



LA Vitals System

A Systems Modernization Initiative

**2009 NACRC Annual Conference
Nashville, TN**

July 24, 2009



Introduction

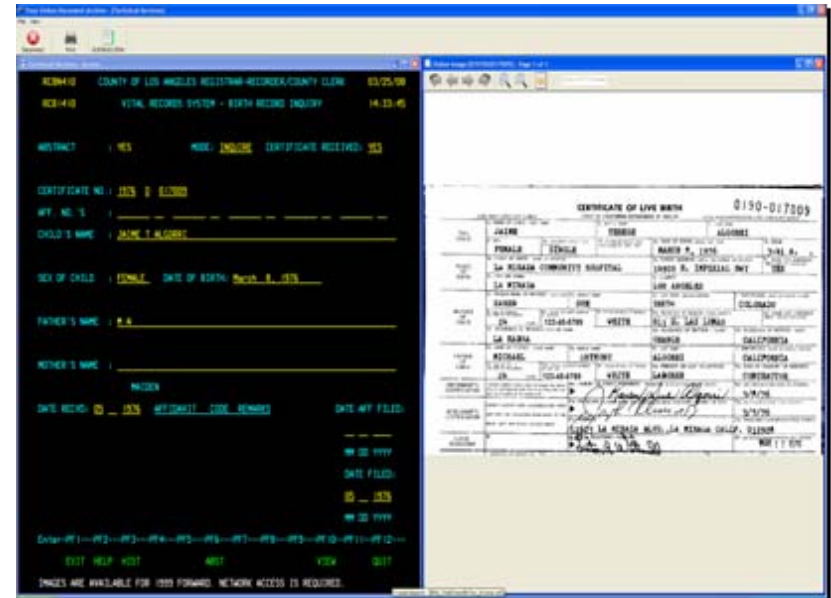
- Los Angeles County serves more than 9 million residents
- The Department receives an estimated 265,000 Birth, Death, and Marriage records to record and file, yearly
- Approximately 700,000 certified copies of records are issued yearly by the Department



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- Outdated mainframe technology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

Request Information

Requestor

First Name: DON
Middle Name:
Last Name: BENSON
Address: 123456 SOME STREET
Address Additional:
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

Tracking Number: 000033387
Status: Pending
Request Type: Vitals Kiosk
Location: NORWALK
Employee:
Mail Certified:
Mail Carrier Name:
Mail Received TS:
OK Cancel

Requestor

First Name: DON
Middle Name:
Last Name: BENSON
Address: 123456 SOME STREET
Address Additional:
City: TEMECULA
State: CA
Country: United States of America
Zip Code: 94544
Phone:
Driver License:
Search Request

Tracking Number: 000033387
Request Type: Vitals Kiosk
Location: NORWALK
Employee:
Mail Certified:
Mail Carrier Name:
Mail Received TS:
OK Cancel

VitalSearch

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

Birth Certificate Request

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:
Create TS: 5/18/2009 5:26 PM
Perform Search OK Cancel

User: [E466879] PAILMA, JAIME Location: NORWALK Section: Lancaster District Office Development



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

Registration Number: E00030091130
Document Status: ARCHIVED
Date of Birth: 11/30/2003
Child Lastname: CHELSEA
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:

CERTIFICATE OF LIVE BIRTH
STATE OF CALIFORNIA 1200319091130
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
3A PLACE OF BIRTH — NAME OF HOSPITAL OR FACILITY		3B STREET ADDRESS — STREET NUMBER OR LOCATION	
3C CITY		3D COUNTY	3E PLANNED PLACE OF BIRTH
4A NAME OF FATHER — FIRST (GIVEN)		4B MIDDLE	4C LAST (FAMILY)
5A NAME OF MOTHER — FIRST (GIVEN)		5B MIDDLE	5C LAST (MADEN)
6 DATE OF BIRTH		7 STATE OF BIRTH	8 DATE OF BIRTH
9 STATE OF BIRTH		10 STATE OF BIRTH	11 DATE OF BIRTH
12B RELATIONSHIP TO CHILD		12C DATE SIGNED	
13A SIGNATURE OF OTHER INFORMANT — SIGNATURE		13B LICENSE NUMBER	
13C DATE SIGNED		13D DATE SIGNED	
14 TYPED NAME AND TITLE OF CERTIFIER IF OTHER THAN ATTENDANT		15 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. (SEE USE ONLY), 15C LOCAL REGISTRAR — SIGNATURE, 15D 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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