

# October 2022 Board of Health Spotlight

Front Desk Essential Services

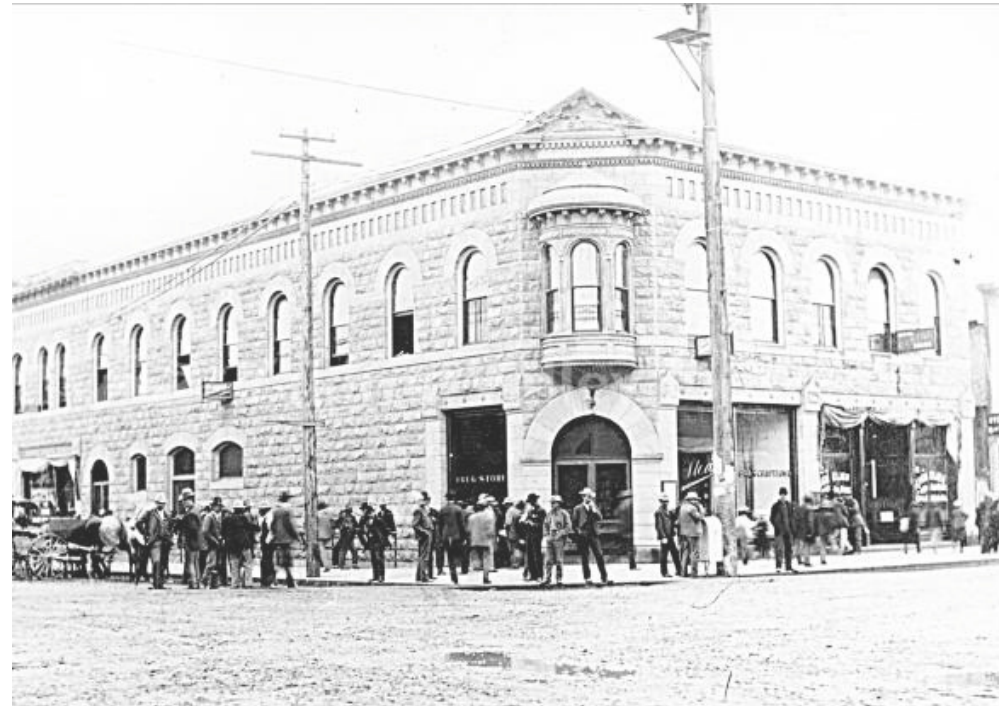


**What makes  
the front desk  
so essential?**





# Over 100 Years of Service



# Birth, Death, and Other Records

- Issue birth and death certificates
- Assistance with corrections and amendments
- Approve burial permits
- Process records requests for immunizations, TB, and STDs





# Resource Room





# Food Handler Card Training and Certification



Washington State Food Worker Course

Translate ▾

## Do it Right, Serve it Safe!

A training program on food safety developed by Tacoma-Pierce County Health Department

### Choose a language to start the course

English

ភាសាខ្មែរ

粵語

한국어

普通话

Русский

Tiếng Việt

Español

සම

ไทย

ਪੰਜਾਬੀ

عربي

Tagalog

# Services Provided in 2021



**6,620** birth Certificates



**9,093** death certificates



**14,200** food handler cards

# Environmental Health Help Desk

- Implemented in 2017
- Few LHJs with an EH Help Desk
- Provides technical assistance to community members in need of EH services





# EH Services: Then and Now

- **Then**

- EH Specialists responsible for managing walk-ins in addition to their workload

- **Now**

- EH Help Desk covers walk-ins, correspondence, application intake, and more.





# Team

- **Vital Records**
  - 3 Office Technicians, all Deputy Registrars
- **EH Help Desk**
  - 1 Public Health Specialist





# COVID-19 Pandemic (2020)

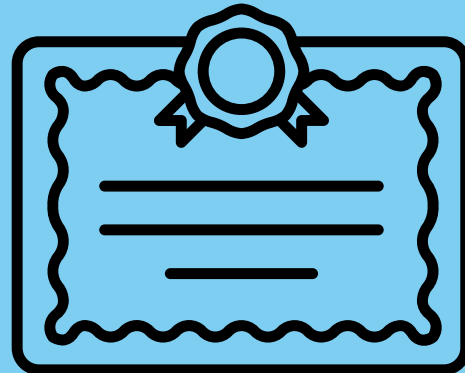
During the pandemic, the front desk remained opened and staff devised creative strategies to maintain the health and safety of the public .



# Strategic Goals

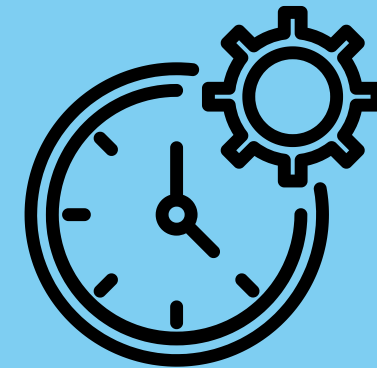
1

Deliver mandated services



2

Increase the effectiveness and efficiency of district services





**Questions?**