

# PROGRAM WORK STATEMENT

FY 2017 Social Service Contract funded by Travis County

Date prepared: 05/26/2016

**Instructions:**

- Answer the following questions as they pertain to *only those programs and services in which Travis County invests*.
- Ensure that all language (e.g. agency and program names, performance measures, etc.) is consistent across all contract forms.
- Do not delete any instructions or question descriptions.
- The information contained in this document will be used to report on your program to the Travis County Commissioners Court and the public, so the information herein should accurately explain and reflect the program and services.

**1. Program Information**

*Provide agency name and program name as they appear on all contract documents.*

Agency name: Austin/Travis County Health and Human Services Department

Program name: Office of Vital Records

**2. Program Goals**

*Briefly describe the goals of the services purchased by Travis County in this contract.*

The Registrar of Vital Records ensures proper registration of every birth, death, and fetal death that occurs within the city limits of Austin to record occurrence of event and to capture demographic and medical data used in public health planning. [HSC§191.026] The Office of Vital Records also provides a location alternative to the Department of State Health Services for added customer accessibility in obtaining certified copies of City of Austin deaths and of births that occur within the State of Texas.

**3. Target Population**

*Briefly describe the target population of this program.*

The Office of Vital Records (OVR) office serves the general public without consideration of residency, income level, or age; the medical community; funeral home/mortuary representatives; city, county, state, and federal agencies and organizations.

**4. Client Eligibility**

*List all eligibility requirements for clients to receive services in the program, and fully describe the criteria for each requirement (see Sample Table below for examples). If eligibility requirements vary by program component, please specify in the descriptions. If your contracted program includes multiple service components with varying eligibility criteria, you may copy/paste the table below, complete one table per component, and title each table accordingly.*

*Sample Table:*

Eligibility Requirement	Description of Criteria	Verification Method
<i>Income level</i>	<i>At least one-half of clients must be at or below 100% FPIG. Remainder can be up to 200% FPIG.</i>	<i>Income level is self-declared based on HUD 24<sup>th</sup> Code of Federal Regulations, part 5.</i>
<i>Residency</i>	<i>Clients must be residents of the five county area: Travis, Williamson, Hays, Bastrop, Caldwell.</i>	<i>Residency verified by utility bill, lease or rental agreement, or government-issued photo identification.</i>

**Program Component (if applicable):** The only eligibility requirements are related to a requestor meeting the properly qualified applicant requirements as described in Texas statutes related to vital records issuance.

Eligibility Requirement	Description of Criteria	Verification Method
Immediate Family Member	Texas Administrative Code defines a properly qualified applicant as the individual named on the birth certificate, the individual's spouse, sibling, child, parent, or grandparent – by blood or marriage.	Depending upon the relationship stated, verified either by appearance on the birth or death certificate or by applicant's statement on the application under penalty of perjury.
Legal representative, personal representative, or agent	An attorney in fact, a funeral director, or any other person designated by affidavit, contract, or court order acting on behalf and for the benefit of the registrant or his or her immediate family.	Sufficient documentation to establish the relationship to the registrant and the direct and tangible interest in the record.

*(If program has additional eligibility requirements, insert additional rows in table. Please delete empty rows.)*

### 5. Service Delivery

The Office of Vital Records (OVR) is the local registrar for the City of Austin. The jurisdiction follows the full purpose city limits. Currently, the City of Austin boundaries extend from Travis County into Bastrop, Hays and Williamson Counties. Consequently, OVR registers, archives, and issues certified copies of birth, death, and fetal death records; and reports demographic and medical data for the City of Austin area that falls in Travis, Hays and Williamson Counties. In addition, OVR contracts with the Texas Department of State Health Services, Vital Statistics Unit, for access to the state-wide birth issuance data. Through that contract, OVR is able to also issue certified abstract birth certificates for most individuals born in the State of Texas.

OVR also performs a variety of supplemental record services related to birth and death records. These services include the following:

- Registration of non-institutional births occurring within the city limits of Austin;
- Issuance of Reports of Death and Burial Transit Permits to funeral homes handling disposition of persons who died within the Austin city limits;
- Administration and filing of Acknowledgments of Paternity for unmarried biological parents to legally establish paternity for their child, regardless of place of birth of the child;
- Issuance of Letters of Non-Communicable Disease for all of Travis County on behalf of the Travis County Health Authority, required for transport of a deceased body out of the country;
- Notating administrative flags on birth and death records as directed by the Texas Office of the Inspector General Vital Statistics Anti-Fraud Unit; and
- Notation of the fact of death on birth certificates of individuals who are now deceased to prevent fraudulent activity related to those records, including identity theft.
- Referrals are provided to individuals seeking services not offered in the Office of Vital Records. Most common referral agencies include: Texas Vital Statistics, Social Security Administration, Secretary of State (for apostilles of vital records), vital records offices in states other than Texas.

OVR offers multi-level technical assistance to the general public as well as social workers in order to facilitate navigating the legal systems associated with the modification and/or proper use of vital records documents. These systems include issues on paternity, dual citizenship, apostilles, adoptions, amendments, name changes, jurisdictional boundaries, and more. Technical assistance expands to multi-jurisdictional agencies and organizations. One of the most prevalent customers is law enforcement representatives who call for verifications on fraud related issues.

The Registrar provides data related to deaths of children in the City of Austin to the Travis County Child Fatality Review Team (CFRT). The Registrar also participates as a standing member in the CFRT, attending meetings and providing additional data support as needed.

Upon request, OVR provides technical assistance and verification of birth and death information to the Travis County Juvenile Probation and the Travis County District Attorney's offices related to their clients. OVR prescribes the required process and protocol for requests and responses.

## 6. Service Accessibility

*Describe any relevant strategies employed by the program to ensure service access related to the following issues:*

- *Cultural competence*
- *Language and communication access*
- *Geographical access*
- *Anti-discrimination strategies*
- *Other accessibility issues relevant to the program*

The Office of Vital Records (OVR) employs staff who are proficient in Spanish communication to assist our large Spanish-speaking clientele. These employees have passed the Language Proficiency Exam for Spanish speakers and receive a bilingual pay stipend for this beneficial skill. OVR also provides their application for birth and death records in both English and Spanish, as well as the recorded telephone information.

For communication in other languages, OVR employees have access to the Voiance Language Line for interpreter services via telephone.

## 7. Program Staffing

*List the staff positions (titles only, no individual names) that are essential to this program, and provide a brief description of duties as they relate to this program. If there are multiple staff positions with the same title and duties, you can note the number of positions with the position title, e.g. "Case Manager (5)."*

Position Title	Description of Duties
Registrar of Vital Records	Responsible for managing the functions associated with filing, maintenance and issuance of birth, death and fetal death records for the City of Austin. Analyzes data on births, deaths and fetal deaths for use in departmental planning activities, and for support of the department's epidemiological functions. Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.
Vital Records Specialist	Serves as the Deputy Registrar for the Office of Vital Records (OVR). Responsible for completion of the vital record

	registration functions for birth, death and fetal death events in the City of Austin. Responsible for maintenance of various vital records systems and databases utilized by OVR.
Vital Records Senior	Responsible for daily oversight of the Office of Vital Records (OVR) customer service functions. Responsible for daily quality control and quality assurance duties related to vital records assets (cash handling and security paper) utilized in processing walk-in, mail-in, and online customer requests. Serves as the OVR Records Coordinator.
Vital Records Assistant (2)	Responsible for processing customer requests for certified copies of birth, death and fetal death certificates received in person, via mail, and online. Insure appropriate issuance with regard to properly qualified applicants and meeting statutorily mandated identity validation. Respond to customer inquiries, providing information and referral to other agencies as appropriate. Process funeral home requests for burial transit/cremation permits.

*(If program has additional staff positions, insert additional rows in table. Please delete empty rows.)*

## 8. Program Evaluation

### a) Information Management and Data Collection

- Describe the **tools and processes** used to collect program data, and the **systems** used to manage program data (i.e. client data, service information, or other data relevant to the program's overall service delivery and performance).
- If any surveys are used to collect information used in performance reporting, please provide a description of survey procedures (such as when, how, and by/to whom the survey is distributed, received, completed, and returned) and a copy of the most recent survey as an addendum.

Legal standards are monitored through the DSHS – Vital Statistics Unit through an online survey at <http://www.dshs.state.tx.us/vs/field/home/Local-Registrars.doc> and onsite visits.

OVR uses direct monitoring as well as technical systems to evaluate workflow process.

In-person and mail-on customer request data is entered into the Point of Sale (POS) system utilized by OVR. The system captures information related to the applicant as well as the information on the record being requested. Online orders are placed through a third party vendor, VitalChek. OVR contracts with VitalChek to receive the orders through their online portal. Applicant information is collected and validated by VitalChek, and payment is processed through them as well. VitalChek order information is imported into the POS system at the end of each day.

Customers are encouraged to complete satisfaction surveys and can always speak to a lead or the supervisor. Customer service surveys are offered to in-person customers at each customer service window. Surveys are provided in English and Spanish. When completed, customers place the surveys into a locked collection box at the window. The Registrar collects surveys from the locked boxes at the end of each week, and enters the information into a spreadsheet to allow for analysis of the results.

Quarterly reports are prepared to summarize the results. Feedback is used as a training tool. Staff meetings are held quarterly to discuss trends and potential process changes. Based upon the information collected and reported, changes may be made to office operations to provide an improved customer experience.

Average ratings on two of the survey questions, “Overall, how would you rate our services” and “Were you treated with Respect?” are also calculated for each employee and documented in their performance reviews twice each year as one of their individual performance measures.

**b) Performance Evaluation**

*Describe how the agency uses the data it collects to evaluate both programmatic effectiveness (as described in questions 2 and 5 of this work statement) and progress towards performance goals (as described in 9 and 10 of this work statement).*

Utilizing the POS system, the Registrar produces reports of the number of vital records issued. Registrations, amendments, and supplemental services (record flags, burial transit permits, verifications, letters of non-communicable disease) are tracked using a spreadsheet updated monthly. Information gathered from the POS system and the tracking spreadsheet is utilized to report monthly and quarterly performance figures. Performance measures reported for OVR include: 1) Number of certified copies of death & birth certificates issued; 2) Number of birth & death records registered or amended; and 3) Number of supplemental record services performed.

Performance measures are monitored monthly by the HHSD Budget and Monitoring units through reporting and on-site audits as well as direct supervisory oversight.

**c) Quality Improvement**

*Describe how the agency uses its evaluation results to: identify problems or areas for improvement in service delivery; design strategies to address these problems; implement those strategies; and follow up to ensure corrective actions have been effective.*

OVR uses direct monitoring as well as technical systems to evaluate workflow process. Customers are encouraged to complete satisfaction surveys and can always speak to a lead or the supervisor. Feedback is used as a training tool. Staff meetings are held quarterly to discuss trends and potential process changes.

Quarterly customer service survey results are presented to OVR staff. Any issues or deficiencies noted in the surveys are discussed and solutions are brainstormed. Solutions are implemented immediately where possible, or provided as recommendations to management if additional approval is needed.

**9. Output Performance Measures**

*Enter the output performance measures to be reported for the program in quarterly performance reports. You must report the number of unduplicated clients served and at least one other output. Total annual goals should be 12-month goals. Outputs should be reported quarterly unless a specific programmatic or data-driven limitation exists. Please use the comments section to specify and provide explanation for any reporting exceptions.*

<b>Output Measure</b>	<b>Total Annual Goal</b>	<b>Quarters Reported</b>
1. Number of certified copies of death & birth certificates issued	31,500	4
2. Number of birth & death records registered or amended	43,500	4
3. Number of supplemental record services performed	2000	4

*(If approved for additional Output measures, insert additional rows in table. Please delete empty rows.)*

**Comments** (for reporting exceptions, if applicable):

**10. Outcome Performance Measures**

*Enter the outcome performance measures (numerators, denominators, and outcome rates) to be reported for the program in quarterly performance reports. Total annual goals should be 12-month goals. Outcomes should be reported quarterly unless a specific programmatic or data-driven limitation exists. Please use the comments section to specify and provide explanation for any reporting exceptions.*

**11. Community Planning**

a) Community Planning Group Participation

*If the agency participates in any community planning groups relevant to the issue area and services under this contract, please list them here, along with the name and title of agency representatives who participate and a brief description of their role and participation in that planning group.*

Community Planning Group	Agency Participant Name/Title	Participation Role/Description
Travis County Child Fatality Review Team	Sandra Lackey/Registrar of Vital Records	The Travis County Child Fatality Review Team is a multidisciplinary, multi-agency group that reviews all child deaths regardless of the cause. The purpose of the CFRT Program is to improve the response to child fatalities, provide accurate information on how and why Texas children are dying, and reduce the number of preventable child deaths by taking data into prevention practice. The Registrar provides insight and data to the Child Fatality Review Team.

*(If agency is involved in additional planning groups, insert additional rows in table. Please delete empty rows.)*

b) Community Plan

*If the agency aligns itself with a Community Plan, provide the name of the plan and its authoring body, and a brief description of how you align your agency with and respond to the plan’s shared community goals. If there is not an established community plan in this issue area, describe what the agency uses to orient itself to community needs and goals.*

N/A

c) Response to Community Change

*Have there been, or do you anticipate, any changes to the community plan or community goals, that will impact how you provide services over the remainder of your contract period?*

N/A