LEADERSHIP ACADEMY

CLASS 14

SIMPLIFY CITIZEN EXPERIENCE

REDUCE STAFF WORKLOAD

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THE BUREAU OF VITAL RECORDS WEBSITE IS DIFFICULT FOR CITIZENS TO NAVIGATE

➢ Add a Vital Records quick link or button to the DHSS homepage.
➢ Move large buttons to the top of BVR page.
➢ Reduce redundancy and simplify text throughout the website.
➢ Implement online appointment scheduling.
➢ Implement interactive LPHA map and contact information.
➢ Utilize a "pizza tracker" for document processing status.
➢ Clearly display fee schedule.
➢ Achieve ADA Title II Web Content Accessibility Guidelines compliance by April 24, 2026.

REFERENCE LINKS:
Appointment Scheduling -
https://dmv.colorado.gov/AppointmentScheduling
Processing Wait Times - https://hhs.iowa.gov/family-community/vital-records/how-request-certified-record
Processing Tracker - https://cdphe.colorado.gov/order-certificate-now
Fee Schedule -
https://drive.google.com/file/d/1X29bxjkw9tJ4Bl7TXvk-tC60QFnOgryb/view