



## FY19 Funding Request

**Date: February 28, 2018**

**Department/Elected Official's Office: CHSS**

**Name of Contact Person: Carrie Langley, Director / Ray Falkenberg, Deputy Dir.**

**Contact Person's Phone Number: x9404 / x9414**

**Describe, with as much detail as possible, what is being requested:**

This funding request is made in conjunction with the attached **Request to Adopt Statewide Standard Pricing for Vital Records Services**, approval of which would make this request self-funding.

- (i) Reinstatement of 0.5 FTE Accounting Tech position to CHSS GF budget (0.5 FTE position was eliminated during the Great Recession hiring freeze)
- (ii) Fund modest salary adjustment for Accounting Tech position to recognize new Deputy Registrar duties
- (iii) Fund 10% salary adjustment for Bisbee Clerk III to recognize new Deputy Registrar duties
- (iv) Fund salary adjustment for Deputy Registrar/Vital Records Specialist to recognize expanded duties
- (v) Incremental fleet charges for staff travel to other clinics

**Estimated General Fund Cost: \$32,826 per year / ongoing**

(i)	16,646	Salary
	6,746	EREs
(ii)	1,000	Salary
	195	EREs
(iii)	2,503	Salary
	488	EREs
(iv)	3,555	Salary
	693	EREs
(v)	1,000	Incremental Fleet Charges
Total	32,826	

### **Background and justification for the request:**

In June 2015, CHSS lost one of two remaining deputy vital records registrars (until December 2012, there had been three deputy registrars). The position was left open for over a year. To maintain uninterrupted issuance of vital records requests (a popular yet non-state mandated



## FY19 Funding Request

service), CHSS management elected at the time to discontinue same-day, walk-in service at the three CHSS locations where it had been available (SV, Douglas, and Bisbee). Since that time, birth and death records have been issued solely via the (i) state-sanctioned "VitalChek" on-line system and (ii) mail-in/drop-off service options. Success with this structure was initially accomplished via overtime for the single remaining deputy registrar, then through the considerable support of the director's Admin Assistant hired in 5/16.

With the strategic goal to significantly enhance customer service and convenience, current CHSS management desires to reintroduce regularly scheduled same-day, walk-in service in the busiest clinics. It is proposed to schedule one or two days per week on a regular basis in each of SV, Bisbee, and Douglas.

To accomplish this strategic goal, enhanced staffing will be required. Reinstating the former 0.5 FTE Accounting Technician position and training the Bisbee Clerk as a deputy registrar will provide CHSS with a significant competitive advantage over the state's on-line option because (i) VitalChek charges a minimum \$11 incremental processing fee, and (ii) that process can take up to three weeks for certificate delivery (unless an additional expedite fee of up to \$18.50 is paid). Note that Cochise County does not charge an expedite fee.

Another advantage of the proposed structure is maintenance of a fully cross-trained staff in the event of an unexpected/extended absence.

It should also be noted that peer Coconino County employs two FTE plus two additional cross-trained staff to manage certificate volumes nearly identical to that of Cochise County (approximately 10,000 annually). Moreover, peers Pinal, Yavapai, and Yuma Counties all employ approximately one FTE per 5,000 annual certificates issued.

To self-fund the annual cost of the proposed staff enhancements, please refer to the attached **Request to Adopt Statewide Standard Pricing for Vital Records Services**.

\_\_\_\_\_  
Department Director/Elected Official, or their designee

Date: 2/28/18

Date: \_\_\_\_\_

HR

## Request to Adopt Statewide Standard Pricing for Vital Records Services

Cochise County Vital Records fees were last changed in 2011 when the state increased their surcharge due for each certificate issued from \$1 to \$5. At that time, the director of the AZ Dept. of Health Services stated, *"It is our hope that all certificates and vital records services in Arizona would charge the same price."* As a result, virtually all AZ counties increased their basic birth and death certificate fees to \$20, while Cochise County increased the certificate fees by \$5 to \$15. With the exception of Cochise County, every county with a full-service vital records operation now charges basic certificate fees of \$20 (schedule attached).

It is recommended that Cochise County adopt the statewide standard pricing for vital records certificates, as follows:

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

The average number of certificates issued by Cochise County during the last three fiscal years was 9,969 (high of 10,173 in FY16; low of 9,853 in FY15). Based on that volume and a historical mix of 97% original certificates issued and 3% correction/amendments, the incremental revenue generated by the proposed change is \$48,948, as follows:

		Incremental Fee	Incremental Revenue
Original Certificates	9,670	\$ 5	\$ 48,350
Corrections/Amendments	299	\$ 2	\$ 598
<b>Totals</b>	<b>9,969</b>		<b>\$ 48,948</b>

As illustrated, adopting the statewide standard vital records pricing structure will generate nearly \$49k in incremental revenue, which is more than sufficient to fund the customer service enhancements requested by the associated Funding Request.

