

DBHDD Vital Records Partnership



What is the DBHDD Vital Records partnership?

The DBHDD Vital Records Partnership is a collaboration between the DBHDD Office of Supportive Housing with the Vital Records Office (VRO) in the Department of Public Health (DPH). It allows DBHDD-contracted agencies and hospitals to quickly request birth certificate documents for Georgia-born individuals receiving services who are experiencing homelessness, at no cost to individual/provider.

How does the service work?

1. Once an agency has signed up for this program, staff can submit requests online through a ZenDesk form. Staff will have to log in to view messages, respond to messages, and access emailed documents.
2. Unlike the traditional request process, an unexpired identification document is not required to submit a request through this partnership, meaning there's no need to delay a request.
3. The Office of Supportive Housing will respond to the request, usually within 5 business days.
4. Records are mailed to a designated staff person at one of the agency's approved addresses for the requesting agency in a Vital Records envelope.
5. The agency should scan and upload the physical certified copy into an appropriate electronic record for preservation. The agency can/should continue to store the document until the household can keep it secure.

What are the limitations?

- Participating agencies and all requests must comply with DBHDD Policy 01-506 "Birth Certificate Request." <https://gadbhdd.policystat.com/policy/13956638/>
- Requests can only be submitted for individuals born in Georgia.
- Birth certificates must be sent to a secure address and stored using a double-lock rule, i.e. behind a locked door and within a locked container.
- The records can only be sent to approved staff and locations chosen by your agency, for security.

How do we sign up?

DBHDD Behavioral Health Providers can sign up to utilize this service by having an authorized representative fill out the following form: <https://forms.office.com/g/AB4djZdiT5>

After an agency has been approved to utilize this service, certificate requests can be submitted on ZenDesk at the following link: <https://DBHDDVVR.zendesk.com/hc/en-us/requests/new>