



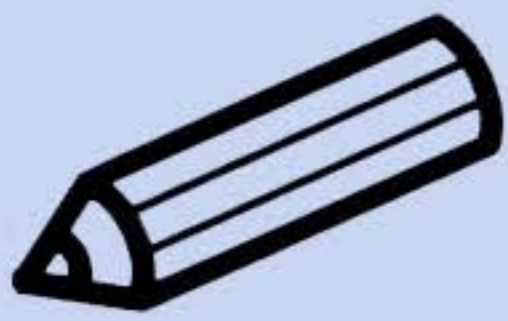
WATERCOOLER CHAT

A MONTHLY OVSR BULLETIN



Who to Contact

This month the State office rolled out a new phone system. This new system does not affect the mainline number, but some prompts have changed in the automated system. The biggest change is the option “other registrar questions” being removed. On our end the new system has made transferring a call more complex than it used to be. To ensure that any calls are quickly directed to the individual you are trying to reach please refer to our new contact list at: <https://nj.gov/health/vital/pro-partners-info/reg-training/>



In Person Amendments

In the January edition of Watercooler Chat we mentioned that the State’s Front Street location started taking in-person amendment appointments. These appointments are, you guessed it, by appointment only. Any customer looking to work with the State office in getting their amendment application. There are a few things to remember when sending someone to the state: the service is to help individuals through the application process and is not an expedited service; There are no shortcuts. All application requirements must still be met to have the amendment accepted. Please be sure to convey these points to any customers that are interested.



Marriage Shake-Up

With Claudette moving to our Front Street location to handle the amendment appointments, Carmela Vargas has taken over the marriage unit effective March 2, 2020. Her contact information can be found on the contact list on our website. As always be alert and make sure all marriage materials are properly filled out before sending them to the State.



Contacting Vince Caffarello

Vince Caffarello, your outreach liaison, is now using a direct line number. If you need to reach him call: 609-376-8909. Be aware that his line does not currently have a voicemail box. If Vince does not answer, please hang up and follow up with an email. PLEASE BE SURE TO COPY TIFFANY DRENNON SO THAT SHE CAN ASSIST IN HIS ABSENCE. Your call will be returned as soon as possible. Vince can assist you with any CMR questions, any issues you may have with credits, or any general Vital Statistics questions.