

Iowa State Association of Counties Annual Meeting

Iowa County Recorder Association
August 24, 2023

Presenters:

Sam Nichols, Unit Supervisor - Registration & Issuance

Melissa Ellis, County Recorder Oversight Manager

Agenda

- Death Records
 - Fact of Death
- Forward to State
- Customer Service
- County Recorder Refresher Training

Death Records

■ Certified Copies of Death Records for Funeral Homes

- Funeral directors may make a request through IVES.
- Entitlement for funeral homes is one year from date of death.
- The death record must be complete (registered and filed) in order for certified copies to be processed.

■ Fact of Death

- These are paper applications that come from the funeral home.
- Customers can also request Fact of Death records through the application process.
- In order for Fact of Death records to be processed, the funeral home **MUST** have signed off and completed the demographic portion of the death record.

Forward to State



- Address **must** be included in IVES.
- User must reassign to “Central Location” under the “Reassignment” Tab.
- User must upload the application in IVES as a document or image.
- Forward to State applications are treated as regular mail
 - Processed by date of order
 - We do not expedite forward to state applications
 - Genealogy requests can take up to 60 days for processing
 - Other requests can take up to 3 weeks for processing

Forward to State (cont....)

- Notary section
 - Review the entire application.
 - Applicant's signature date must match the notary signature date if using the notary section.
- Driver's license must be included if accepting application via the "administrative section."
 - If ID is expired, another form of identification is needed.
 - Use the "Identity Documents for Entitlement/notarization" document.
- Checking an application status in IVES
 - If the application status is not set to "CLOSED"- this means the application is still in process.

Bureau of Health Statistics

■ Customer Service

- Reminder: State records are closed to the public. Staff cannot release any information about records including dates, names, or if we even have the record.
- State staff have a 2 hour return window for phone calls
- Please leave a voicemail message and your call WILL be returned
- Utilize the IVES Helpdesk number for technical assistance
- Utilize the Vital Records phone list hosted on the VR County Recorder Portal

County Recorder Refresher Training

September 6 & 7, 2023

Time:

8:30 a.m. to 4:00 p.m.

Training Location:

DMACC Campus
State Hygienic Lab
2240 DMACC Blvd.
Ankeny, Iowa 50025

The course is designed for **lead** vital records staff who provide direct customer service to vital records customers. A formal registration will be released soon. The training is **free**.



Questions