

**Quality and Productivity Commission**  
**32<sup>nd</sup> Annual Productivity and Quality Awards Program**  
**"Innovating for Impact"**

**2018 APPLICATION**

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):  
**NAME OF PROJECT:**  
 LAVitals Online Portal

**DATE OF IMPLEMENTATION/ADOPTION:** JULY 1, 2016  
 (Must have been fully implemented for a minimum of at least one year - on or before July 1, 2017)

**PROJECT STATUS:**                       Ongoing                       One-time only

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?**                       Yes                       No

**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 The Registrar Recorder/County Clerk (RR/CC) implemented an automated portal and  
 2 procedure which streamlined and shortened the time needed to process the Birth,  
 3 Death and Marriage Certificates for government agencies. LAVitals Online Portal was  
 4 created and implemented to assist Los Angeles County Department of Children and  
 5 Family Services (DCFS), Department of Public Social Services (DPSS), Probation, and  
 6 Sheriff with ordering vital record requests. Prior to this, the RR/CC faced many  
 7 challenges due to the large bulk volumes of manual applications received from these  
 8 departments. Trying to keep up with the high demand required us to continuously re-  
 9 direct staff form other areas to assist with processing requests in a timely manner.  
 10 Working closely with our IT staff, the existing online web system, which is used to  
 11 process the certificates, was modified to allow government agencies access and the  
 12 ability to submit their application online.  
 13  
 14  
 15

BENEFITS TO THE COUNTY				
(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Registrar-Recorder/County Clerk 12400 Imperial Highway Norwalk, CA 90650	<b>TELEPHONE NUMBER</b> (562) 462-2716
<b>PROGRAM MANAGER'S NAME</b> Portia D. Sanders	<b>TELEPHONE NUMBER</b> (562) 462-2081  <b>EMAIL</b> psanders@rrcc.lacounty.gov
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Margaret Palacios  <i>Margaret Palacios</i>	<b>DATE</b> 7/6/18  <b>TELEPHONE NUMBER</b> (562) 462-2823  <b>EMAIL</b> mpalacios@rrcc.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Dean C. Logan  <i>Dean C. Logan</i>	<b>DATE</b> 7/6/18  <b>TELEPHONE NUMBER</b> (562) 462-2716

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**1<sup>st</sup> FACT SHEET – LIMITED UP TO 3 PAGES ONLY:** Describe the **challenge(s), solution(s), and benefit(s)** of the project to the County. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and **specify assessment time frame**. Use Arial 12-point font.

The Registrar Recorder/ County Clerk (RR/CC) manually processed a very large number of I applications received from government agencies in need of vital record copies to assist their customers with receiving benefits, housing or services over the years. The Department realized there was a need to streamline the manual process and incorporate automation thereby, relieving processing time constraints to speed up the process for producing the requested documents. Additionally, this reduced the bottlenecks caused for other intake points, making service time more equitable for the public.

The primary focus on the need to expedite producing the high volume of documents, which were being requested by the DCFS, DPSS, Probation Sheriff.

These high volume of agency requests caused a backlog with processing requests received from the public. This often-caused staff to set aside the public's request to prioritize processing of the government agency applications, which in many cases, had been received after the public's.

The RR/CC introduced the LAVitals Online Portal in 2016. We've provided access to DCFS, DPSS, Probation, and Sheriff, which has granted them the ability to complete and submit the applications online. Therefore, eliminating RR/CC staff from entering the data into the system.

With the implementation of LAVitals Online Portal, we are no longer faced with the backlog. RR/CC has eliminated the need for weekly messenger runs to the various departments, the weekly turn around for processing the applications has been cut, allowing some of the request to be available within the next business day.

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Use Arial 12 point font.

**Linkage to the County Strategic Plan – 1 page only.** Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

This project addresses Strategic Goal III.2.3 – Prioritize and Implement Technology Initiatives That Enhance Service Delivery and Increase Efficiency.

Through this project, we are able to increase productivity and decrease cycle time in delivering services to our sister county departments. Those departments are now able to more quickly service their clients.

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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

**Cost Avoidance:** Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

**Revenue:** Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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**FOR COLLABORATING DEPARTMENTS ONLY**

*(For single department submissions, do not include this page)*

<b>DEPARTMENT NO. 2 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 3 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 4 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 5 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____
<b>DEPARTMENT NO. 6 NAME AND COMPLETE ADDRESS</b>	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b>	<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b>
EMAIL: _____	EMAIL: _____

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**DEPARTMENT NO. 7 NAME AND COMPLETE ADDRESS**

**PRODUCTIVITY MANAGER'S NAME AND SIGNATURE**

**DEPARTMENT HEAD'S NAME AND SIGNATURE**

**EMAIL:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_

