

# **TECHNICAL ASSISTANCE**

## **Child Support Enforcement and Vital Records Data Exchange**

### **State Successful Practices and Lessons Learned Guide**



U. S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Administration for Children and Families  
Office of Child Support Enforcement

## Child Support Enforcement and Vital Records Data Exchange

### State Successful Practices and Lessons Learned Guide

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## Child Support Enforcement And Vital Records Data Exchange

### State Successful Practices and Lessons Learned Guide

#### I. INTRODUCTION

##### A. Background

Paternity establishment is a necessary first step for obtaining an order for child support when a child is born out of wedlock. Until paternity is established, these children have no legal means of connecting with their fathers, and fathers cannot be held accountable for the financial support and care of their own children. If paternity is not established, obviously there can be no court order for support and no legal path to coerce fathers to support their children. In the end, the entire family may suffer both financially and emotionally due to the unfinished business of a legal relationship between father and child. Consequently, paternity establishment is a major focus for the Federal Office of Child Support Enforcement (OCSE) and Child Support Programs throughout the nation.

States repeatedly have pinpointed the exchange of data with their Vital Records (VR) agencies as one of the most critical processes impacting their ability to meet Federal mandates for paternity establishment percentages (PEP). The accuracy and timing of the data exchanges can be determining factors affecting a State's ability to avoid Federal penalties or earn incentive payments related to paternity establishment.

To assist States in improving their data exchange processes between IV-D and VR agencies, OCSE in coordination with the State Information Technology Consortium, has conducted research with States concerning IV-D and VR relationships and data exchange processes. The purpose of the research was to identify successful practices and lessons learned that can be shared and leveraged to help States to improve their:

- Paternity establishment percentages;
- Automated interfaces to exchange vital event data;
- Ability to establish paternity and support, as well as locate parents;
- Working relationships with supporting agencies, such as VR agencies and hospitals; and
- Overall ability to support OCSE's Strategic Plan goals, specifically:

**Goal 1** - All children have established parentage

**Goal 2** - All children in IV-D cases have support orders

**Goal 5** - The IV-D Program will be efficient and responsive in its operations

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The methodology and results of the research are shared in the following sections to assist states in their efforts to improve program performance and service to families via automated data exchange of vital record information.

## B. Research Methodology

The information contained in this document was collected from several sources and combined, as described below. Sources included:

1. Summary reports from States to OCSE concerning their Paternity Establishment Percentage (PEP) performance.
2. Information collected by OCSE via email inquiries to OCSE regional staff concerning the States within their specific assignments. Twenty-three States responded to the regional inquiries to report whether they had automated interfaces with Vital Records agencies. They also provided contact information if further detail was needed. This information was provided to State Information Technology Consortium (SITC) for further research.
3. Information collected via nine State surveys. SITC evaluated the inquiry responses in #2 above concerning automated access to Vital Records data. In coordination with OCSE, nine States were selected for further detail based on indications of successful practices in the access and use of Vital Records data. A survey tool was developed, approved by OCSE, and then distributed by email to the IV-D contacts in the nine States to introduce them to the survey that would be conducted by telephone interviews. Following a few days lead time from sending the email, the SITC researcher contacted each State and scheduled telephone interviews to discuss each question on the survey. All provided responses to the survey questions. This information was entered into an individual survey response form and compiled into a summary spreadsheet for analysis.

The telephone interview questionnaire form is included in Appendix A.

4. Research concerning:
  - Legislation or proposed legislation related to access and automation of vital records data;
  - Work by other Federal agencies and associations to improve automation for vital records data (e.g., National Center for Health Statistics, National Association for Public Health Statistics and Information Systems);
  - Use of Federal 1115 and Special Improvement Project (SIP) grants for enhancing vital records data exchange.

### C. Survey Participants

The following table lists the State staff who participated in the survey interviews:

<b>STATE CONTACTS FOR SURVEY</b>			
<b>State</b>	<b>Contact Name</b>	<b>Email Address</b>	<b>Phone number</b>
Colorado	Chad Edinger	<a href="mailto:Chad.Edinger@state.co.us">Chad.Edinger@state.co.us</a>	(303) 866-4232
Delaware	Guy Perrotti	<a href="mailto:guy.perrotti@state.de.us">guy.perrotti@state.de.us</a>	(302) 326-6201
Missouri	John R. Mier	<a href="mailto:john.r.mier@dss.mo.gov">john.r.mier@dss.mo.gov</a>	(573) 751-7079
Montana	Barbara Delaney	<a href="mailto:bdelaney@mt.gov">bdelaney@mt.gov</a>	(406) 444-1957
Nebraska	Roxie Webb	<a href="mailto:roxie.webb@hhss.ne.gov">roxie.webb@hhss.ne.gov</a>	(402) 471-1400 (402) 471-6016
North Dakota	Paulette Oberst Terry Peterson	<a href="mailto:soobep@state.nd.us">soobep@state.nd.us</a> <a href="mailto:sopett@state.nd.us">sopett@state.nd.us</a>	(701) 328-3582
Rhode Island	Cathleen Collins	<a href="mailto:ccollins@cse.state.ri.us">ccollins@cse.state.ri.us</a>	(401) 222-4973
Utah	Liesa Corbridge	<a href="mailto:lcorbri2@utah.gov">lcorbri2@utah.gov</a>	(801) 536-8986
West Virginia	Paula L. Smith	<a href="mailto:Paulalsmith@wvdhhr.org">Paulalsmith@wvdhhr.org</a>	(304) 558-3910

II. SUCCESSFUL STATE PRACTICES

A. COLORADO	
<p><b>Description of Data Exchange Process between Child Support and Vital Records Agencies</b></p>	<p>The Division of Child Support Enforcement (CSE) is under the Department of Human Services (DHS). The Office of Vital Statistics (OVS) is under the Department of Public Health and Environment (DPHE). DPHE and DHS are sister agencies. Every year Colorado enters into a written interagency agreement that sets forth each Department's responsibility. Colorado stressed the importance of working with the Vital Records Division to ensure all of its confidentiality issues are addressed, as well as any other issues that could become obstacles to getting access to vital records.</p> <p>Colorado's CSE staff has limited access to the OVS system called COVIS (Colorado Vital Information System). COVIS is a web-based system accessed by log-on and password. CSE staff has real-time online access to birth record information via COVIS (data element list is included in Appendix B). COVIS produces a print-out of a birth record for CSE that has a gray watermark indicating that it is for CSE use. This record is admissible in the courts.</p> <p>Colorado reported the following results:</p> <ul style="list-style-type: none"> <li>• Improved Paternity Establishment Percentage (PEP)</li> <li>• Maximized Incentives</li> <li>• Improved Ability to Locate</li> <li>• Improved Relationships with Hospitals</li> <li>• Improved Cost Effectiveness</li> </ul>
<p><b>Cost Effectiveness</b></p>	<p>The State considers its process to be cost effective. Costs include: \$1.61 per access to the system and an annual contract of \$116,000, which is 66% reimbursable.</p> <p>1st Contract with OVS was 1995                      1994 PEP - 44.2%                      2004 PEP - 99.43%                      2004 PEP Incentive -\$1,295,308</p>
<p><b>How Process Supports OCSE Strategic Plan Goals 1, 2 and 5</b></p>	<p><b>Goal 1:</b> The system contributed significantly to the State's ability to accomplish this progress.</p> <p><b>Goal 2:</b> There is a direct relationship between paternity establishment and the establishment of support orders. The progress in reaching Goal 1 has directly impacted the State's ability to reach Goal 2.</p> <p><b>Goal 5:</b> Processing time has decreased significantly and the process is cost effective.</p>

B. DELAWARE	
<b>Description of Data Exchange Process between Child Support and Vital Records Agencies</b>	<p>The Delaware Division of Child Support Enforcement (CSE) and the Division of Public Health (DPH) are sister agencies under the Department of Health and Human Services (DHHS). The Office of Vital Statistics (OVS) is under the DPH. Delaware’s CSE has read-only access to the State’s OVS system. This access enables child support case workers to view birth, marriage, divorce and death records online.</p> <p>DCSE also has an automated interface with OVS. The interface identifies completed Voluntary Acknowledgement of Paternity (VAP) forms that are associated with a IV-D child support case. The automated interface is communication between the two databases. Once a “match” is recognized, the data elements populated by CSE get populated automatically to the OVS database to make a single complete record. When a match occurs, a work list item goes to the case worker in the IV-D system. The IV-D system can also print out system-generated acknowledgments that are accepted by the courts. DCSE is in the process of completing a Data Base two (DB2) conversion project. When this is completed, OVS will send DCSE flat files with the Voluntary Acknowledgment of Paternity data elements on them. The data element list for the new file is included in Appendix B.</p> <p>DCSE accesses the OVS database by logging into the IV-D system (Delaware Automated Child Support Enforcement System—DACSES) and entering through a special window. CSE also has view-only access to birth, death, divorce, and marriage records.</p> <p>NOTE: OVS has developed a new windows-based system - Electronic Vital Records System (EVRS). DCSE obtained special approval for every user to have access to EVRS. Currently the system only provides access to birth record information, but it is being worked on to produce improvements to enhance DCSE access to needed data elements.</p>
<b>Cost Information</b>	<p>DCSE considers its current process to be cost effective. Screen prints are accepted by the courts. Certified records would have cost \$10 each. DCSE spent \$6,700 for an interface to the new EVRS system and was invited to give input on the data elements needed for child support purposes.</p>
<b>How process Supports OCSE Strategic Plan Goals 1, 2 and 5</b>	<p><b>Goals 1 and 2:</b> Access to birth, VAP and death records is a must for establishment. Establishment and support orders are directly linked.</p> <p><b>Goal 5:</b> Reductions in calls, mailing, waiting, follow-up calls, and research. Obtaining records from OVS would cost \$10 each, but the cost of screen prints is negligible. All cases in court have at least one screen print.</p>

C. MISSOURI	
<b>Description of Data Exchange Process between Child Support and Vital Records Agencies</b>	<p>The Department of Social Services (DSS) is a sister agency to the Department of Health and Senior Services (DHSS). The Family Support Division (FSD) is under DSS and the Bureau of Vital Records (BVR) is under DHSS.</p> <p>FSD manages Missouri's main child support system, the Missouri Automated Child Support System (MACSS). In addition, they have another system which is referred to as "Production." Through Production, FSD case workers can access the BVR system and obtain vital records information online. There is a separate logon for each of the various systems. FSD has access to three screens, one of which was added in September 2005 to show how the father was added to the case. The screen indicates whether the father signed the paternity acknowledgment at the hospital; signed the document issued by FSD; or was put on by the parents, or by court order. This feature has been vital for expediting paternity establishment and support orders.</p> <p>The FSD pays for two full-time staff at the BVR; the primary duties of this duo are FSD-specific data entry and responding to FSD requests. This is considered vital to ensure that data entry occurs in a timely manner. There are time limits (90 days) to establish paternity and FSD is more in control of the process with staff placed at BVR.</p>
<b>Cost Information</b>	<p>Missouri considers its process to be cost effective. The number of paternities established increased more than 16% from FY 2005 to FY 2006. FSD pays for access to two screens:</p> <ul style="list-style-type: none"> <li>• IBTH = birth name inquiry (average cost .001232 per transaction; 140,701 transactions in June 2006; approximate cost \$173.00)</li> <li>• BI10 = birth name inquiry with determination on how the father was added to record (average cost .001365 per transaction; 31,851 transactions in June 2006; approximate cost \$43.00)</li> </ul> <p>BVR voluntarily added the third screen (BI12) indicating how the dad was added so that it would reduce the burden on BVR and speed up the process for FSD.</p>
<b>How Process Supports OCSE Strategic Plan Goals 1, 2 and 5</b>	<p><b>Goals 1 and 2:</b> Knowing how the father was added to the birth record when parents are unmarried speeds the administrative process as paper documents do not need to be requested (a process which may take 10 days).</p> <p><b>Goal 5:</b> The State would not be able to comply with Federally-mandated time limits without the interface, which gives FSD quick access to the data.</p>

D. MONTANA											
<b>Description of Data Exchange Process between Child Support and Vital Records Agencies</b>	<p>The Montana Child Support Enforcement (CSE) Division and the Vital Statistics Bureau (VSB) are sister agencies under the Department of Public Health and Human Services. CSE has been granted limited access to the VSB system. Hospitals electronically file birth certificate to the VSB. If a voluntary affidavit for paternity (VAP) is signed, it is noted on the digital birth record submission. Paper copies of the VAP are provided to VSB and CSE. The Office of Administrative Law Judge (subsidiary of CSE) maintains a registry of the VAPs.</p> <p>The VSB system is accessed two ways. All CSE staff can log in and view an abstract of the birth record with the following elements: child's name, DOB, place of birth, field indicating if VAP signed, date of VAP signature, mother/father name, address and SSN, mother's maiden name.</p> <p>The second form of access is by the Office of Administrative Law Judge which can see additional data elements, such as how the father's name was added to the VAP. The judge can print it off and sign it to make it a certified copy.</p>										
<b>Cost Information</b>	<p>Montana considers its process to be cost effective. Currently, CSE has no costs attributed to the online access to birth records. However, there is a \$20 cost for obtaining the voluntary acknowledgment of paternity paper copy from hospitals. If the judges cannot find it in their registry, they would have to request it from VSB at a cost of \$10 per record up to five years old and an additional \$1 each year older.</p>										
<b>How Process Supports OCSE Strategic Plan Goals 1, 2 and 5</b>	<p><b>Goal 1:</b> CSE can determine immediately if paternity is an issue. Montana provided the following data to demonstrate its improvement.</p> <p>(Note: This data is taken from the OCSE-157 report back to FFY 2000. The data for FFY 1997 was gained from other statistical reports maintained by the CSED.)</p> <table style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;"><u>FFY 1997</u></th> <th style="text-align: center;"><u>FFY 2000</u></th> <th style="text-align: center;"><u>FFY 2002</u></th> <th style="text-align: center;"><u>FFY 2005</u></th> </tr> </thead> <tbody> <tr> <td style="text-align: left;"><b>PEP</b></td> <td style="text-align: center;"><b>70%</b></td> <td style="text-align: center;"><b>105%</b></td> <td style="text-align: center;"><b>113%</b></td> <td style="text-align: center;"><b>105%</b></td> </tr> </tbody> </table> <p><b>Goal 2:</b> Support orders and paternity establishment actions are taken simultaneously. Support order establishment has increased from 72% in 1997 to 88% in FFY 2005.</p> <p><b>Goal 5:</b> Without access, the process would be manual and much slower. It would add days, if not weeks, to the process. There would be letters, phone calls, and additional expense for the records.</p>		<u>FFY 1997</u>	<u>FFY 2000</u>	<u>FFY 2002</u>	<u>FFY 2005</u>	<b>PEP</b>	<b>70%</b>	<b>105%</b>	<b>113%</b>	<b>105%</b>
	<u>FFY 1997</u>	<u>FFY 2000</u>	<u>FFY 2002</u>	<u>FFY 2005</u>							
<b>PEP</b>	<b>70%</b>	<b>105%</b>	<b>113%</b>	<b>105%</b>							

E. NEBRASKA	
<b>Description of Data Exchange Process between Child Support and Vital Records Agencies</b>	<p>Nebraska’s Office of Vital Records and Record Management and the Child Support Enforcement Department are under the umbrella of the Department of Health and Human Services (DHHS). Nebraska’s Child Support Enforcement computer system, CHARTS (Children Have a Right to Support) has an automated interface with Vital Records and receives information in a nightly batch flat file transfer.</p> <p>The Nebraska Vital Records’ system creates a birth file each day with new and updated birth record information and moves the file to the server in a location that can be accessed by a Connect: Direct process for data transfer. Nightly, Vital Records places a file of updated records on an intermediate server so that CSE does not gain direct access to the Vital Records server.</p> <p>The child support process begins by submitting a Connect: Direct job that pulls the file from the neutral intermediate server and places the file on the mainframe. The nightly child support jobs then process the information and update the CHARTS database so that the information is available to the user on the next business day.</p>
<b>Cost Information</b>	<p>There was no upfront cost to the Child Support Program for development of the interface. However, there are ongoing processing costs for technical services associated with the interface system. The most recent data available indicate an average monthly cost of \$84.50 for technical support. Additionally, if a hard copy is needed, Vital Records charges \$12.00 for each copy.</p> <p>The State considers the automated interface to be very cost effective. Prior to the interface, field staff had to manually research each record. The automated interface has been of significant help in paternity establishment. Staff estimate that approximately 60% of resolved paternities were a direct result of information handled through the interface.</p>
<b>How Process Supports OCSE Strategic Plan Goals 1, 2 and 5</b>	<p><b>Goal 1:</b> Approximately 60% of the State’s resolved paternities are a direct result of the interface information. Consequently, this has a positive effect on all the indicators listed in this goal.</p> <p><b>Goal 2:</b> Receiving the information via the interface allows new information to be accessed by the child support workers on a daily basis. The result is faster processing time and data exchange, resulting in support orders being established more quickly. Also, interstate cases can be processed much faster due to the more timely receipt of paternity information.</p> <p><b>Goal 5:</b> The interface has proven to be very cost effective, aiding in the overall cost effectiveness of Nebraska’s program. Much research effort has been eliminated by the automated process. Telephone calls, paper requests, and the completion of applications have been drastically reduced.</p>

F. NORTH DAKOTA	
<p><b>Description of Data Exchange Process between Child Support and Vital Records Agencies</b></p>	<p>North Dakota's Child Support Enforcement Division (CSE) is under the Department of Human Services (DHS), and the Division of Vital Records (VR) is under the Department of Health (DOH). DHS and DOH are sister agencies. System support is provided by North Dakota's Information Technology Services (ITS).</p> <p>Since 2005, CSE has had access to the Vital Records (VR) imaging system called DocuNet. Through the imaging system, staff can view the actual documents on-screen real-time. They are able to print the documents, which are accepted by the courts. Vital Records provided a letter attesting to the authenticity of the records, which may be used to demonstrate authenticity to the courts. DocuNet is owned and operated by VR. A client-side application is loaded on 84 CSE machines and the VR imaging system is accessed by selecting an icon on the desktop.</p> <p>DocuNet data elements include: An image of the actual birth certificate, Voluntary Paternity Acknowledgment (VPA), death certificate, court order for paternity, rescission of acknowledgment of paternity, and other documents disestablishing paternity.</p> <p>As of January 1, 2006, hospitals are populating all birth information in VR's new database system, Electronic Vital Event Registration (EVERS). CSE is working with VR to gain access to this database by programming the CSE system to have a menu option for the EVERS database. VR provided CSE a complete list of data elements included in EVERS. CSE reviewed the list and identified the elements potentially useful to CSE. VR then approved access to all identified elements.</p>
<p><b>Cost Information</b></p>	<p>A volume discount was provided for the licensing of DocuNet. The single license cost was \$500 but CSE paid \$125 per license for its 84 licenses. The estimate for programming to access EVERS was \$27,000.</p> <p>North Dakota considers its system process to be cost effective. It significantly reduces workloads and enhances the State's ability to comply with mandated time frames. The system also results in modest savings in postage and other supplies. The Paternity Establishment Percentage in North Dakota was over 100% before gaining access to the imaging system and remains over 100%.</p>
<p><b>How Process Supports OCSE Strategic Plan Goals 1, 2 and 5</b></p>	<p><b>Goals 1 and 2:</b> North Dakota already was meeting the paternity establishment and support order establishment goals before receiving access to DocuNet. However, access is assisting the State in maintaining its high standards in these two areas.</p> <p><b>Goal 5:</b> The data access has changed what was once a 3-5 day process to a real-time process by eliminating the need to mail document requests and wait for the documents to be returned in many cases. Therefore, in North Dakota the system has been very effective at achieving this goal. Also, data reliability has improved via the access to VR's records.</p>

G. RHODE ISLAND	
<b>Description of Data Exchange Process between Child Support and Vital Records Agencies</b>	<p>Rhode Island’s Office of Vital Records (VR) is under the Department of Health. Their Child Support Agency (CSA) is under the Department of Human Services. The CSA has an automated interface with VR and VR has an automated interface with hospitals. VR sends CSA all records for unwed births. This process began with one large download and is now an automated quarterly update of additions, modifications, and deletions. Adds are new unwed births; modifications include addition of the father or a name change; and deletions represent adoptions or the deaths.</p> <p>VR has a separate system from CSA’s InRhodes IV-D system. The database provided for CSA is separate and in the background of InRhodes. It is not accessible directly due to security standards. InRhodes automatically queries and searches the vital records database for a match when cases are entered.</p> <p>VR provides the following data elements to InRhodes: VR ID (claim #), child’s name, DOB, sex, city/state of birth, parents’ names, SSN, parents’ place of birth, address, and hospital where child was born. This information is automatically pulled into InRhodes and InRhodes sends a daily message/alert to notify the case worker. The message lets the worker know if there is an exact match or a potential match and indicates if the father’s name is present.</p>
<b>Cost Information</b>	<p>Rhode Island reports that there is no cost to CSA for the interface at this time. The State considers its interface process to be very cost effective and reported that it saves over \$1 million/year in fines (cost avoidance) due to the interface. Previously, the State was fined for data reliability issues related to paternity. Data was present in the system log but not updated in a timely manner. In addition, the State has saved the cost of an FTE, who previously was located at the VR office but processed work for CSA. This position is no longer necessary.</p>
<b>How Process Supports OCSE Strategic Plan Goals 1, 2 and 5</b>	<p><b>Goal 1:</b> Data reliability was Rhode Island’s major issue with unwed births. With the interface, the States PEP increased dramatically from approximately 60% to approximately 80%.</p> <p><b>Goal 2:</b> Support orders follow paternity directly, so the increase in paternity directly affected an increase in orders.</p> <p><b>Goal 5:</b> The elimination of human intervention in certain processes, reduced mail handling, automated alerts, one less FTE, and avoidance of fines are all indicative of more efficient and responsive operations.</p>

H. UTAH	
<b>Description of Data Exchange Process between Child Support and Vital Records Agencies</b>	<p>Utah's Child Support Services (CSS) is under the Office of Recovery Services within the Department of Human Services. The Office of Vital Records and Statistics (OVRs) is under the Department of Health, which is a sister agency to the Department of Human Services.</p> <p>CSS currently has real-time access to the OVRs data via an interface, but has been plagued with data reliability issues. Consequently, the State applied for and was awarded an OCSE <i>Section 1115 Demonstration Grant</i> to upgrade ORSIS (the IV-D system) and improve the data reliability. The upgrade incorporates a sophisticated IBM imaging solution which includes the following features:</p> <ul style="list-style-type: none"> <li>• Desktop access to actual voluntary affidavits of paternity using IBM Content Manager Electronic Document Management (EDM) system.</li> <li>• Desktop access to OVRs database for birth record information. This will include all data elements needed for the OCSE-157 report for paternity establishment. The State also will have the ability to design queries of demographic information for statistical and educational purposes.</li> </ul>
<b>Cost Information</b>	<p>The cost of the current system is \$10/month per user and has been up to \$1,500/month. The negotiated rate for the new system will be \$3,000/year. The new system development cost approximately \$400,000, 29% of which (will be) paid by the State. The expectation is that the new system will resolve the data reliability issues and save staff time in researching data. The current system interface is not cost effective, but the expectation is that the system upgrades will result in significant improvements in accuracy and program efficiencies.</p>
<b>How Process Supports OCSE Strategic Plan Goals 1, 2 and 5</b>	<p><b>Goal 1:</b> Demographic reports from the proposed system will help with targeted education. Access to accurate data will improve the State's ability to establish paternity. Utah's Paternity Matters staff visited 14 target hospitals, which resulted in an increased voluntary declaration of paternity completion rate of 45.79% as compared to the previous year's 40.47% completion rate.</p> <p><b>Goal 2:</b> Under the new system, it will be much easier to establish legal relationships. Steps in the research will be eliminated with the new process.</p> <p><b>Goal 5:</b> The interface can help avoid duplicate effort when trying to establish paternity which has already been established. Easy access to the right information will enhance the State's ability to improve paternity establishment and support order performance.</p>

I. WEST VIRGINIA	
<b>Description of Data Exchange Process between Child Support and Vital Records Agencies</b>	<p>West Virginia’s Bureau of Child Support Enforcement (BCSE) is under the Department of Health and Human Resources (DHHR) and is a sister agency of the Bureau of Public Health, which is the keeper of vital records (specifically the Vital Records Registration Office). DHHR was awarded an OCSE <i>Special Improvement Project (SIP)</i> grant through OCSE to develop a web-based system for sharing vital records information – the Interstate Paternity Acknowledgement Certification Transmission (IPACT) system. The IPACT system is accessible via logon and password to several State agencies and some other States and counties, including DE, VA, and several counties in PA and OH. IPACT can be viewed at <a href="http://www.wvdhhr.org/ipact">http://www.wvdhhr.org/ipact</a>. The IPACT system displays data only, not images. Elements include: child’s name; DOB; SSN; place of birth - State and county; mother’s maiden name; marital status; SSN; and father’s SSN and whether a paternity affidavit is on file.</p> <p>The IPACT system is updated daily when record information becomes available from the hospitals. Most records are obtained via mail or paper but some are made available digitally. The database is manually updated.</p> <p>The IV-D system has a weekly interface with the IPACT database to update, change and add additions to the IV-D database. An example of a change could be the availability of a paternity affidavit or marriage status.</p>
<b>Cost Information</b>	<p>Although cost effectiveness data is not available to demonstrate the exact impact of the IPACT system, the State reports that the system was vital to achieving/passing the IV-D standard performance incentive. The PEP rate increased from 79% in FFY 2000 to 95% in 2005, and staff attributes much of this improvement to the implementation of IPACT.</p>
<b>How Process Supports OCSE Strategic Plan Goals 1, 2 and 5</b>	<p><b>Goal 1:</b> Weekly automated record updates facilitate much quicker response and paternity establishment. If a paternity affidavit is available, the system “knows” right away and allows the case workers to respond immediately.</p> <p><b>Goal 2:</b> Since it is a judicial State, support orders are handled on a one-to-one basis with paternity establishment.</p> <p><b>Goal 5:</b> Improved operations via reduced human intervention, reduced mail handling, automatic alerts, and meeting the OCSE 157 performance incentives.</p>

### III. STATE RECOMMENDATIONS BASED ON LESSONS LEARNED

The State surveys clearly demonstrate a common set of challenges in making the vital record verification process workable and cost effective. The majority of barriers identified in the survey related to:

- Confidentiality of vital records
- Communications between agencies
- Data integrity for the data received/accessed
- Technology challenges
- Funding and resource issues
- Need for standardized data and systems for sharing vital events data.

With these limitations in mind, the surveyed States provided the following recommendations based on lessons learned for data exchange efforts between child support and vital record entities to assist each other where they can influence the process.

STATE RECOMMENDATIONS BASED ON LESSONS LEARNED	
Source	Description
Colorado	It is important to ensure that CSE Staff accessing birth record information are sensitive to its confidentiality and understand how the data is to be used for CSE purposes.
Colorado	Be persistent in coordinating with your partner Vital Records agency with OVS. Prepare a detailed contract. Focus on the benefits for both parties—both financial and time savings. Remember 66% of the contract is reimbursable.
Colorado	Every year Colorado enters into a written interagency agreement that sets forth each Department’s responsibility. It is important to work with your Vital Records Division to ensure all of confidentiality issues are addressed.
Colorado	Look for common concerns and issues. For example, explain that having access allows CSE to establish paternity and support, and to locate parents. Sell the benefits of the cost and time saving for Vital Records staff. For example, giving CSE automated access also benefits Vital Records because CSE does not need to contact Vital Records staff on every case to determine whether or not the father’s name is on a birth certificate. So time is saved.
Delaware	If any agency is going to make changes to its system, invite other agencies for a summit to collaborate. CSE is proposing changes to its IV-D system and has invited Social Services, Motor Vehicles, Vital Records, and the Department of Justice to contribute to the planning.

<b>STATE RECOMMENDATIONS BASED ON LESSONS LEARNED</b>	
<b>Source</b>	<b>Description</b>
<b>Delaware</b>	As part of an <i>OCSE Section 1115 Demonstration Grant</i> , DCSE provided a paternity training for Delaware’s hospital paternity establishment staff in February 2006. DCSE invited OVS to present at the training. OVS took the opportunity to provide hospital staff with refresher training on EVRS and to answer questions/concerns about the new system. The training also gave DCSE and OVS another opportunity to continue to strengthen their working relationship.
<b>Delaware</b>	The Center for Disease Control’s National Center for Health Statistics put together specifications for birth certificate information in a document titled Birth Edit Specifications for the 2003 Revision of the U.S. Standard Certificate of Birth. Item 15 of the document includes instructions for vital statistics offices to capture the mother’s marital status at the time of a baby’s birth, conception or anywhere in between. There are also questions to determine if a paternity acknowledgment was completed at the time of a child’s birth. This information may help State and local child support offices obtain accurate wedlock and paternity status information for children born in their State. A copy of the Birth Edit Specifications for the 2003 Revision of the U.S. Standard Certificate of Birth document can be accessed at the following website: <a href="http://origin.cdc.gov/nchs/data/dvs/FinalBirthSpecs3-24-2005.pdf">http://origin.cdc.gov/nchs/data/dvs/FinalBirthSpecs3-24-2005.pdf</a>
<b>Delaware</b>	The National Association for Public Health Statistics and Information Systems (NAPHSIS) has an Inter-jurisdictional Exchange Agreement for OVS agencies. This agreement is aimed at helping state OVS agencies provide vital records information to other State OVS agencies. With the support of OCSE, this information may help State and local child support offices obtain birth, marriage, divorce, and information for all IV-D participants, regardless of the State origin of the IV-D case. More information about the agreement can be found at <a href="http://www.naphsis.org/projects/index.asp?bid=468">http://www.naphsis.org/projects/index.asp?bid=468</a>
<b>Delaware</b>	It would be helpful if a National Directory of all Vital Records could be established. The functionality would be similar to the current National Directory of New Hires model. The Birth Edit Specifications for the 2003 Revision of the U.S. Standard Certificate of Birth document and the OVS Inter-jurisdictional Exchange Agreement may be helpful tools to establish a national directory of all vital records. Having such a directory would enable State and local child support offices to have access to birth, marriage, divorce, and death information for all IV-D participants, regardless of the State origin of the IV-D case, and thus improve our Paternity Establish Percentage (PEP) and increase performance.
<b>Missouri</b>	The Family Support Division (FSD) pays for two full-time staff at the Bureau of Vital Records; the primary duties of this duo are FSD-specific data entry and responding to FSD requests. These functions are considered vital to ensure that data entry occurs in a timely manner. There are time limits (90 days) to establish paternity and this setup helps FSD to control the process.

<b>STATE RECOMMENDATIONS BASED ON LESSONS LEARNED</b>	
<b>Source</b>	<b>Description</b>
<b>Missouri</b>	At FSD request, the Bureau of Vital Records (BVR) created an additional automated screen that allows FSD staff to immediately learn how an unwed father's name was added to the child's birth record. The screen indicates if the father was added by: paternity affidavit completed in hospital; paternity affidavit completed through FSD; paternity affidavit completed by parents; FSD-initiated order of paternity; or other paternity court order. This screen has allowed FSD to proceed with paternity establishment more quickly, and has reduced hard-copy requests for information to BVR.
<b>Missouri</b>	A standard affidavit request form was created to provide BVR with the information it needed to locate the affidavit for FSD, and includes a self-addressed postage-paid envelope to speed response.
<b>Montana</b>	Liaisons were sent to train employees to fill out and submit Voluntary Acknowledgments of Paternity. This training has proven successful in improving the process.
<b>Nebraska</b>	We would recommend that extensive joint OVR and Child Support business process reviews be conducted so that both groups understand how cases are processed in each system. Terms that are used should be defined and the goals of each business process documented. We also recommend that Joint Application Design (JAD) sessions be conducted that involve both OVR business and technical staff and Child Support business and technical staff to ensure that the interface design will accomplish the goals of both entities. These steps were not taken originally when the interface was developed here in Nebraska and we have continued to address data quality and reliability issues.
<b>North Dakota</b>	Be proactive. CSE has been very proactive in approaching VR with suggestions and help in an effort to meet internal objectives. For example, although VR "owns" the VPA form, when the form needed to be revised due to changes in state law, CSE took the lead and provided a redraft for VR's consideration. CSE has also maintained open lines of communication and has established a good working relationship with VR.
<b>North Dakota</b>	When we first started accessing VPAs through DocuNet, some Regional IV-D workers questioned the validity of the scanned and printed copies since they were not certified. These workers were concerned that the scanned copies would not be acceptable to the courts. To address this concern, the BVR's director provided us with a letter documenting the validity of data in the DocuNet system. In part, the letter stated that data in DocuNet "is authentic and genuine" and that any copies created from DocuNet "should be considered true and exact copies of the originals and should be handled with the same care and privacy as the certified copies that are generated by [Vital Records]." Upon request, we provide a copy of this letter to the Regional IV-D offices so they can help educate the local judges.

STATE RECOMMENDATIONS BASED ON LESSONS LEARNED	
Source	Description
Rhode Island	<ul style="list-style-type: none"> <li>• Never go to Vital Records demanding anything;</li> <li>• Have lots of communication and make allies;</li> <li>• Involve the technical staff early in the process for developing automated processes;</li> <li>• Know exactly what it is you need;</li> <li>• Don't assume that information means results -- train your staff to properly use the information.</li> </ul>
Utah	Carefully scrutinize data accuracy prior to implementing an interface.
Utah	Do thorough research on system compatibility.
West Virginia	Remember that it is a win-win. The system benefits Vital Records as much as Child Support. Automation allows for simpler billing—one check for countless records rather than hundreds of small checks for individual records. The system has interstate and interagency capabilities because it is web-based. Sell the concept to the sister agency as a win-win.

#### IV. ON THE HORIZON

##### A. NCHS and NAPHSIS Automation Projects

1. NCHS: National Vital Statistics System  
<http://www.cdc.gov/nchs/nvss.htm>

“CDC’s National Center for Health Statistics is working with State partners represented by the National Association of Public Health Statistics and Information Systems (NAPHSIS) and the Social Security Administration (SSA) to fundamentally re-engineer the processes through which vital statistics are produced in the U.S., including implementation of the 2003 revised certificates. The primary objective is to improve the timeliness, quality, and sustainability of the decentralized vital statistics system, along with collection of the revised and new content of the 2003 certificates, by adopting technologically sophisticated yet cost-effective model IT systems based on nationally developed standards and models.”

2. NAPHSIS: Electronic Verification of Vital Events (EVVE)  
<http://www.naphsis.org/projects/index.asp?bid=403>

*“The National Association for Public Health Statistics and Information Systems (NAPHSIS) has developed and implemented an electronic system that allows immediate confirmation of the information on a birth certificate presented by an applicant to a government office anywhere in the nation irrespective of the place or date of issuance. Authorized Federal and State agency users, via a single interface, can generate an electronic query to any participating vital records jurisdiction throughout the country to verify the contents of a paper birth certificate*

*or to request an electronic certification (in lieu of the paper birth certificate). An electronic response from the participating vital records jurisdiction either verifies or denies the match with official state or jurisdiction records. The system will also flag positive responses where the person matched is now deceased. As designed, queries can be generated and matched against 250 million birth records in jurisdiction vital record databases nationwide. The EVVE system is also capable of supporting the electronic verification and/or electronic certification of death records.”*

The National Center for Health Statistics and Information Systems (NAPHSIS) has a contract with the Social Security Administration (SSA) to develop a process to perform remote message-based verification and certifications of birth and death records. The pilot is known as Electronic Verification of Vital Events (EVVE) system. Eight States participated in the pilot. They were: Hawaii, California, Colorado, Minnesota, Missouri, Oklahoma, Iowa and Mississippi. The EVVE solution would establish a means by which appropriate SSA users can query for a verification of certification to any participating State. The EVVE project is based on the development of a standard Vital Event Transaction (VET) message using Internet Extensible Markup Language (XML) as the standard for transmission of EVVE queries and responses to the vital events records.

NAPHSIS piloted the EVVE system with the SSA. The pilot commenced in August 2002 and ended in December 2003. At the peak of the pilot phase, users at SSA offices located in 26 States across the country were sending birth and death verification and certification query requests to eight participating vital records offices.

NAPHSIS is currently piloting the EVVE system with the American Association of Motor Vehicle Administrators (AAMVA). The EVVE system provides the capability for users at participating DMV offices to query participating vital records offices to verify the birth certificate presented by the applicant applying for a driver's license or identification card. As of January 2006, the States participating in the EVVE pilot from a DMV perspective are Iowa and South Dakota, and the States participating in the EVVE pilot from a vital records perspective are Iowa, Minnesota, Missouri, South Dakota and North Dakota.

## **Appendix A**

### **Vital Records Interview Questionnaire**

## **Appendix A**

### **Vital Records Interview Questionnaire**

#### **Interview Questions:**

1. Does your State's Child Support Program/System have an automated interface with Vital Records agencies or hospitals to obtain birth/death/marriage/parentage records?

If yes, please describe the interface(s):

- Agencies/entities/systems involved in the interface.
  - Type of interface – how do you receive the information? (Separate system, integrated system, online real-time access, batch files, web portal, etc.)
  - Frequency of Updates: Real-time, overnight, weekly, monthly?
  - Description of data elements you receive from each type of interface.
2. Does your state (counties) use 1115 or SIP grants as funding vehicles to support automated interfaces with vital records?
  3. How do child support users access and use the vital record information?
  4. Can you provide cost information for accessing vital records?
  5. Do you consider your State's automated interface to be cost effective for the Child Support Program? Do you have data to support your views? If so, would you share this data with us?
  6. Are there barriers to your State's ability to access vital records data? If so, please explain.
  7. Is there specific information that would be helpful to you in removing barriers and/or improving your access and use of vital records data?
  8. Are there "lessons learned" in your State's experiences that would be helpful to other States who are trying to improve their vital records data exchange processes? If so, please describe.
  9. How does your State's use of vital statistics data accomplish goals in the OCSE Strategic Plan #'s 1, 2, and 5, more specifically #1?

## **Appendix B**

### **Data Element Lists**

## **Appendix B**

### **Data Element Lists**

The survey states provided the following data element lists.

#### **1. COLORADO – Online access to Colorado Vital Information System (COVIS)**

- Child's name
- State file#
- State file date
- Local file date
- DOB
- Time of birth
- Gender
- State
- County
- City of birth
- Facility name
- Address
- Zip code
- Mother/Father name
- Mother/Father DOB
- Mother/Father birth state, city, and county
- Mother/Father address
- Mother/Father SSN
- Mother's maiden name
- Paternity status
- Paternity date

#### **2. DELAWARE - Electronic Vital Records System (EVRS)**

After DCSE completes its Db2 conversion project, OVS will send DCSE flat files with the Voluntary Acknowledgement of Paternity data elements on it. The file layout will include the following elements.

- Child's DOB
- Child's First Name
- Child's Middle Name
- Child's Last Name
- Child's Sex
- City Name of Birth
- County of Birth
- Place of Birth Code
- Place of Birth Facility Code
- Place of Birth Facility Name

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- Birth Certificate Number
- Mother's First Name
- Mother's Middle Name
- Mother's Married Last Name
- Mother's Maiden Name
- Mother's SSN
- Mother's DOB
- Mother Race - White
- Mother Race - Black or African American
- Mother Race - American Indian
- Mother Race - Asian Indian
- Mother Race - Chinese
- Mother Race - Filipino
- Mother Race - Japanese
- Mother Race - Korean
- Mother Race - Vietnamese
- Mother Race - Other Asian
- Mother Race - Native Hawaiian
- Mother Race - Guam or Chamorro
- Mother Race - Samoan
- Mother Race - Other Pacific Islander
- Mother Race - Other
- Mother Race - Unknown
- Mother's Education Level
- Mother's Place of Birth
- Mother's County of Residence
- Mother's Residence Location
- Mother's Address Street Name
- Mother's Zip Code
- Mother's Residence City Limits Indicator
- Father's First Name
- Father's Middle Name
- Father's Last Name
- Father's SSN
- Father's Date of Birth
- Father's Place of Birth
- Father Race - White
- Father Race - Black or African American
- Father Race - American Indian
- Father Race - Asian Indian
- Father Race - Chinese
- Father Race - Filipino
- Father Race - Japanese
- Father Race - Korean
- Father Race - Vietnamese
- Father Race - Other Asian
- Father Race - Native Hawaiian
- Father Race - Guam or Chamorro

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- Father Race – Samoan
- Father Race - Other Pacific Islander
- Father Race – Other
- Father Race – Unknown
- Father's Education Level
- State File Date
- Type of Place Where Acknowledgment is Signed
- Name of Place Where Acknowledgment is Signed
- City Where Acknowledgment is Signed
- State of Birth
- Mother's Resident City
- Mother's Resident State
- Father's Employers Street Address
- Father's Employers Zip
- Mother's Phone
- Mother's Employer Name
- Mother's Employer City
- Mother's Employer State
- Mother's Occupation
- Mother's Hispanic Origin
- Mother's Hispanic Origin Literal
- Mother's Medical Insurance Company Name
- Mother's Medical Policy Number
- Is Mother Married
- Father's Phone Number
- Father's Employer Name
- Father's Employer City
- Father's Employer State
- Father's Occupation
- Father's Type of Business
- Father's Medical Insurance Company Name
- Father's Medical Policy Number
- Father's Hispanic Origin
- Father's Hispanic literal
- Father's Street Address
- Father's Apt Number
- Father's State Address
- Father's City Address
- Father's Zip Address
- Father's Zip Extension Address

### **3. MISSOURI – Online access to Bureau of Vital Records data via three screens**

- Child's name
- Child's DOB
- Mother's maiden name
- Mother's SSN
- Father's name
- Father's SSN
- Manner in which unwed father was added to child's birth record (i.e., paternity acknowledgment, court order, etc).

### **4. MONTANA – Online access to Vital Statistics Bureau data**

The VSB system is accessed two ways. All CSE staff can log in and view an abstract of the birth record with the following elements:

- Child's name
- Child's DOB
- Child's place of birth
- Field indicating if VAP signed
- Date of VAP signature
- Mother/Father name
- Address
- Mother's SSN
- Mother's maiden name

The second form of access is by the Office of Administrative Law Judge who can see additional data elements such as how dad's name got on the VAP. The judge can print it off and sign it to make it a certified copy.

### **5. NEBRASKA – CHARTS Interface with Vital Records system**

CSE currently receives the following data elements

- Birth Facility Type
- Birth Facility Code
- Birth Facility Name
- Marital Status
- Paternity Acknowledgment Received Date
- Child's Birth Certificate Number
- Birth State
- Birth County
- Birth City
- Child's Last Name
- Child's Middle Name
- Child's First Name
- Child's Name Suffix
- Child's Gender

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- Child's SSN
- Child's Date of Birth
- Birth Description – (If the Child is Deceased and the Last 3 Digits of the Year the Death Occurred)
- Mother's Last Name
- Mother's Middle Name
- Mother's First Name
- Mother's Name Suffix
- Mother's SSN
- Mother's Date of Birth
- Mother's Residential Address
- Mother's Mailing Address
- Father's Last Name
- Father's Middle Name
- Father's First Name
- Father's Name Suffix
- Father's SSN
- Father's Date of Birth

Starting in March 2007, CSE will receive the following data elements in regard to marriage license records:

- Record Type
- Marriage Certificate Number
- Groom SSN
- Groom First Name
- Groom Middle Name
- Groom Last Name
- Groom Date of Birth
- Bride SSN
- Bride First Name
- Bride Middle Name
- Bride Last Name
- Bride Date of Birth
- Date of Marriage
- County of Marriage
- City of Marriage
- Groom Address
- Groom City
- Groom County
- Groom Race
- Bride Address
- Bride City
- Bride County
- Bride Race
- Bride Maiden

CSE currently receives the following data elements in regard to death certificate records:

- Record Type
- SSN
- First Name
- Last Name
- Date of Death
- Date of Birth
- Gender
- Death Certificate Number
- City of Death
- County of Death
- Marital Status at Time of Death
- Spouse Name
- Manner of Death
- Cause of Death
- Funeral Home Name
- Funeral Home Address
- Funeral Home City
- Funeral Home State
- Funeral Home Zip
- Autopsy Performed
- Work Related Injury
- Method Of Disposition
- Informant Name

Divorce records are also being added to the system.

## 6. NORTH DAKOTA

DocuNet - Online access to document images:

- Actual birth certificate
- Voluntary Affidavit of Paternity Acknowledgment (~~VAP~~)(VPA)
- Death certificate
- Court order for paternity
- Rescission document
- Disestablishment document
- Rescission of acknowledgment of paternity
- Other documents disestablishing paternity.

EVERS - As of January 1, 2006, hospitals are populating all birth information in VR's new database system, the Electronic Vital Event Registration (EVERS). CSE is working with VR to gain access to this database by programming the IV-D CSE system to have a menu option for the EVERS database. The available identified data elements for the EVERS system include:

- Birth Certificate Number

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- Infant Name
- Infant SSN
- Birth Legitimacy Code
- Payment Source Code
- Infant Birth Place
- Gender
- Birth Weight
- Birth Order
- Last Menses
- Mother's Name, Including Maiden Name
- Mother's Address
- Mother SSN
- Mother Birth State Code
- Mother Birth Date
- Mother Race
- Father's Name
- Father SSN
- Father Birth Date
- Father Birth State Code
- Father Education Code
- Father Race
- Paternity Acknowledgment Signed
- Paternity Acknowledgment Received
- Husband Disclaimer Signed
- Death Certificate Number
- Other State Death Certificate Number
- Death Certificate Date
- Death Certificate Comments
- Death Certificate State Code

Marriage documents are not available.

**7. RHODE ISLAND – Interface between InRHODES IV-D system and Vital Records agency. Data elements include:**

- VR ID (claim)
- Child's name
- Child's DOB
- Child's sex
- City/state of birth
- Mother/Father name
- Mother/Father SSN
- Mother/Father place of birth
- Address
- Hospital

**8. UTAH – Online access to Office of Vital Records and Statistics data and in process of new system development for additional elements**

**Current Access to data elements:**

- Child's name
- Child's DOB
- Child's gender
- File#=birth certificate ID
- Location of birth: city and county
- Mother's SSN
- Mother's name
- Mother's DOB
- Mother's birthplace
- Marriage indicator
- Father's name
- Father's DOB
- Father's birthplace
- Father's SSN
- Paternity indicator, type: how paternity established, date, voluntary indicator

**New data elements list for upgraded interface currently in development.** IBM will pass this information to ORSIS (IV-D system) via upgraded data exchange:

Child Information

- State file number
- Child Last Name
- Child First Name
- Child Middle Name
- Child Suffix
- Child SSN
- Child DOB
- Child gender
- Place of birth
- Place of birth code
- Birth city
- Birth county

Mother Information

- Mother last name
- Mother first name
- Mother middle name
- Mother maiden name
- Mother SSN
- Mother DOB
- Mother age
- Mother birthplace
- Mother mail street
- Mother mail city

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- Mother mail state PC
- Mother zip 5
- Mother zip 4
- Mother race code
- Mother race 1 code
- Mother Hispanic

Legal Fields

- Medicaid at birth
- Place for adoption

Father Information

- Father's last name
- Father's first name
- Father's middle name
- Father's suffix
- Father's DOB
- Father's SSN
- Father's birthplace
- Father's mail street
- Father's mail city
- Father's mail state PC
- Father's mail zip 5
- Father's mail zip 4
- Father race code
- Father race 1 code
- Father Hispanic

Paternity Information

- Mother married
- Paternity papers
- Paternity type
- Paternity voluntary
- Paternity date
- OVRs adoption flag
- OVRs adoption type

Miscellaneous Information

- OVRs adoption change date
- OVRs change code
- Legal notes
- OVRs notes Line 1
- OVRs notes Line 2

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- OVRS paternity notes

Data elements to be gathered from the OVRS Adoption Master Database:

- AM adoption type
- AM adoption date of decree
- AM Father (A or D)

Data element to be gathered from the OVRS ORS Master Database

- Admin date of decree

**9. WEST VIRGINIA – Interstate Paternity Acknowledgement Certification Transmission (IPACT)- Web-based system for sharing vital records information**

- Child's name
- Child's DOB
- Child's SSN
- Place of birth state and county
- Mother's maiden name
- Mother's marital status
- Mother's SSN
- Father's SSN
- Paternity affidavit on file yes or no
- Father's SSN.