



Texas Vital Statistics Section 2020 Five Star Criteria for Funeral and Mortuary Service Providers

To qualify for Five Star, your facility must have met ALL minimum criteria. To qualify for Exemplary Five Star, your facility must have met ALL exemplary criteria.

TxEVER Training:

Attended a TxEVER training in person at either the 2020 Regional Conference in summer 2020 or the 2019 Annual Conference in winter 2019.

Offices that attended both the Regional Conference and the Annual Conference will be considered for the Exemplary Five Star.

Customer Service:

Funeral Homes must be in good standing with TFSC to qualify for Five Star. Averaged 12 days or less from the date of death to complete death registration between 1/1/2020 and 9/30/2020.

Drop to paper records are not permitted. Manual death records are only permitted if the death occurred by lethal injection.

Offices that average 10 days or less for death registration will be considered for Exemplary Five Star.

Data Quality:

Had at least 95% of all Social Security Validations return "Passed" for all your facility's records between 1/1/2020 and 9/30/2020.

Filed demographic amendments on less than 2% of all death records from 1/1/2020 and 9/30/2020.

Offices that filed demographic amendments on less than 1% of all death records will be considered for Exemplary Five Star.

TxEVER Maintenance:

User to local administrator ratio: 20%; For every five users at a facility, there should be one local administrator.