



BOARD OF SUPERVISORS  
AGENDA LETTER

**Clerk of the Board of Supervisors**  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Agenda Number:**

**Submitted on:**  
**(COB Stamp)**

**Department Name:** County Health Department  
**Department No.:** 041  
**Agenda Date:** June 9, 2026  
**Placement:** Administrative Agenda  
**Estimated Time:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors  
**FROM:** Department Director: Mouhanad Hammami, County Health  
Contact: Anne Carlisle, Communicable Disease Control and Prevention Director  
**SUBJECT: VitalDirector Online Ordering System for Birth and Death Certificates**

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**County Counsel Concurrence**

As to form: Yes

**Other Concurrence:** Risk Management

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Approve, ratify, and authorize the County Health Director to execute an agreement with Permittium, LLC, effective June 1, 2026, through June 30, 2027, for access to an online ordering system that allows the public to request birth, death, and fetal death certificates online, thus avoiding delays for mail and walk-in requests which require notary public certification;
- b) Approve and authorize the County Health Director to execute any future, no-cost amendments to the agreement with Permittium, LLC, including an option to extend the term for an additional 2-year period in accordance with Section 4 of the Agreement, upon review and approval by County Counsel, Risk Management, and the Auditor-Controller, subject to the Board's ability to rescind this delegated authority at any time; and
- c) Determine that the recommended actions do not constitute a "Project" within the meaning of the California Environmental Quality Act (CEQA), and are exempt pursuant to Section 15378(b)(4) of the CEQA Guidelines, since the recommended actions are the creation of government funding mechanisms or other government fiscal activities that do not involve any commitment to any specific project which may result in a potentially significant physical impact on the environment.

### **Summary Text:**

This item is on the agenda requesting that the Board of Supervisors approve the County Health Director to authorize an agreement with Permitium, LLC for the implementation of the VitalDirector system for processing vital records requests. Approval of the recommendations will allow County Health to offer online ordering system that creates operational efficiencies, reduces barriers, and is consistent with Priority IV of the County Health Strategic Plan: Expand Effective Use of Data and Technology. This is a no-cost agreement to the County, and the term of the agreement is from June 1, 2026, through June 30, 2027.

### **Discussion:**

The Santa Barbara County Vital Records Office, at the County Health Department (CHD), is responsible for issuing certified copies of vital records including birth and death certificates to individuals and community partners county-wide. To enhance accessibility and customer service, the office requires updated processes such as the implementation of a secure online ordering system for records requests and payment processing.

Permitium, LLC is a nationally recognized provider of secure online vital records and permits. It is used by multiple counties within California including but not limited to Ventura, Fresno, Yuba, and King Counties. This system allows the public to request and pay for certified copies of records through a secure portal, ensuring compliance with state and federal regulations, including identity verification and fraud prevention. This partnership provides residents with an online option for convenient 24/7 access to services while reducing administrative workload and streamlining payment collection while also offering continued in-person services. Approval of this agreement will ensure the Santa Barbara County Vital Records Office can continue to provide efficient, secure, and accessible service to the public in fulfillment of its statutory duties.

### **Background:**

Currently, the Vital Records Office, located in the City of Santa Barbara, requires in-person visits or a mail in option to apply for, and purchase birth and death certificates. This poses access issues to those not residing in southern Santa Barbara County as the current options require driving to various locations and obtaining notarized documents when mailing in applications. The VitalDirector system will mitigate this barrier by offering customers an option of ordering online and additional expedited shipping alternatives.

This agreement comes with no cost to the County as the fees will be passed on to the record requestor or applicant directly from the vendor. Customers will incur a service fee of \$6.00 per transaction, a \$1.00 fee to utilize the VitalVerify identification service, and a credit card processing fee of \$0.30 plus 3.3% of the total transaction amount. Requestors will also continue to incur the statutorily set cost for a certified copy of birth, death, and fetal death certificates, collected by CHD. Currently, the fees set in the statute are the following: \$34.00 per certified birth certificate, \$26.00 per certified death certificate, \$23.00 per certified fetal death certificate. The County-approved standard shipping rate of \$2.00 is also available for customers who do not select the expedited shipping option charged by the vendor.

### **Fiscal and Facilities Impacts:**

There is no net cost to County Health. VitalDirector collects fees directly from requestors, which includes the county fee(s) (set by state statute), a vendor processing fee, an identity verification fee,

and an optional expedited shipping fee. The County's portion of fees collected by the vendor will be paid monthly via an electronic fund transfer, completed by the 25<sup>th</sup> of the following month. If approved by your Board, the next step is to work with the Treasurer Tax Collector's office to set up the electronic fund exchange.

**Special Instructions:**

Please return the Minute Order to the County Health Contracts Unit at [PHDCU@sbcphd.org](mailto:PHDCU@sbcphd.org) via email when available.

**Attachments:**

**Attachment A** – Agreement with Permittium, LLC

**Contact Information:**

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