN table, but Dr. Riddle said there is a limit on how much effort should be put into that. Dr. Riddle adds that as more people are signing records, getting a quality certificate becomes more difficult because they have never been trained. There are 6400 New Hampshire licensed physicians with tremendous turnover each year, and this year there was a new license which Dr. Riddle had never seen before, RT-, which Dr. Riddle believes means temporary residencies, thus it is almost impossible to call back on them because there are in New Hampshire for about a year. Mr. Peter Morin observed that many of the RTs are at Dartmouth Hitchcock.

- Mr. Wurtz said that one conversation he had with the Centers for Disease Control and the National Center of Health Statistics was about rethinking the whole death module, including certification. New Hampshire and other states have had limited success in getting physicians to comply. But every physician today utilizes some kind of electronic medical record, and the discussion was every death module should be in a system which physicians already use, likely resulting in a higher quality of data. Mr. Morin says the biggest complaint he receives from funeral directors is physicians are unwilling to participate in the online death registration, so funeral directors physically take the document to them regardless of distance, resulting in delays of days in length. Mr. Wurtz said that vacationing physicians can cause a delay or be the success story of an automated system since certifiers can go online while on vacation. Mr. Wurtz understands that Vermont has deployed a new death module successfully, and the physician component seems to be working. Mr. Wurtz said one reason he sought to replace the current NHVRIN system was that the death module was deficient for physicians to use.

10. Meeting dates and Adjournment:

- Ms. Piecuch indicated that the next meeting is scheduled for Friday November 14.
- Mr. Burford made a motion to adjourn and Mr. Scanlan seconded the motion. No discussion was made on the motion. The vote was taken and all were in favor; the motion passed. Meeting was adjourned at 11:22.