
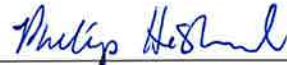


District of Columbia Department of Health Vital Records Division Search and Return of Fees		PROCEDURE 1120.000 Implementing Office: Center for Policy Planning and Evaluation/Vital Records Division Training Required: Yes Originally Issued: Revised/Reviewed: JUN 15 2022
Approved by:  LaQuandra S. Nesbitt MD, MPH; Agency Director	Review by Legal Counsel:  Phillip Husband, Esq.; General Counsel	Effective Date: JUN 15 2022 Valid Through Date: JUN 15 2025

I. Authority	Reorganization Plan No. 4 of 1996; Mayor’s Order 1997-42; The Vital Records Modernization Act of 2018, D.C. Law 22-189, D.C. Official Code §7-231.
II. Reason for the Policy	The District of Columbia Vital Records Division (DCVRD or “the Division”) within the Center for Policy Planning and Evaluation (CPPE) has jurisdiction over District of Columbia birth, death, fetal death, induced termination of pregnancy and domestic partnership records. These functions encompass a wide array of specific services for which fees are charged. A policy is required to articulate specifically what customers are entitled to receive under some services. Additionally, this policy identifies specific scenarios wherein a requested service may not be carried out, entitling the applicant to have a fee returned.
III. Applicability	This SOP shall apply to all DC Health employees, contractors, interns, and light-duty employees from other agencies serving within DCVRD (referred to collectively hereafter as “employees” or “DCVRD employees”).
IV. Policy Statement	<p>The State Vital Records Registrar is the Program Manager over DCVRD, and is the accountable party for ensuring that fees are charged appropriately to the Division’s customers.</p> <p>The fees charged by the Division reflect payment for a service, not a product. If DCVRD performs the service requested by an</p>

	<p>applicant, but the requested record could not be produced within the Division’s authority, the fee will still be charged. All guidance materials issued by the Division shall reflect this distinction.</p> <p>The circumstances articulated below shall be considered the only conditions under which DCVRD staff is authorized to return a fee for a Vital Records service.</p> <p>All DCVRD staff shall ensure that an applicant’s identity is properly verified, and their entitlement to a requested record is verified before conducting a requested service (including amending a record). Identity and entitlement verification shall be performed according to SOP 1127.000 Vital Records Entitlement and Identity Verification. Applicants who are unable to sufficiently verify their identity, or their entitlement to the requested record, will have their application fee returned. Applicants requesting an amendment to a record, but who are unable to produce the required documentation to facilitate that amendment, will not have their application fee returned.</p> <p>An applicant requesting a search for a certificate is required to provide the year the vital event is estimated to have occurred (e.g. the year of a relative’s death). DCVRD shall search within the year supplied by the applicant as well as the year before and year after as a standard practice. The fee for the search is charged even if the search is unsuccessful using the information supplied by the applicant. A certificate of search shall be issued to the applicant. If the applicant requests a search beyond the above stated parameters, a search fee shall be charged for every three-year search.</p> <p>An applicant requesting delayed registration of birth or death, registration of presumptive death, registration of infant of unknown parentage, out-of-institution birth registration, or domestic partnership registration is required to provide supporting documentation per guidance provided by the State Registrar. The fee is charged even if the request for registration is unsuccessful using the information provided by the applicant and a denial letter is issued to the applicant.</p>
--	---

Applicants who discover during their visit to the DCVRD Fulfillment Center that a record requires an amendment may choose to save the order for up to 90 days (the applicant will not receive a copy of the document). Within this 90-day period, the applicant is welcome to return with the required supporting documentation and will only be charged the associated amendment fee. If the 90-day period elapses without a return visit, a DCVRD staff shall provide the original document to the applicant by mail. If during the initial visit the applicant chooses to receive the original document, an exchange may not be made at a later date. Outside of the aforementioned circumstances, a customer who requires an amended document will be charged for an additional document in addition to the amendment fee.

Applicants who order remotely without the ability to preview the record in advance discover that a certificate received by mail requires an amendment must return the original document to DCVRD within 15 days of shipment to be eligible for an exchange. The applicant then has 90 days after returning the certificate to DCVRD to provide the documentation necessary to amend the certificate and associated amendment fee. If the 90-day period elapses without the required supporting documentation being submitted, DCVRD staff shall provide the applicant the unaltered certificate by mail.

Applicants may request that DCVRD save incomplete applications for delayed registration of birth or death for 30 days. After this period has elapsed, the application will be destroyed. The application processing fee is non-refundable, and the applicant must initiate a new application if the service is required at a later date.

Applicants may request that DCVRD save incomplete applications for out-of-institution birth registration for 30 days. After this period has elapsed, the application will be destroyed. The application processing fee is non-refundable, and the applicant must initiate a new application if the service is required at a later date.

Any DCVRD staff not in compliance with the terms of this SOP may be subject to commensurate disciplinary action.

<p>IV. Definitions & Acronyms</p>	<p>Amendment- Any change to information that appears on a certificate issued by DCVRD</p> <p>Certificate of Search- An official document that provides information about a search performed by the DCVRD</p> <p>CPPE- Center for Planning Policy and Evaluation</p> <p>DCVRD- District of Columbia Vital Records Division</p> <p>Order- Within the context of this SOP, order means an application that has been completely or partially processed by DCVRD staff.</p> <p>Rejection Letter- A letter supplied by the DCVRD to an applicant detailing why a service cannot be performed. The letter may be required to support a petition for relief sought in a court of competent jurisdiction.</p> <p>Vital Event- A live birth, death, fetal death, induced termination of pregnancy, marriage, divorce, dissolution of marriage, or annulment.</p>
<p>VI. Procedures</p>	<p>Procedure A: Same Day Walk-Up Service (KIOSK)</p> <p>This procedure applies to transactions using cash, money order, or business check. Return of fees described by this procedure can only be processed if the customer has the DC Health Office of the Chief Financial Officer Department (OCFO) receipt.</p> <ol style="list-style-type: none"> 1. The DCVRD employee shall complete the Voids and Adjustment Form. The form must be signed by the appropriate designated staff. 2. The DCVRD employee shall add a note in VITA CSMS on the associated request/order. 3. The DCVRD employee shall advise the customer to provide the completed form and all receipts related to the transaction to the cashier.

4. The DCVRD employee shall also advise the customer that refunds not processed same day will follow the non-same day process.
5. The DCVRD employee shall direct the customer to return to the cashier's window at which they were previously seen.
6. The DCVRD employee shall complete a void/cancel in VitalChek Product Suite (VPS).
7. The DCVRD employee shall add a note in VITA CSMS on the associated request/order.

Procedure B: Non-Same Day Walk-Up Service (KIOSK)

This procedure applies to transactions using cash, money order, or business check. Return of fees described by this procedure can only be processed if the customer has the DC Health Office of the Chief Financial Officer Department (OCFO) receipt.

1. The DCVRD employee shall photocopy the OCFO receipt(s) and identification provided by the customer and then return the original documents to the customer.
2. If the customer is unable to provide OCFO receipt(s) and payment can be verified in VITA-CSMS, the DCVRD employee shall print the VITA-CSMS request receipt.
3. The DCVRD employee shall complete a Return of Fees Request Form and attach the receipt and ID to the form. The form must then be signed by the Center for Policy, Planning, and Evaluation Deputy Director of Operations.
4. The DCVRD employee shall add a note in VITA CSMS on the associated request/order.
5. The DCVRD employee shall advise the customer of the method and time frame for receiving return of fees via mail – checks are distributed within 30-90 days.

6. If the return of fees are not received within this timeframe, the customer shall contact DCVRD via email at dc.vitalrecords@dc.gov.
7. The signed forms shall be provided to the appropriate contact in the DC Health OCFO.

Procedure C: Same Day Walk-Up Service (NON_KIOSK)

Return of fees can only be processed as described by this procedure if the customer has the DC Health Office of the Chief Financial Officer Department (OCFO) receipt.

1. The DCVRD employee complete the Voids and Adjustment Form. The form must be signed by the appropriate designated staff.
2. The DCVRD employee shall add a note in VITA CSMS on the associated request/order.
3. The DCVRD employee shall advise the customer to provide the completed form and all receipts related to the transaction to the cashier.
4. The DCVRD employee shall also advise the customer that refunds not processed same day will follow the non-same day process.
5. The DCVRD employee shall direct the customer to return to the cashier's window at which they were previously seen.

Procedure D: Non-Same Day Walk-Up Service (NON_KIOSK)

1. The DCVRD employee shall photocopy the OCFO receipt(s) and identification provided by the customer and then return the original documents to the customer.
2. If the customer is unable to provide OCFO receipt(s) and payment can be verified in VITA-CSMS, the DCVRD employee shall print the VITA-CSMS request receipt.

3. The DCVRD employee shall complete a Return of Fees Request Form and attach the receipt and ID to the form. The form must then be signed by the Center for Policy, Planning, and Evaluation Deputy Director of Operations.
4. The DCVRD employee shall add a note in VITA CSMS on the associated request/order.
5. The DCVRD employee shall advise the customer of the method and time frame for receiving return of fees via mail – checks are distributed within 30-90 days.
6. If the return of fees are not received within this timeframe, the customer shall contact DCVRD via email at dc.vitalrecords@dc.gov.
7. The signed formed shall be provided to the appropriate contact in the DC Health OCFO.

Procedure E: Same Day Credit Card and Personal Check Requests

1. The DCVRD employee shall complete a void/cancel in VitalChek Product Suite (VPS).
2. The DCVRD employee shall add a note in VITA CSMS on the associated request/order.

Procedure F: Non-Same Day Credit Card and Personal Check Requests

1. The DCVRD employee shall send a Voids/Cancel request via email to vcn_helpdesk@vitalchek.com.
2. The DCVRD employee shall add a note in VITA CSMS on the associated request/order.
3. The DCVRD employee shall advise the customer that the request for the Void/Cancel has been made to the third-party vendor.

	<p>Procedure G: Remote Orders (Third Party Vendors)</p> <ol style="list-style-type: none"> 1. The DCVRD employee shall send a Voids/Cancel request via email to vcn_helpdesk@vitalchek.com. 2. The DCVRD employee shall add a note in VITA CSMS on the associated request/order. 3. The DCVRD employee shall advise the customer that the request for the Void/Cancel has been made to the third-party vendor. <p>Procedure H: Mail-In Orders</p> <ol style="list-style-type: none"> 1. The DCVRD employee shall print the VITA-CSMS request receipt and/or the online payment portal receipt. 2. The DCVRD employee shall complete a Return of Fees Request Form and attach the receipt and ID to the form. The form must then be signed by the Center for Policy, Planning, and Evaluation Deputy Director of Operations. 3. The DCVRD employee shall add a note in VITA CSMS on the associated request/order. 4. The DCVRD employee shall advise the customer of the method and time frame for receiving return of fees via mail – checks are distributed within 30-90 days. 5. If the return of fees are not received within this timeframe, the customer shall contact DCVRD via email at dc.vitalrecords@dc.gov. 6. The signed formed shall be provided to the appropriate contact in the DC Health OCFO.
<p>VII. Contacts</p>	<p>State Vital Records Registrar</p> <p>Customer Service and Certification Operations Supervisor</p>

VIII. Related Documents, Forms and Tools	Certificate of Search Request Form Amendment Request Form DCVRD Fee Schedule
---	--