



Texas Vital Statistics Section 2020 Five Star Criteria for Local Registrars

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 either at the 2020 Regional Conference or the 2019 Annual Conference.

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

Self-Assessment Survey:

Submitted a completed local registrar self-assessment survey provided by the Vital Statistics Section electronically no later than **August 14, 2020** [HSC 191.022 (g)]. The survey will be available at <http://www.dshs.texas.gov/vs/field/localsurvey.shtm>.

Offices that received a moderate- or low- risk score will be considered for Exemplary Five Star.

Customer Service:

Registered 96% of birth records (if any) in the Local Acceptance Queue within one business day between 1/1/2020 and 9/30/2020.

Registered 96% of death records (if any) in the Local Acceptance Queue within one business day between 1/1/2020 and 9/30/2020.

5 Star eligibility: Drop-to-paper on less than 1% of records
Exemplary eligibility: Drop-to-paper on 0% of records

Offices that registered 100% of their birth and death records in the Local Acceptance Queue within one business day will be considered for Exemplary Five Star.

Security:

Local registrars using the Remote Birth Access System must have an average completion percentage of 90% from 1/1/2020 and 9/30/2020. For example, if your office conducted 300 searches and printed 270 records, then the completion percentage is 90% (270/300).

The remote birth access system should only be used to issue a certified copy. Each time you click "search" it will count as a separate search whether you print or not. Check your monthly ratio at <http://www.dshs.state.tx.us/vs/field/Search-to-Print-Ratios/>.

Offices that have a completion percentage of 98% or higher 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.