
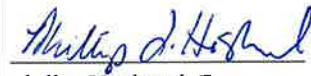


District of Columbia Department of Health <h2>Vital Records Entitlement and Identity Verification</h2>		PROCEDURE 1127.000 Implementing Office: Center for Policy Planning and Evaluation Training Required: Yes Originally Issued: JUN 15 2022 Revised/Reviewed:
Approved by:  LaQuandra S. Nesbitt MD, MPH; 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 DC Health 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 loss, induced termination of pregnancy and domestic partnership records. District laws and regulations place limits on who may access these documents. To minimize risk of vital documents being improperly obtained, standardized procedures and internal controls are required.
III. Applicability	This document shall apply to all DC Health employees, vendor staff, contract employees, interns, employees of other DC government agencies temporarily assigned to DOH who are assigned to DCVRD or whose assignment affords access to information in vital documents. These individuals are referred to collectively herein as “employees” or “DCVRD employees.”
IV. Policy Statement	The State Vital Records Registrar (the Registrar) is the Program Manager over DCVRD. They are the accountable party for ensuring that all DCVRD employees receive all necessary information and support to ensure that vital documents are issued only to those who are legally entitled to receive them, and that those individuals have presented documentation to verify they are who they claim to be.

	<p>Entitlement Verification</p> <p>DCVRD issues certified birth, death, fetal death and domestic partnership records for relevant events that occurred in the District of Columbia. During the closed record period, certificates may only be issued to legally entitled persons.</p> <p>Birth records are closed for 125 years after date of birth; domestic partnership records for 100 years after registration; fetal death records for 75 years after death; and death records for 75 years after death. Once the closed period has ended, the records become public and any person may obtain certified copies from DCVRD.</p> <p>Archive copies of public records may be obtained from the DC Office of Public Records. Archive copies are not certified. All certificates, for both closed and public records, issued by the DCVRD are subject to the identity verification process. Entitlement verification is not required for certificates of public records.</p> <p>In order to be entitled to a closed birth record, the applicant must have one of the following relationships to the person whose vital event has been registered on the record, or "birth registrant":</p> <ul style="list-style-type: none">• Self (if 18 years old or emancipated minor)• Parent• Adult child or adult sibling• Grandparent• Legal guardian• Legal representative• Licensed social worker• Individual with power of attorney• Individual granted entitlement upon order by the Superior Court of the District of Columbia• Person authorized by written agreement with the DCVRD• Individual with a subpoena issued and signed by a D.C. Superior Court Judge <p>In order to be entitled to a closed death record, the applicant must have one of the following relationships to the person whose vital event has been registered on the record, or "decedent":</p>
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	<ul style="list-style-type: none"> • Spouse or Domestic Partner listed on death record • Parent • Adult child or adult sibling • Grandparent • Grandchild • Legal guardian of the decedent immediately prior to death • Legal representative • Funeral Director (within 30 days of the date of registration or delayed determination of death by the DC Office of the Chief Medical Examiner or at the time of an amendment of the death record) • Informant listed on the death record • Next of kin as specified by probate or other law • Person who demonstrates that the record is needed for determining or protecting any individual or property rights • Person authorized by written agreement with the DCVRD • Persons with rights to control the final disposition per D.C. Code § 3-413 • Individual with a subpoena issued and signed by a D.C. Superior Court Judge <p>In order to be entitled to a closed fetal death record, the applicant must have one of the following relationships to the fetus whose vital event has been registered on the record, or “decedent”:</p> <ul style="list-style-type: none"> • Parent • Adult Sibling • Grandparent • Legal Guardian of a parent • Legal Representative of the fetus • Funeral Director (within 30 days of the date of registration or delayed determination of death by the DC Office of the Chief Medical Examiner or at the time of an amendment of the death record) • Individual granted entitlement upon order by the Superior Court of the District of Columbia and signed by D.C. Superior Court judge. • Person authorized by written agreement with the DCVRD
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- Persons with rights to control the final disposition per D.C. Code § 3-413

In order to be entitled to a closed domestic partnership or termination of domestic partnership record, the applicant must have one of the following relationships to the person whose name appears on the record:

- Registrants
- Adult Child
- Parent
- Adult Sibling
- Adult Grandchild
- Grandparent
- Legal Guardian
- Legal Representative
- Individual granted entitlement upon order by the Superior Court of the District of Columbia and signed by D.C. Superior Court judge.

DCVRD employees serving applicants are responsible for verifying that the applicant is entitled to the record as defined above. This includes manual inspection by examining the documents provided by the applicant to determine if they support the claim to entitlement and appear to be authentic and unaltered. The DCVRD employee must enter the entitlement information into the order processing system as required.

Identity Verification

Each applicant for a DCVRD service shall undergo an identity verification process provided by the Registrar.

Identity verification may occur either electronically or manually, at the discretion of the Registrar. The Registrar will issue a memorandum to all DCVRD employees with clear instructions on when the electronic process is to be used and when the manual process is to be used. The Registrar may issue a new memorandum at any time if those circumstances change for any reason. This authority includes the discretion to discontinue manual identity

verification entirely through the issuance of a new memorandum reflecting such a practice.

Applicants required to complete electronic identity verification will complete an electronic identity verification at a kiosk or via a remote ordering process. Either process may require that the applicant supply additional identity documents to authenticate identity.

- Applicants who are able to have their identity authenticated by the electronic process and present an acceptable form of Primary Photo Identification shall continue with order processing;
- Applicants who are able to have their identity authenticated by the electronic process, but do not present an acceptable form of Primary Photo Identification, must present two acceptable forms of Alternate Photo Identification in order to continue with order processing;
- Applicants who are able to have their identity authenticated by the electronic process, but do not present an acceptable form of Primary Photo Identification, and who do not present two acceptable forms of Alternate Photo Identification may not continue with order processing and shall be issued a denial letter;
- Applicants who are unable to have their identity authenticated by the electronic process, but present an acceptable form of Primary Photo Identification, must also produce two acceptable forms of Additional Identification in order to continue with order processing; and
- Applicants who are unable to have their identity authenticated by the electronic process and do not present an acceptable form of Primary Photo Identification may not continue with order processing and shall be issued a denial letter.

Remote orders facilitated through a third party are subject to entitlement and identity verification through a written agreement developed by DCVRD. DCVRD will endeavor to ensure, to the greatest practicable degree, that remote customers are subject to the same degree of rigor as in-person customers.

DCVRD employees do not have access to data contained within the electronic identity verification process. The Registrar is responsible for ensuring the kiosks and remote ordering methods are configured only to transmit a pass/fail notification to DCVRD staff.

Applicants eligible for a manual Identity Verification process must present one acceptable form of Primary Photo Identification and two acceptable forms of Additional Identification to continue with processing or shall be issued a denial letter

DCVRD employees serving applicants are responsible for verifying that the applicant possesses acceptable identity documents. This includes verifying that the correct form(s) of identification have been presented based on the electronic identity verification result, inspecting identity documents to look for signs of counterfeiting or alteration, and performing manual facial identification by examining the photo(s) on the document(s) to determine if they match the facial features of the applicant presenting the document.

The DCVRD employee shall use the most current ID Checking Guide for the purposes of inspecting primary photo identification to compare characteristics of the document presented by the applicant to those provided in the most current ID Checking Guide. The DCVRD employee must enter the identification information into the order processing system as required.

If the DCVRD employee observes or suspects that the identity documents presented are unacceptable due to potential forgery, fraud or misrepresentation, the employee shall immediately notify the on-duty supervisor or team lead overseeing that service.

Onsite cashiers employed by the Office of the Chief Financial Officer (OCFO) are authorized to receive payment from DCVRD walk-up customers. DCVRD shall defer to all applicable laws, regulations, and internal OCFO policies and procedures regarding Identity Verification requirements for payment. The Identity Verification requirements for receiving a document from DCVRD may differ from OCFO requirements for accepting payment. DCVRD staff have no authority to dispute an OCFO judgement on whether an applicant's preferred payment method or identification

	<p>will be accepted. DCVRD employees should refer to SOP 1120.000 Vital Records Division Search and Return of Fees regarding concerns related to any remote ordering payments.</p> <p>Any employee in violation of any part of this SOP may be subject to commensurate disciplinary action.</p>
<p>IV. Definitions & Acronyms</p>	<p>Additional Identification- One of any of the following documents or combinations of documents. The document must be valid and undamaged, and must show full name, current address and/or signature if any or all of those fields exist on the document:</p> <ul style="list-style-type: none"> • Social Security Card; • Social Security Disbursement statement; • Unexpired vehicle registration or title; • Utility bill dated within the last 60 days; • Certified original court documents; • Previous year W2; • Pay stub within last 30 days • Hospital Newborn Discharge document related to a birth occurring within the last year; • Official correspondence from US Citizenship and Immigration Services <p>Alternate Identification- One of any of the following documents or combinations of documents. The document must be valid and undamaged, and must show full name, current address and/or signature if those fields exist on the document:</p> <ul style="list-style-type: none"> • Social Security Card; • Social Security Disbursement statement; • Unexpired vehicle registration or title; • United States Selective Service Card; • Voter Registration Card issued within the last 3 years; • Federal Census Record issued within the last 3 years; • Filed Court Documents; • Pay stub from the past 30 days; • Valid DC One Card; • Utility bill dated within the last 60 days; • Previous year W2; • DD214 (Military discharge/separation document); • Hospital Newborn Discharge document related to a birth occurring within the last year;

	<ul style="list-style-type: none"> • Official correspondence from US Citizenship and Immigration Services • Valid unexpired employment ID card with a photo and a paystub dated within the last 60 days; • Expired US state-issued driver's license, non-driver's license ID card or passport (expired within the last 3 years) • School ID card with photo from US jurisdiction/territory issued or expired within the last 3 years and report card/transcript or other proof of school enrollment within 3 years; • Department of Corrections or Federal Bureau of Prisons ID card with photo or probation/discharge papers with photo <p>Applicant- Individual requesting a vital record from DCVRD</p> <p>Certified Original Court Documents – Document that customers provide from the court that may include a raised seal, stamp and live signature indicating it's a true copy of the order, or both.</p> <p>CPPE- Center for Policy Planning and Evaluation</p> <p>DCVRD- DC Health Vital Records Division</p> <p>Denial 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>Electronic Identity Verification- A non-documentary identity verification process whereby applicants provide personal identity data to demonstrate they are who they claim to be.</p> <p>Entitlement Verification- The process whereby applicants demonstrate through the presentation of specific legal documents that their relationship to the person whose name appears on the requested document allows them to receive that document lawfully from DCVRD.</p> <p>Filed Court Documents- Documents that customer provides that have been filed with the court.</p>
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	<p>Manual Identity Verification – The process whereby applicants demonstrate through the presentation of specific legal documents that they are who they claim to be.</p> <p>OCFO- District of Columbia Office of the Chief Financial Officer</p> <p>Primary Photo Identification- One of any of the following documents. The document must be valid, unexpired, and undamaged:</p> <ul style="list-style-type: none"> • State-issued Driver’s License; • State-issued Non-Driver’s ID Card; • Passport or Passport Card; • Department of Homeland Security, United States Citizenship and Immigration Services (USCIS) issued Permanent Resident Card; • Department of Homeland Security, United States Citizenship and Immigration Services (USCIS) issued Employment Authorization Card; • Department of State Card; • United States Military Identification Card; • Law Enforcement Identification Card; • Government Employee ID for authorized Government Representatives only
<p>VI. Procedures</p>	<p>Procedure A: Electronic Identity Verification</p> <ol style="list-style-type: none"> 1. If the applicant is solely requesting a certificate, they shall complete the electronic identity verification unless otherwise required by the Registrar. If the applicant is requesting any other service, the applicant shall complete the manual identity verification process. 2. Based upon the results of the electronic identity verification, the kiosk or DCVRD employee shall prompt the customer to indicate whether they possess the required identity document(s). 3. DCVRD employees serving applicants are responsible for verifying that the applicant possesses the required identification documents. For walk-up customers, this includes examining photo identification to identify visual

	<p>inconsistencies between the person pictured and the physical appearance of the applicant.</p> <ol style="list-style-type: none">4. If the applicant does not have the required identity document(s), DCVRD employees shall issue them a denial letter.5. If applicant refuses denial letter, the DCVRD employee shall note the refusal in VITA CSMS and destroy the prepared letter in a method prescribed by the State Registrar.6. If the applicant has the required identity document(s), the DCVRD employee shall process the applicant's request upon verification of the document(s).7. The DCVRD employee shall scan and upload copies of the identity documents to the request in Vital Information Tracking Application – Customer Service Management System (VITA CSMS). <p>Procedure B: Manual Identity Verification</p> <ol style="list-style-type: none">1. If the applicant requests a service that has been approved by the Registrar for manual identity verification, the DCVRD employee shall request an acceptable form of Primary Photo Identification and two acceptable forms of Additional Identification.2. If the Primary Photo Identification and two forms of Additional Identification can be verified, the applicant shall proceed with the application process.3. The DCVRD employee shall scan and upload copies of the identity documents to the request in VITA CSMS.4. The DCVRD employee shall issue a denial letter if the required documents cannot be verified or are not presented by the applicant.5. If applicant refuses denial letter, the DCVRD employee shall note the refusal in VITA CSMS and destroy the
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	<p>prepared letter in a method prescribed by the State Registrar.</p> <p>Procedure C: Entitlement Verification (Walk-up)</p> <ol style="list-style-type: none">1. The DCVRD employee shall greet the applicant, answer any initial questions, provide the customer with the identity and entitlement requirements guidelines and determine the service being requested.2. If the customer is requesting issuance of a certified vital record, the DCVRD employee shall direct the customer to a kiosk where preliminary verification of entitlement shall be performed.3. If a customer is requesting modification or registration of a vital record, the DCVRD employee shall provide the customer with a ticket for the appropriate services. Entitlement verification shall be performed by the DCVRD employee providing the registration or amendment service at the service window.4. Customers shall visit the service window when called. The DCVRD employee shall review documentation presented by the customer to verify their claim to entitlement.5. DCVRD employees shall scan entitlement documentation provided by the customer and attach it to the request in VITA CSMS.6. DCVRD staff will issue all non-entitled applicants a denial letter.7. If an applicant refuses a denial letter, the DCVRD employee shall note the refusal in VITA CSMS and destroy the prepared letter in a method prescribed by the State Registrar.
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	<p>Procedure D: Entitlement Verification (Third Party Remote Orders)</p> <ol style="list-style-type: none">1. If the customer is requesting issuance of a certified vital record, the remote order service provider shall review the entitlement documentation provided by the applicant and take the appropriate action as indicated in the electronic identity verification policy section of this SOP.2. If a customer is requesting modification or registration of a vital record, the DCVRD employee shall perform entitlement verification by reviewing documentation presented by the customer to verify their claim to entitlement.3. The third party vendor shall upload all documentation submitted by the applicant into the third party order management system4. In cases where the third party vendor is unable to verify critical information to establish entitlement, the DCVRD employee shall do so manually prior to issuing the requested certificate.5. Accept in cases where the additional entitlement information can be found in VITA, DCVRD employees shall upload entitlement documentation provided by the customer and attach it to the request in VITA CSMS.6. DCVRD employees will issue all non-entitled applicants a denial letter.7. If an applicant refuses a denial letter, the DCVRD employee shall note the refusal in VITA CSMS and destroy the prepared letter in a method prescribed by the State Registrar. <p>Procedure E: Entitlement Verification (DCVRD Remote Orders)</p> <ol style="list-style-type: none">1. If the customer is requesting modification or registration of a vital record, the DCVRD employee shall perform manual
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	<p>identity and entitlement verification as indicated in Procedure B and the entitlement verification section of this SOP.</p> <ol style="list-style-type: none"> 2. Except in cases where the additional entitlement information can be found in VITA, DCVRD employees shall upload entitlement documentation provided by the customer and attach it to the request in VITA CSMS. 3. If a DCVRD employee is unable to verify identity or entitlement for an applicant requesting the modification or registration of a vital record, they will issue a denial letter. 4. If an applicant refuses a denial letter, the DCVRD employee shall note the refusal in VITA CSMS and destroy the prepared letter in a method prescribed by the State Registrar. 5. If a DCVRD employee is able to verify identity and entitlement for an applicant requesting the modification or registration of a vital record, they will collect the required payment prior to processing the request. 6. If payment is processed, the employee shall provide the modification or registration applicant with a case number which is also known as a record ID number or VITA CSMS request number.
<p>VII. Contacts</p>	<p>State Vital Records Registrar</p> <p>Customer Service and Certification Operations Supervisor</p>
<p>VIII. Related Documents, Forms and Tools</p>	<p>Identity Verification Requirements (for Kiosk In-Person Requests)</p> <p>Identity Verification Requirements (for Non-Kiosk, Walk-in, and Mail-In Amendment Requests)</p> <p>Entitlement Verification Requirements</p>