

COCHISE COUNTY

BOS Work Session

Vital Records Reorganization

May 22, 2018



Public Programs...Personal Service

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- Provision of Vital Records services by counties is mandated by Arizona Revised Statutes Titles 36-302, 36-311, and 36-312.



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- CHSS tactical goals:
 - Reintroduce same-day, walk-in service for Vital Records certificates
 - Fund 100% of reorganization costs via adoption of statewide standard pricing for Vital Records services



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- Strategic goals (as promulgated at the county and department levels):
 - Enhanced customer service (CC Strategic Plan)
 - Efficient admin practices (CC Strategic Work Plan Priority 5)
 - Fiscal responsibility (CC Strategic Work Plan Priority 6)
 - Workforce development (CHSS Strategic Plan)
 - Resource management (CHSS Strategic Plan)



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<u>Current Structure (FTE)</u>		<u>Proposed Structure (FTE)</u>	
VR Specialist	1.00	VR Specialist	1.00
Dep. Reg./Admin Asst.	0.80	Dep. Reg./Acct Tech (reinstated)	0.50
5 Clerks	<u>0.25</u>	5 Clerks	<u>0.50</u>
Total	2.05	Total	2.00

Current structure: Certificates delivered exclusively via USPS (since June 2015).

Proposed structure: Certificates delivered in person at each clinic site or via USPS.



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- Maintains VR staffing level in line with peer counties Coconino, Pinal, Yavapai and Yuma at approximately 1.0 FTE for every 5,000 certificates issued.
- Reorganization does not increase the cost structure of the VR operation itself, but instead supplants the time currently spent by the CHSS Admin Assistant with other staff.



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- Incremental GF costs to implement:

3,555	Salary	Vital Records Specialist	Sal Adj		11%
693	EREs				
16,646	Salary	Deputy Registrar/Acct Tech	0.5 FTE		
6,746	EREs				
1,000	Salary		Acct Tech Sal Adj		3%
195	EREs				
5,000	Salary	VR Admin Support Staff	5 Clerk Sal Adj		4%
975	EREs				
34,810			Total Ongoing Expenses		
3,000	3 Cert Embossers		One-time Equipment Expense		
37,810			Total First-year Cost		

- Acct Tech 0.5 GF FTE reinstated from FY 2008
- The incremental costs will be partially offset by \$3,000 in annual postage and supplies cost savings



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- Proposed new fee structure

	Current Fee	Proposed Fee
Birth Certificate	\$15.00	\$20.00
Establishing Paternity	\$28.00	\$30.00
BC Correction/Amendment	\$28.00	\$30.00
Death Certificate	\$15.00	\$20.00
DC Correction/Amendment	\$28.00	\$30.00
Fetal Death Certificate	\$15.00	\$20.00
Certificate of Birth Resulting in Stillbirth	\$15.00	\$20.00
Delayed Birth Application	\$15.00	\$20.00
Foreign Born Application	\$15.00	\$20.00
Putative Father Registry	\$5.00	\$5.00
Presumptive Death	\$10.00	\$15.00
Birth Non-Certified	\$5.00	\$5.00
Death Non-Certified	\$5.00	\$5.00
Record Search	\$5.00	\$5.00

- The State Office of Vital Records receives a \$5 surcharge from our fee for each cert issued



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- The average cost of issuing each certificate is as follows:

	Cost Per Cert	
Clerk time	2.14	7 minutes
Dep Reg time	6.11	15 minutes
Overhead	0.83	10%
Certified paper	0.20	
	<hr/> 9.28	

- Postage and mailing supplies add another \$1.75-\$2.00 per mailing (up to five certificates)



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- Cochise County fees were last updated in 2011
- We are the only county that has not adopted the statewide standard fee schedule
- Cochise County issues approximately 10,000 certificates annually
- Based on that volume and a price increase of \$5 per certificate, we can expect to increase revenues by approximately \$50,000 annually



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- Customer service advantages of same-day, walk-in service vis-à-vis state on-line system:
 - No additional processing fees (\$11 minimum with state system)
 - Same-day receipt of certificate (up to three weeks from state system)
 - Reduced postage expenses
 - Possibly reduced processing times due to greater percentage of complete and accurate applications

