

Shawn Davis, Chair Bebe Kleinman, Vice Chair Kristine Burrows Dr. Mark Levine Terrence Walker Michelle Weinraub Mark Mcmillan

### Arapahoe County Arapahoe County Board of Health

Wednesday, September 17, 2025

**Arapahoe Board Room** 

2:00 PM

#### **Informal Session**

**Agenda** 

The Board of Health agenda and materials can be viewed online at https://arapahoe.legistar.com/Calendar

#### 1 EXECUTIVE SESSION AND COUNTY ATTORNEY LEGAL MEETING

As required by law, specific agenda topics will be announced in open meeting prior to the commencement of the closed and confidential portion of this session. C.R.S. § 24-6-402(4)

#### 2 STUDY SESSION

The purpose of this session is informal relationship building among Board of Health directors and ACPH staff. Topics discussed during this session are only conversational and no decisions will be made at this time. Topics during this session may include:

#### 2.a. Public Health Staff Presentation

Vital Records Staff Presentation

**25-518** 

Attachments: Vital Records Deep Dive Presentation- Sept 2025

#### 2.b. Budget Impacts on Programs - Discussion

Arapahoe County is committed to making its public meetings accessible to persons with all abilities. Please contact the Board of Health Liaison (hbanks@arapahoegov.com) at least three (3) days prior to a meeting, should you require special accommodations.



#### Arapahoe County

5334 South Prince Street Littleton, CO 80120 303-795-4630 Relay Colorado 711

#### **Board Summary Report**

File #: 25-518 Agenda Date: 9/17/2025 Agenda #:







## VITAL RECORDS

Deep Dive



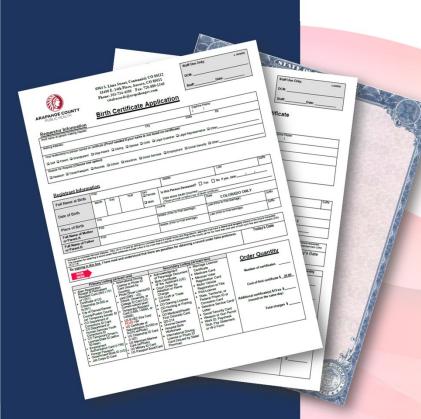


#### Meet the Team

Keri Betthauser – Clerk, Deputy Registrar Pamela Loarca – Clerk, Deputy Registrar Brenda Rodriguez – Clerk, Deputy Registrar Lori Thompson – Clerk, Deputy Registrar Ashley Walsh – Supervisor, Chief Deputy Registrar







## What Does ACPH Vital Records Do?

#### Birth:

- Birth Certificate Issuance
- Unattended Home Birth Registration
- Military Verification

#### Death:

- Death Certificate Issuance
- Death Registration
- Fetal Death Registration
- Disposition Permits



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## What Does ACPH Vital Records Do?







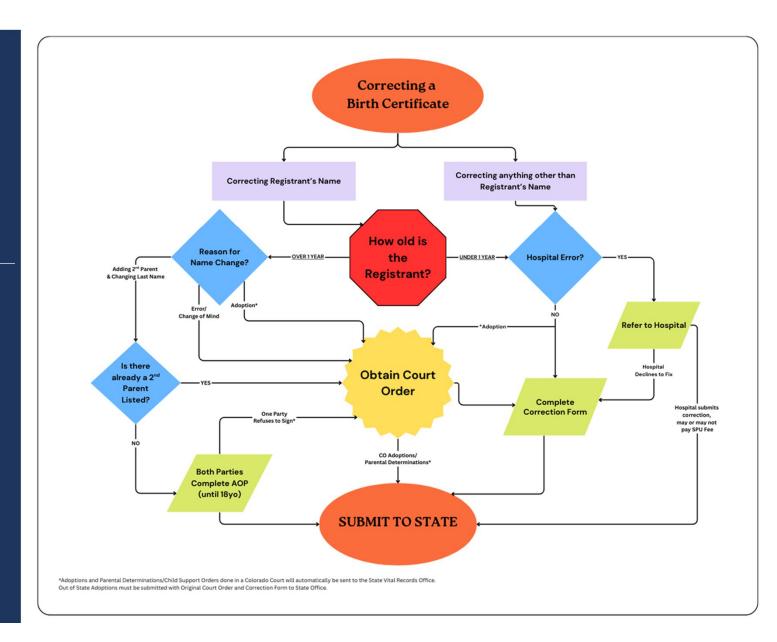
Forgot Password

- Provides guidance and resources to customers on corrections, adoptions, adoptions and provides guidance and resources to customers on corrections, adoptions, adopt
- Works with State VR office to obtain record releases, hard copy checks, eligibility verification, death record registration, marking birth records as deceased, etc
- Delivers Death Certificates to Funeral Homes throughout the metro area
- Daily follow-ups on pending orders, corrections, and record availability
- Works with Funeral Homes, Coroners, Human Services, and Birth Registrars
- Tracks and logs all Security paper and voids
- Logs and enters all daily revenue and deposit information into SAP
- Generates monthly invoices and processes payments for on-account clients
- Retains and destroys records according to retention schedule set by CDPHE
- and more...!



# What ACPH Vital Records DOESN'T Do...

- Corrections/
   Amendments to Birth
   or Death Records,
   Testimonial Letters,
   Heirloom Certificates
   (State VR Office)
- Marriage Records (Clerk & Recorder)
- Divorce/Annulment Records (County Court)
- Driver's Licenses/IDs
- Passports





#### What are Birth and Death Certificates Used For?







#### Birth:

- Health Insurance
- Social Security
- ID/Driver's License
- Passports
- School/Sports
- Employment
- Genealogy, etc.







#### Death:

- Closing accounts, estate settlement
- Social Security/ Insurance/Pension Benefits
- Transfer/Selling of Property
- Criminal Investigations
- Genealogy, etc.



### Ways to Order

1

#### In-person at Lima or Altura Plaza

 By appointment only (with exception of Funeral Homes) 2

#### By Mail or Email

 Exploring Digital form options for improved experience and accessibility 3

### Secure third-party website

- VitalChek.com
- GoCertificates.com



### Certificate Cost

#### **Customer Cost:**

- First Certificate = \$20
- Additional Copies = \$13
- Exchange = \$13

#### Our Cost:

- First Certificate = \$3.00
- Additional Copies (death only) = \$4.00
- Security Paper (per sheet) = \$0.3121









of this voucher.

#### COLORADO VITAL RECORDS VOUCHER Valid at Participating Vital Records Offices Provide certificate to: Not redeemable for cash. Redemption value not to exceed \$20.00 except when special Date issued: processing fee is needed. Voucher expires 30 days from date of issue. To receive this documentation you will need to show proper identification and proof of Circle one: BIRTH / DEATH / Other relationship if needed. Document Amount: S\_ Voucher # UP100 Metro Caring Official Seal This voucher is eligible for redemption only at the following State and county Vital Records Offices. This voucher will cover the direct costs and associated fees of eligible Vital Records documents. Presenting this voucher does not guarantee access to your requested document without meeting Vital Records identification requirements. Please review the Vital Records identification requirements on the reverse side of this voucher.

### Accessibility



Opened Altura office in July 2024



Began accepting Metro Caring Vouchers in March of 2025



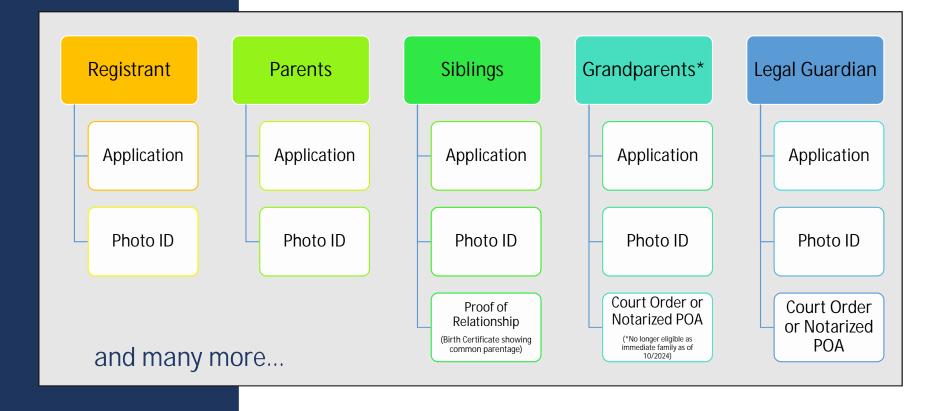
Two bilingual clerks on staff



Exploring digital application options

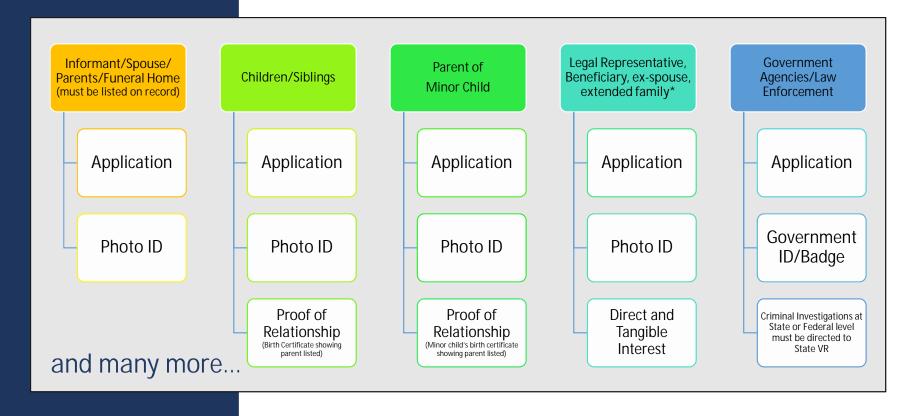


## Birth Certificate Eligibility





## Death Certificate Eligibility





### Identification Requirements





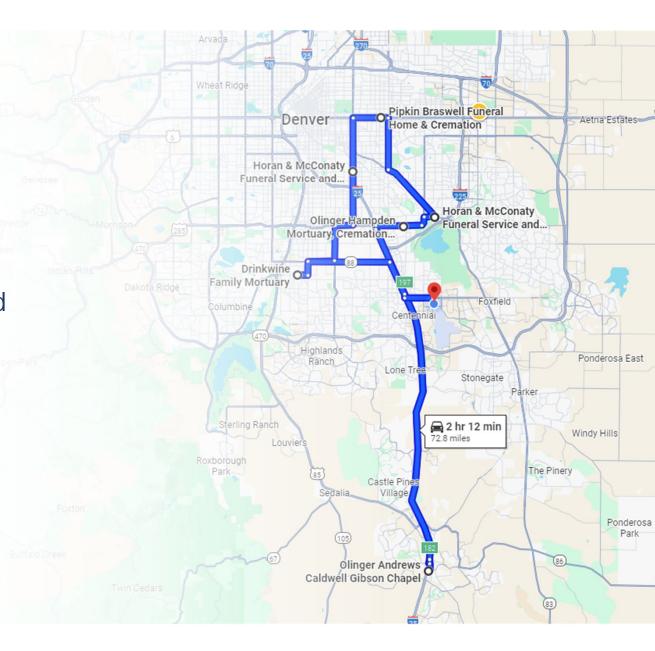
### Direct and Tangible Interest

- 1. Why do they need the birth/death certificate?
- 2. Did they provide specific documentation that clearly shows this purpose?
- 3. Did the document(s) show that they are an eligible party to pursue this purpose?



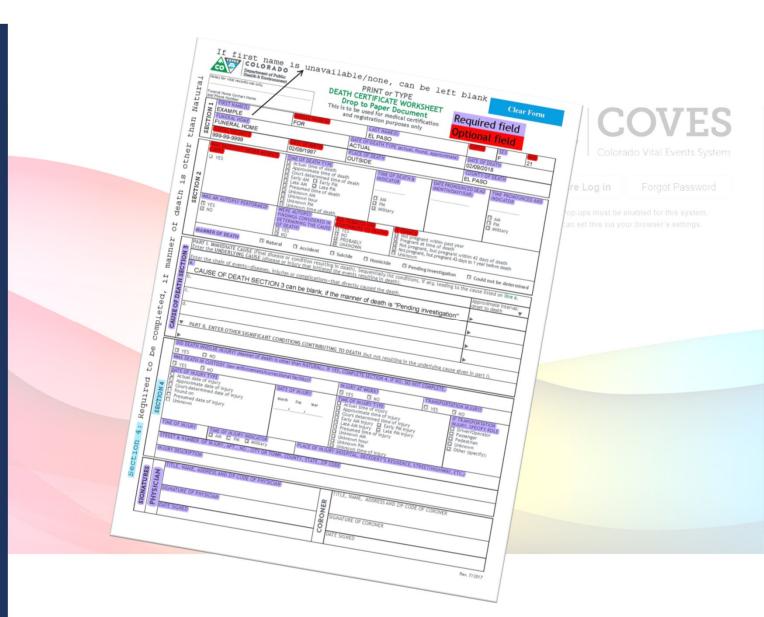
## Funeral Homes & Courier

- Funeral Home orders constitute
   60-70% of all revenue generated
- 12 Funeral Homes On-Account
- 6 on Regular Courier Delivery Schedule
- Delivery 5 days per week
- Competitive market due to electronic system



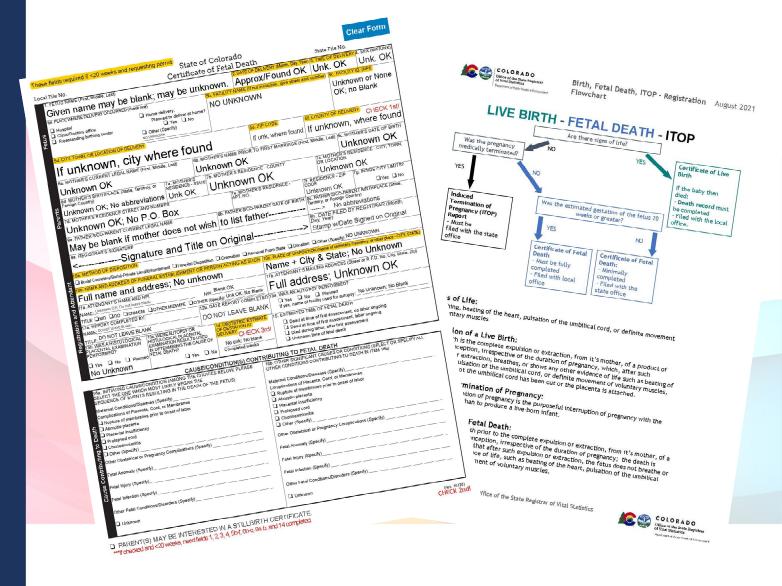


### Death Registration



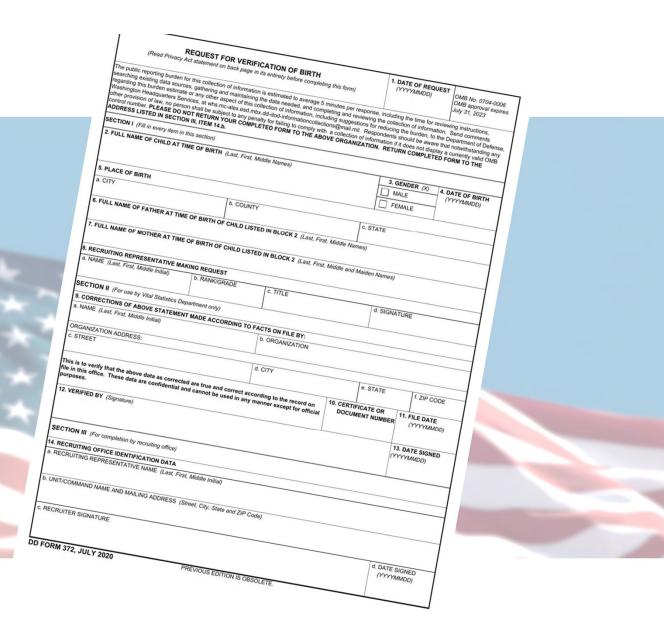


### Fetal Death Registration





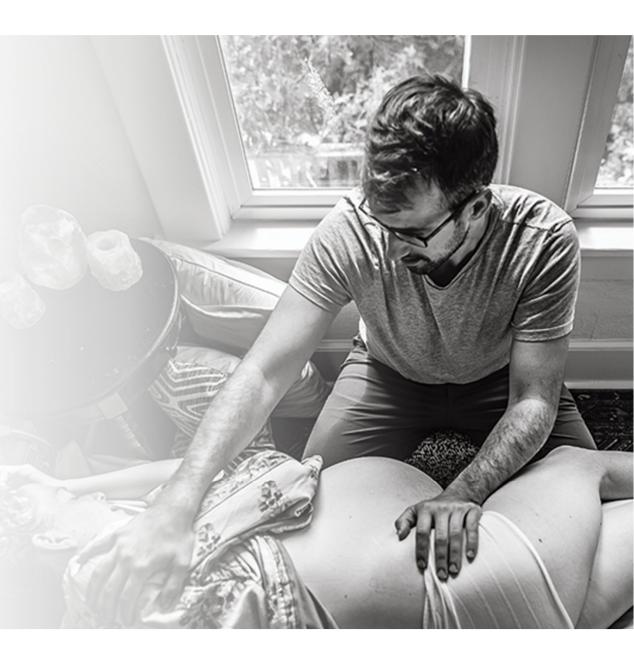
Military Verification





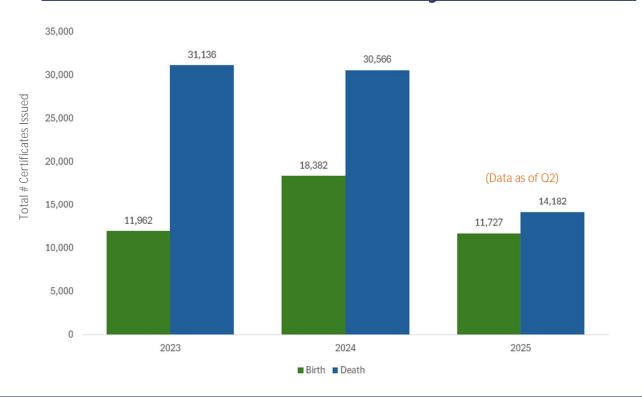
## Unattended Home Birth Registration

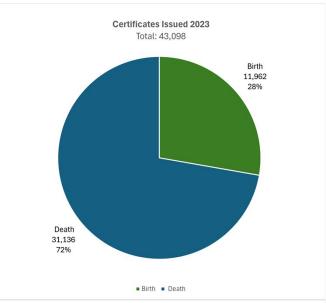
- Registered in County of Delivery when not attended by CNM or OB
- Must complete packet with 8-10 documents proving residence, pregnancy, and live birth
- Register within 1 year of birth
- On average, we register 3 per year

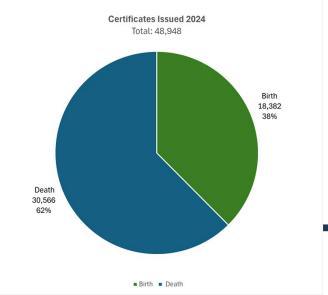




#### Birth & Death Certificates by the Numbers









#### Vital Records Revenue

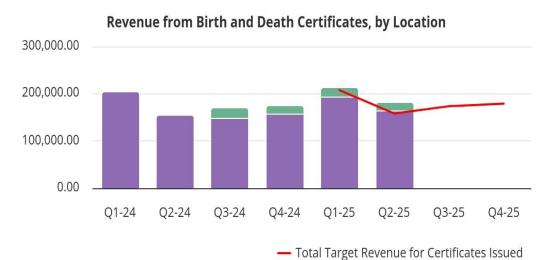
Vital Records is the only revenue generating program in the Department, contributing to the General Fund each year.

The bulk of our expenses come from staff salaries, CDPHE fees, and certified paper costs.

Period	Total Revenue Rec'd	Total Expenditures	General Fund Contribution
2023	\$588,110.00	\$(439,170.00)	\$148,940.00
2024	\$629,444.00	\$(426,461.00)	\$202,983.00



#### Vital Records Revenue



Period	Willow/Lima Revenue Received	Altura Revenue Received	Total Revenue Received	Target (2% increase from corresponding quarter)
Q1-24	\$203,630.00	\$-	\$203,630.00	
Q2-24	\$155,104.00	\$-	\$155,104.00	
Q3-24	\$148,171.00	\$21,980.00	\$170,151.00	
Q4-24	\$155,994.00	\$19,534.00	\$175,528.00	
Q1-25	\$191,879.00	\$21,612.00	\$213,491.00	\$207,702.00
Q2-25	\$162,590.00	\$19,178.00	\$181,768.00	\$158,205.00
Q3-25				\$173,554.00
Q4-25				\$179,039.00

Revenue from Willow Certificates Issued



#### Success Beyond the Numbers

#### **Customer Service:**

• At ACPH Vital Records, we pride ourselves on providing a high level of customer service. We serve the public with compassion and a dedication to help, whether families are celebrating a birth or grieving the loss of a loved one.

#### **Increased Accessibility:**

• In the last year we have increased accessibility to Vital Records by opening an additional office in Aurora, which was previously underserved, and by joining the Metro Caring Voucher program to get free documents to those in need. We hope to soon offer accessible digital order forms and are in talks to join the Aurora Regional Navigation Center project as one of the community partners serving unhoused adults.

#### Knowledge & Growth:

 Deputized Vital Records staff must be critical thinkers with strong attention to detail. Each clerk must learn and retain vast amounts of knowledge, even about the things we don't do in our office. We achieve this through ongoing trainings, team discussions, and process improvement.

#### Accuracy & Compliance with State Regulations:

As custodians of confidential records, it is our job to ensure that only eligible parties are obtaining birth and death certificates. As a measure of our success in this, both ACPH Vital Records offices were just awarded 100% on the first State Vital Records audit since 2022. As the third largest county in Colorado, we have a much higher volume of requests than many of our counterparts.



#### Recent Reviews

I went through another third party about 2 months ago through [another agency] and I couldn't get ahold of anyone after they asked for more info and then they canceled my request. I think I sat on hold with them for a total of 3 hours. You all have been awesome! So quick and communicative! Much appreciated! I was just curious if you all took over. This has been a much better experience. So thank you!

Kelli; August 20<sup>th</sup>, 2025

Thank you again so much. She was very kind and very helpful. 10 out of 10 service!

- Brandie, August 9th, 2025

You were absolutely wonderful!! Being in another state and then having to go through all that you really saved me! I have been in customer service for over 20 years and you are really top-notch! Thank you again for your expertise your professionalism and your friendliness!

- Michelle; July 17th, 2025





# Thank You!

