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# SENATE RESOLUTION

REQUESTING THE DEPARTMENT OF HEALTH TO PROVIDE A PLAN FOR  
IMPROVING ITS PROCESS FOR FULFILLING VITAL RECORD REQUESTS  
BY NEIGHBOR ISLAND RESIDENTS.

1           WHEREAS, the Department of Health, Office of Health Status  
2 Monitoring handles vital records for events that occur in  
3 Hawaii, including birth, death, marriage, and divorce  
4 certificates; and  
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6           WHEREAS, individuals may apply for vital records through  
7 online orders or by mailing in a request for certified copies of  
8 vital records available for download from the Department of  
9 Health's website; and  
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11           WHEREAS, the Department of Health District Health Offices  
12 serve the communities on the neighbor islands by providing  
13 information on accessing and amending vital records, and  
14 processing voluntary establishment of paternity forms, marriage  
15 license applications, and home birth registrations; and  
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17           WHEREAS, the Office of Health Status Monitoring, which  
18 stores and processes these vital records, is located on the  
19 island of Oahu, and is not easily accessible to neighbor island  
20 residents; and  
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22           WHEREAS, the process of ordering certified records by mail  
23 requires a longer processing time due to postal service  
24 operations and because many mail orders may be missing  
25 information needed to complete the order; and  
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27           WHEREAS, as a result of the coronavirus disease 2019  
28 (COVID-19) pandemic, the Department of Health forecasted a  
29 reduction of \$20,900,000 in its operating budget; and  
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31           WHEREAS, office assistants in the Office of Health Status  
32 Monitoring are considered the backbone of the vital records  
33 workforce responsible for cataloguing all births, deaths,



1 marriages, and name changes required for identification,  
2 nationality, and other citizenship or resident rights and  
3 privileges; and  
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5 WHEREAS, on March 23, 2020, Governor David Ige issued a  
6 Third Supplementary Proclamation and Emergency Rules Relating to  
7 COVID-19, which ordered all persons within the State of Hawaii  
8 to stay at home or in their place of residence except as  
9 necessary to maintain operations of critical infrastructure  
10 sectors; and  
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12 WHEREAS, the stay at home orders have led to a logjam of  
13 requests, which have resulted in delayed birth recordation,  
14 which interferes with Social Security registration, as well as  
15 delayed death registration or certification hampering burial  
16 plans or probate proceedings, which have caused needless stress  
17 and anxiety for the average resident in accomplishing both  
18 ordinary tasks and those impacting major life events; now,  
19 therefore,  
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21 BE IT RESOLVED by the Senate of the Thirty-first  
22 Legislature of the State of Hawaii, Regular Session of 2021,  
23 that the Department of Health Office of Health Status Monitoring  
24 is requested to improve its process for fulfilling vital record  
25 requests to increase the productivity and accurate processing of  
26 vital records; and  
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28 BE IT FURTHER RESOLVED that a certified copy of this  
29 Resolution be transmitted to the Director of Health.

