



LA Vitals System

A Systems Modernization Initiative

**2009 NACRC Annual Conference
Nashville, TN**

July 24, 2009



Introduction

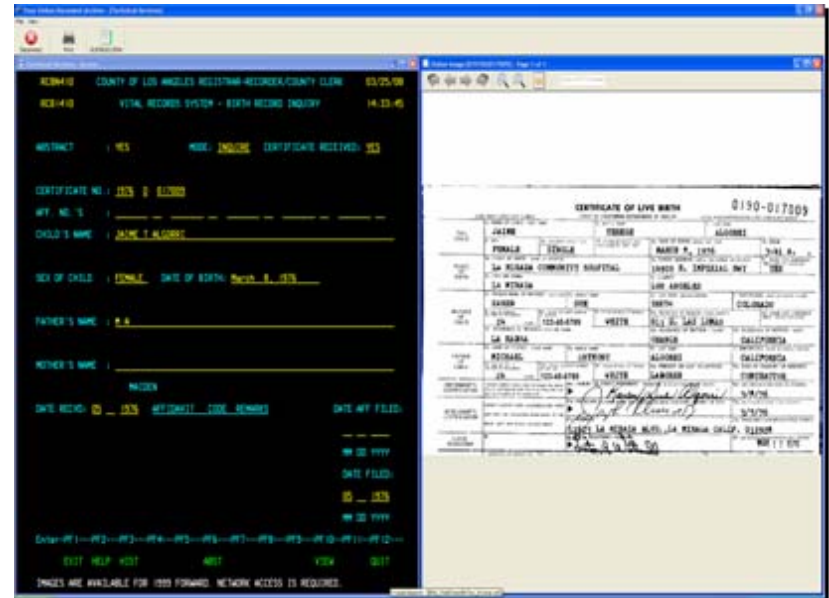
- Los Angeles County serves more than 9 million residents
- The Department receives an estimated 265,000 Birth, Death, and Marriage records to record and file, yearly
- Approximately 700,000 certified copies of records are issued yearly by the Department



Previous System

- Manual/Paper-based customer requests
- Stand alone cash registers
- 2,000 Paper Applications Daily
- Outdated mainframe technology

Mainframe Screens





Benefits of LA Vitals System

- Major technology upgrade
 - SQL based computer database system
- Developed and maintained within the Department
- Low cost development \$400,000
 - Cost avoidance of more than \$10 million
- Ongoing maintenance savings as proprietary system
- Increased capacity to audit and archive Birth, Death, Marriage (BDM) records.



New modules & Functionalities

- Customer Kiosk allows for online requests
- Electronic applications and signatures
- Automated Cashier/Copy Process
- Mail tracking enhancements
- Web based index viewing for customers

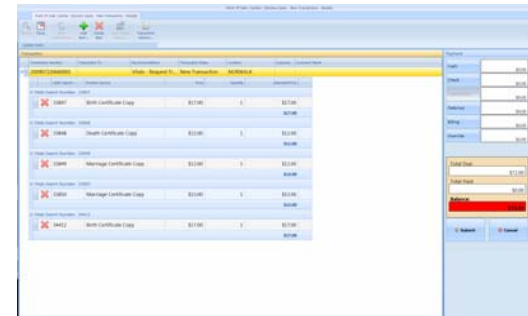
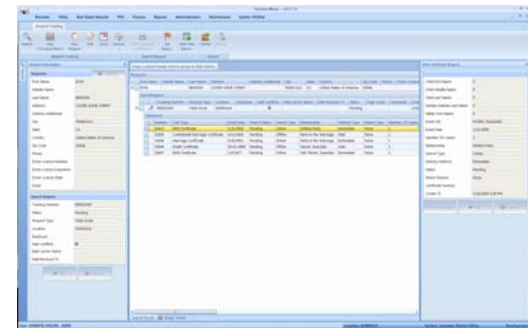


Glimpse of LAVitals Process

Customer Request



Processing





-
- Customer Kiosk
 - Counter Module (Window Orders)
 - Automated Cashiering
 - Certificate Index/Image





Customer Kiosk

1. Direct Data-Entry

Los Angeles County Vitals - Birth Certificate

Home English

Please enter the information on the Birth Certificate

***Required Field**

*First Name: <input type="text"/>	*Mother's Maiden Name: <input type="text" value="Mother's Maiden Name"/>	*Date of Birth: <input type="text" value="Month / Day / Year"/>
Middle Name: <input type="text" value="Middle Name(Optional)"/>	Father's Name: <input type="text" value="Father's Name(Optional)"/>	*City of Birth: <ul style="list-style-type: none">ACTONAGOURAAGOURA HILLSAGUA DULCEALHAMBRAALTADENAARCADIAARLETA
*Last Name: <input type="text" value="Enter Last Name"/>	*Number of Copies: <input type="text" value="1"/>	

Back Cancel Next

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Customer Kiosk

2. Confirm Request

Los Angeles County Vitals - Request Summary - Windows

Home English

Please verify the information

Your Information

Action	First Name	Last Name	Address	City	State	Zip	Country
Edit	JAIME	PAILMA	111 MAIN STREET	LA CANADA	CA	99999	United States of America

Birth Certificate

Action	First Name	Middle Name	Last Name	Mother's Maiden Name	Father Name	# of Copies	Date Of Event	City Of Event
Edit Remove	J	C	PAILMA	SMITH	JOHN	1	6/6/2007	ARCADIA

Total: \$17.00

ATTENTION: Once payment has been submitted and services rendered, NO refunds will be given

Once the application is submitted and the customer proceeds to the counter, the clerk will search the system for the record. In the event that the record is not located in the Los Angeles County database, the fee for the search of the first record will apply and no refund will be given. (Health & Safety Code 103650)

I ACCEPT THESE TERMS

Click here to Accept
-----> <-----

Cancel Submit Another Certificate

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Local intranet 100%



Counter Module

3. Counter Window

The screenshot shows the 'Counter Window' in the Registrar-Recorder/County Clerk software. The interface is divided into several sections:

- Request Information:** Fields for Requestor (First Name: DON, Middle Name, Last Name: BENSON, Address: 123456 SOME STREET, City: TEMECULA, State: CA, Country: United States of America, Zip Code: 94544, Phone, Driver License Number, Driver License Expiration, Driver License State, Email).
- Search Request:** Fields for Tracking Number (000033387), Status (Pending), Request Type (Vitals Kiosk), Location (NORWALK), Employee, Mail Certified, Mail Carrier Name, and Mail Received TS.
- Search Results:** A table with columns: Number, Cert Type, Event Date, Search Status, Search Type, Relationship, Delivery Type, Return Type, and Number Of Copies. The first row is highlighted in yellow.
- Birth Certificate Request:** Fields for Child First Name (P), Child Middle Name (P), Child Last Name (P), Mother Maiden Last Name (P), Father First Name (P), Event City (PACIFIC PALISADES), Event Date (1/15/2008), Number Of Copies (1), Relationship (Entitled Party), Search Type (Online), Delivery Method (Immediate), Status (Pending), Return Reason (None), Certificate Number, and Create TS (5/18/2009 5:26 PM).

Buttons for 'Perform Search', 'OK', and 'Cancel' are visible at the bottom right of the Birth Certificate Request section.

Number	Cert Type	Event Date	Search Status	Search Type	Relationship	Delivery Type	Return Type	Number Of Copies
34412	Birth Certificate	1/15/2008	Pending	Online	Entitled Party	Immediate	None	1
33850	Confidential Marriage Certificate	4/13/1994	Pending	Offline	Party to the Marriage	Mail	None	1
33849	Marriage Certificate	5/16/2001	Pending	Online	Party to the Marriage	Immediate	None	1
33848	Death Certificate	10/31/1968	Pending	Offline	Parent, Guardian	Mail	None	1
33847	Birth Certificate	1/4/1977	Pending	Online	Self, Parent, Guardian	Immediate	None	1



Cashier Module

4. Transaction payment

Point Of Sale: Cashier | Session Open - New Transaction

Search Close New Transaction Add Item Delete Item Cash Dr Options

Cashier Form

Transaction Number	Transaction TS	Received Method	Transaction Status	Location	Custom...	Customer Name
200907220660001		Vitals - Request Tr...	New Transaction	NORWALK		

Vitals Search	Product Service	Price	Quantity	Extended Price
Vitals Search Number: 33847				
X 33847	Birth Certificate Copy	\$17.00	1	\$17.00
				\$17.00
Vitals Search Number: 33848				
X 33848	Death Certificate Copy	\$12.00	1	\$12.00
				\$12.00
Vitals Search Number: 33849				
X 33849	Marriage Certificate Copy	\$13.00	1	\$13.00
				\$13.00
Vitals Search Number: 33850				
X 33850	Marriage Certificate Copy	\$13.00	1	\$13.00
				\$13.00
Vitals Search Number: 34412				
X 34412	Birth Certificate Copy	\$17.00	1	\$17.00
				\$17.00

Payment	
Cash	\$0.00
Check	\$0.00
Credit/Debit	\$0.00
Deferred	\$0.00
Billing	\$0.00
Override	\$0.00
Total Due: \$72.00	
Total Paid: \$0.00	
Balance: \$72.00	

Submit Cancel



Online Certificate: Image/Index

5. Image Retrieval

The screenshot shows a web application interface for retrieving a birth certificate image. The interface includes a search bar, a list of search results, and a detailed view of a birth certificate.

Search Results:

Registration Number	E00030091130
Document Status	ARCHIVED
Date of Birth	
Child Lastname	CHBDS
Child Firstname	ALEXUS
Child Middlename	VELETA
Child Suffix	
Sex	FEMALE
Mother Lastname	
Mother Firstname	
Mother Middlename	
Mother Suffix	
Father Lastname	
Father Firstname	
Father Middlename	
Father Suffix	
City of Birth	
County of Birth	
Deceased TS	

Image Viewer:

CERTIFICATE OF LIVE BIRTH
STATE OF CALIFORNIA
1200319091130
LOCAL REGISTRATION DISTRICT AND CERTIFICATE NUMBER

STATE FILE NUMBER
USE BLACK INK ONLY

1A NAME OF CHILD — FIRST (GIVEN)	1B MIDDLE	1C LAST (FAMILY)
2 SEX	3A THE BIRTH SINGLE TWIN ETC	3B IF MULTIPLE THIS CHILD 1ST, 2ND, ETC
4A DATE OF BIRTH — MM/DD/YYYY	4B HOUR — (24 HOUR CLOCK TIME)	
5A PLACE OF BIRTH — NAME OF HOSPITAL OR FACILITY	5B STREET ADDRESS — STREET NUMBER OR LOCATION	
6A NAME OF FATHER — FIRST (GIVEN)	6B MIDDLE	6C LAST (FAMILY)
7A NAME OF MOTHER — FIRST (GIVEN)	7B MIDDLE	7C LAST (MADEN)
8 DATE OF BIRTH	9 STATE OF BIRTH	10 DATE OF BIRTH
11 DATE OF BIRTH	12 RELATIONSHIP TO CHILD	13C DATE SIGNED
13C DATE SIGNED	13B LICENSE NUMBER	13C DATE SIGNED
14 TYPED NAME AND TITLE OF CERTIFIER IF OTHER THAN ATTENDANT	15 TYPED NAME AND TITLE OF CERTIFIER IF OTHER THAN ATTENDANT	17 DATE ACCEPTED FOR REGISTRATION

INFORMANT CERTIFICATION: I CERTIFY THAT I HAVE REVIEWED THE STATED INFORMATION AND THAT IT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

CERTIFICATION OF BIRTH: I CERTIFY THAT THE CHILD WAS BORN ALIVE AT THE DATE, HOUR AND PLACE STATED.

LOCAL REGISTRAR: 15A DATE OF DEATH, 15B STATE FILE NO. (USE 000 ONLY), 15C LOCAL REGISTRAR — SIGNATURE, 17 DATE ACCEPTED FOR REGISTRATION



New Efficiencies

- Greater control of money collected with database driven cashier interface, linked to Finance for easy reconciliation and collections
- Detailed tracking of all requests and storage of customer data and signatures
- Electronic routing of requests allowing for efficient use of staff time
- Use of the Internet or Kiosk-based application request modules rather than having to fill out lengthy paper applications
- Implementation of Credit/Debit payment method



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