

Clark County Environmental Public Health

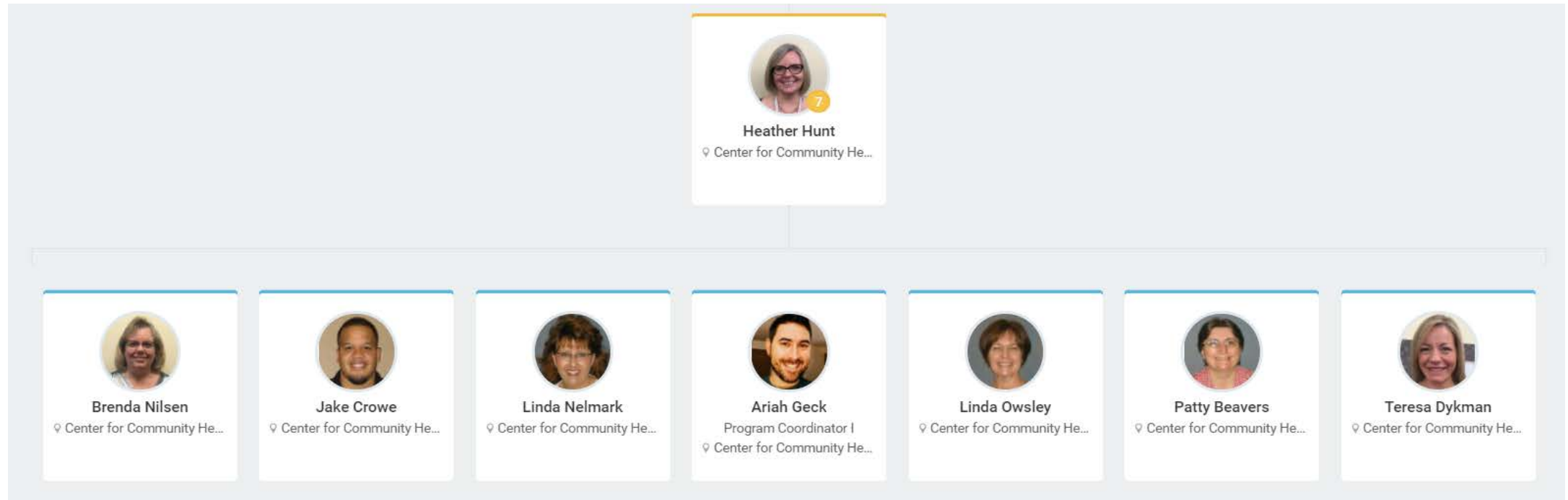
Online Service Request Portal

Heather Hunt

March 24th, 2021



EPH Customer Support Team



Services Provided

- Plan Review Applications
- Inspection requests
- Permit issuance and renewals
- Complaint intake and assignment
- Public Records Request fulfillments



What is a Service Request

- An application that contains:
 - Homeowner's or business owner's name, address and contact information,
 - Contact information if the application is being submitted on behalf of the property or business owner e.g., a licensed contractor,
 - Details of the physical location where a service is being requested,
 - Documents such as; floor plans, schematics, engineering diagrams, menus, SOPs, past inspection or permit documentation etc,
 - Payment.



Programs Served

- Retail Food; Restaurants, Temporary Food Vendors, Grocery Stores.
- Public and Private Schools;
- Recreational Water
- Land Development
- Residential Septic Systems
- Residential Water Wells

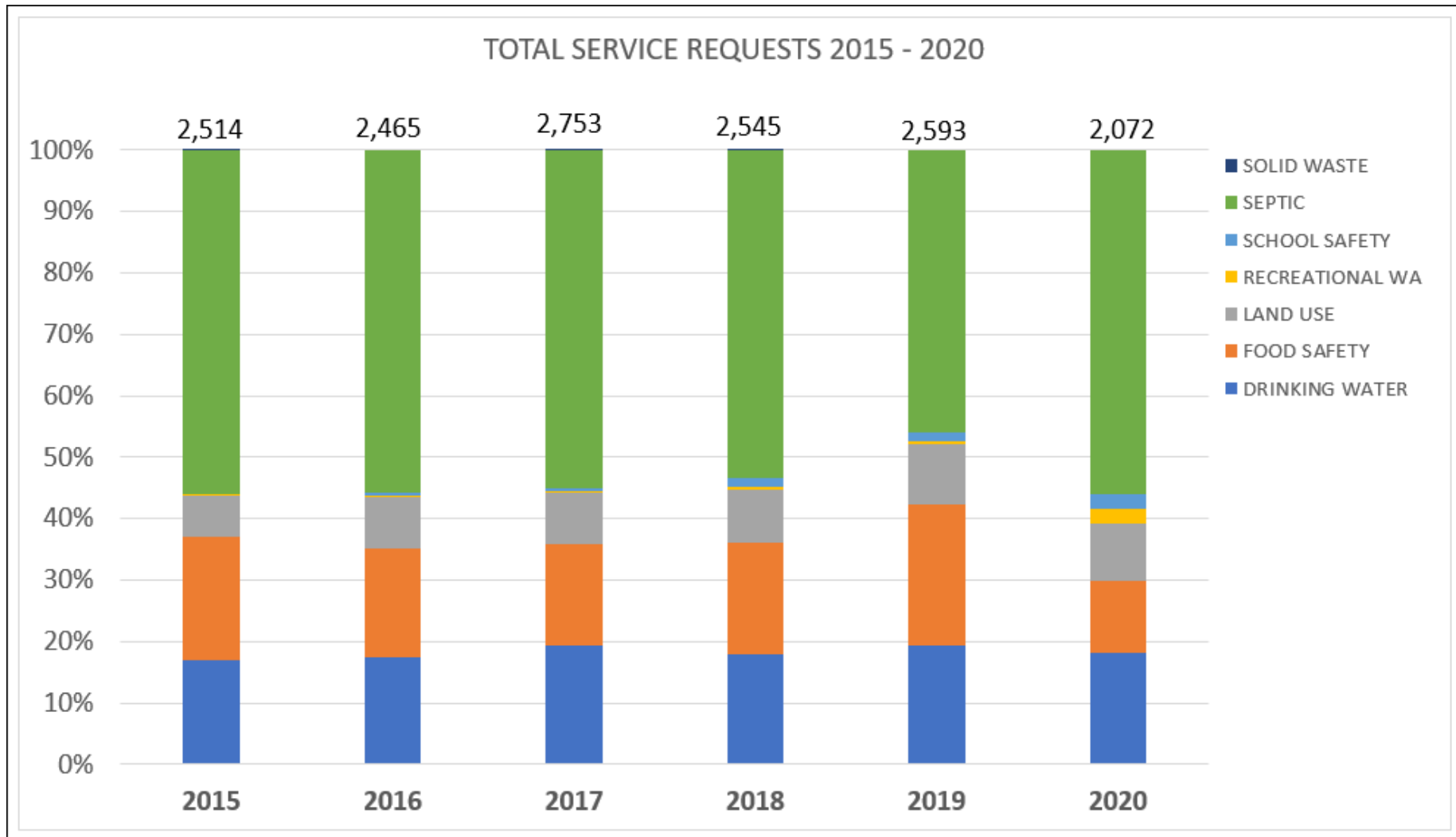


Processes

- Need for a permit to operate is identified by client.
- Client submits review application, fee and supporting documents as a new **Service Request**.
- Office staff intake and initial review of application, processing of payment.
- Office staff assigns the project to the program inspector.
- Inspector conducts review, makes site visit(s) and conducts a final inspection.
- Inspector approves plans or requires changes to plans.
- Inspector notifies the client of approval; client then submits permit application and fee.
- Office staff processes the permit app and payment, issues permit to client.
- Office staff assign the new permit to program Inspector conducts inspections to ensure ongoing compliance



Service Request Volume



Online Service Requests save time for everybody



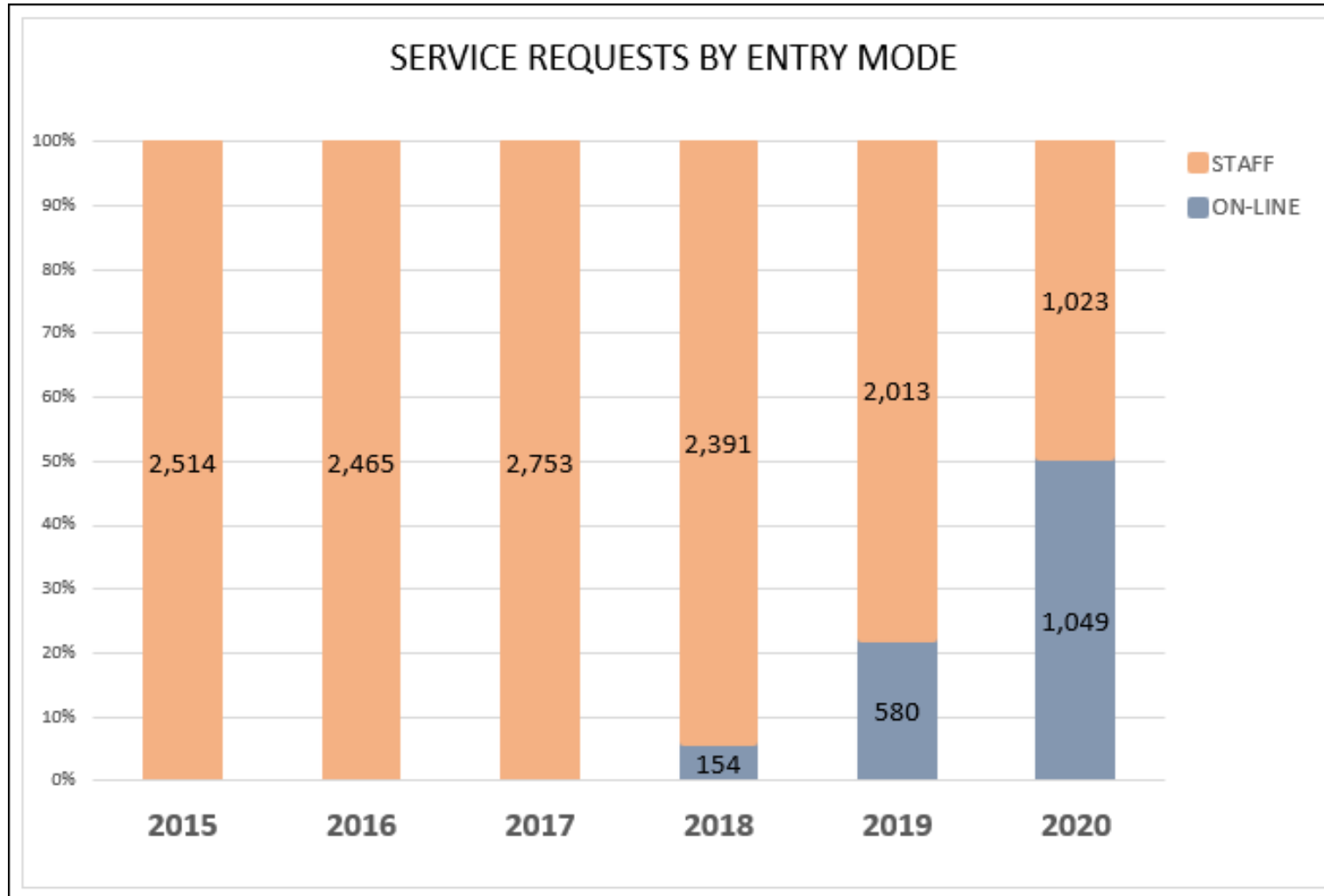
Online Service Request Project

Online Service Request Project Status

Program	Application	Start Date	End Date	2017				2018				2019				2020				2021			
				Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Food Safety	Temporary Food Permit	17-Feb	22-May	█																			
Food Safety	Food Facility Plan Review	7-Aug	7-Aug					█															
Food Safety	Mobile Food Facility Plan Review	7-Aug	7-Aug					█															
Food Safety	Multiple Event Plan Review	14-Aug	14-Aug					█															
Food Safety	Variance Request	19-Dec	20-Jun									█											
Food Safety	COVID-19 Partial Permit Payment Plan (Food	13-Oct	13-Apr													█							
Complaint	Public Health Concern Form	17-Aug	17-Aug	█																			
Drinking Water	Well Site Evaluation	1-Mar	31-Aug	█																			
Water Resource&Protection	Septic Professional App w/ Pay Later	16-Sep	18-Mar					█															
Water Resource&Protection	Septic Professional App w/ Pay Now	16-Sep	18-Mar					█															
Recreational Water	Facility Change of Ownership	19-Dec	20-Jun									█											
Recreational Water	Facility Remodel Review	19-Dec	20-Jun									█											
Recreational Water	Float Tank Facility Plan Review	19-Dec	20-Jun									█											
Recreational Water	Pool, Spa and Recreational Water Feature Pl	18-Dec	19-Jun									█											
Recreational Water	COVID-19 Partial Permit Payment Plan (Rec V	13-Oct	13-Apr													█							
Recreational Water	COVID-19 Inactive Permit Application (Rec V	25-Dec	25-Jun													█							
Vital Records	Funeral Home-Registration	6-Mar	5-Sep									█											
Vital Records	Funeral Home-Standard Order	7-Mar	6-Sep									█											
Vital Records	Funeral Home-Correction and Copy Order	11-Mar	10-Sep									█											
Vital Records	Funeral Home-Veterans Order	11-Mar	10-Sep									█											
Development Review	Final Land Use Approval	14-May	13-Nov									█											
Development Review	On-site Sewage (OSS) and/or Well Water	14-May	13-Nov									█											
Development Review	Public Sewer and Public Water	14-May	13-Nov									█											
School Health and Safety	Site Review (PUBLIC)	1-Nov	4-Jan													█							
School Health and Safety	New Construction and Remodel (PUBLIC)	1-Nov	4-Jan													█							
School Health and Safety	Portable Plan Review (PUBLIC)	1-Nov	4-Jan													█							
School Health and Safety	School Food Service (PUBLIC)	1-Nov	4-Jan													█							
School Health and Safety	Environmental Assessment (PUBLIC)	1-Nov	4-Jan													█							
School Health and Safety	Occupancy Inspection (PUBLIC)	1-Nov	4-Jan													█							
School Health and Safety	Playground Plan Review (PUBLIC)	1-Nov	4-Jan													█							



Online Service Request Volume



Online Portal Splash Page



The screenshot shows the top navigation bar with the Clark County Public Health logo, a language selection dropdown, notification icons for documents (1) and shopping cart (0), and a user profile for 'Welcome, Ariaah Geck'. The main content area features a large welcome message, a left-hand menu with categories like 'About & Help', 'My Profile', 'Food', 'Recreational Water', 'School Health and Safety', 'Land Development', 'Drinking Water', 'Onsite Sewer and Septic', 'Death Certificates', and 'Quick Payment', and a central text area with instructions and contact information.

CLARK COUNTY PUBLIC HEALTH

Select Language

Welcome, Ariaah Geck

Welcome to the Clark County Public Health Online Services Portal

To make a **payment** for an existing invoice without creating a profile, use the [Quick Payment](#) option in the left hand menu.

To submit a **Public Health Concern** without creating a profile, use the [Report a Concern](#) option in the left hand menu.

- To use this system, please read our 'How To' guide that can be found [HERE](#)
- To submit applications, you must first register for a profile in the portal by clicking [HERE](#)
- If you are a returning user, you can log in by clicking [HERE](#)

To ensure you receive automated emails from our online system, please add this address to your approved/safe list in your email and account: noreply@clark.wa.gov

For questions or concerns related to the Online Service Portal, please contact the appropriate department; you can find contact information by clicking [HERE](#)

Please be aware that our physical offices will be closed due to the current COVID-19 outbreak until further notice. You are still able to access most services online; and individual, in-person appointments will be considered on a case-by-case basis. Feel free to contact us by phone at **564.397.8428** or email us at eph@clark.wa.gov


Vital Records can be reached at **564.397.8092** or email at CntyHealthVitalRecor@clark.wa.gov.

For more detailed information, please read the full announcement [HERE](#).



Online Portal How-to Guide for new users

1 | Page Clark County Environmental Public Health Online Services Portal



Clark County EPH Online Services Portal

External Customer 'How-to' Guide

Revised 07/27/2020


Table of Contents:

Before you begin	Page 2
Create a profile	Page 3
Link a facility to your profile	Page 4
Begin an application	Page 5
Navigation	Page 6
Save an application as a draft	Page 7
Complete an application	Page 8
Payment options	Page 9
Pay Later (for professional applications)	Page 10



Submit new applications

CLARK COUNTY PUBLIC HEALTH Select Language 3 0 Welcome, Ariah Geck

 **New Food Facility Plan Review Application** » Clark County Environmental Public Health

1 Site Information 2 Attachments 3 Payment 4 Review 5 Submit

Please provide the facility details

Facility Name *

Site Address

City *
 VANCOUVER

State *

Zip *

Water Supply *

Sewage Disposal *

Land Development >
My Profile >
School Health and Safety >
Services >
Death Certificates >
Report a Concern >
Quick Payment >
Admin Use Only >



Make payments



PUBLIC HEALTH

Step 1: Select Payments Step 2: Review and Submit Step 3: Confirmation and Receipt

Step 2: Review and Submit

Please review the details of the items you have selected to pay, along with the fees associated with using this service. When you are ready to submit your payment, please review and accept the Terms and Conditions, and click Submit to send your payment for authorization.

My Bills

Description	Payment Amount
Services payment of \$990.00 on Invoice Number IN0675446	\$990.00
Subtotal:	\$990.00
Convenience Fee:	\$20.95
Total Payment:	\$1,010.95

Customer Information

First Name: Ariah
Last Name: Geck
Address Line 1: 1601 NE Mill Plain
Address Line 2:
City: Vancouver
State: Washington
Zip Code: 98666
Phone Number: 555 555 5555
Email Address: ariah.geck@clark.wa.gov

Payment Information

Payment Date: 03/12/2021
Card Type: Visa
Card Number: *****1111

Terms and Conditions

CONVENIENCE FEE
Your agency has partnered with a third party service provider to provide you with convenient online payment services via credit card debit card or electronic check payments. IN ORDER TO USE THIS SERVICE YOU MAY HAVE TO PAY A NON-REFUNDABLE CONVENIENCE FEE IN ADDITION TO THE AMOUNT(S) OWED TO YOUR PAYEE. Please note that the service provider (not your Payee) will appear as the merchant of record next to your payment on your bank or credit card statement.

ACCESSIBILITY
This service is accessible through the Internet. In order to use this service you will need a personal computer access to the Internet with an Internet service provider and a web browser which supports this service.

ACCURACY OF YOUR INFORMATION AND BILLING; COMPLETION OF PAYMENT
You are solely responsible for providing accurate and complete information to use this service and for confirming any amount(s) owed to your Payee. Completion of your online payment is contingent

I Agree to Terms and Conditions

Back Cancel Submit Payment



Manage your applications

CLARK COUNTY PUBLIC HEALTH

Select Language

Welcome, Ariah Geck

Service Requests

search ... Active Inactive

3/12/2021 - Septic Professional App w/ Pay Now / Scott Hendrickson	SR0044150	i	▼
3/11/2021 - Septic Professional App w/ Pay Now / PLH 249th Ave Lot 1	SR0044106	i	▼
3/10/2021 - Septic Professional App w/ Pay Now / Emmanuel Baptist	SR0044105	i	▼
3/5/2021 - Septic Professional App w/ Pay Now / Michael & Tracie Braun	SR0044010	i	▼
3/5/2021 - Septic Professional App w/ Pay Now / DKG Oxbow Enterprises LLC	SR0044009	i	▼
3/5/2021 - Septic Professional App w/ Pay Now / Nick Gelman	SR0043994	i	▼
3/5/2021 - Septic Professional App w/ Pay Now / Carina Nedbal	SR0043992	i	▼
3/4/2021 - Septic Professional App w/ Pay Now / Doug Schmitt	SR0043956	i	▼
3/4/2021 - Septic Professional App w/ Pay Now / Chris & Allison Lindsly	SR0043953	i	▼
3/3/2021 - Septic Professional App w/ Pay Now / Ron Raley	SR0043913	i	▼
3/3/2021 - Septic Professional App w/ Pay Now / Chris Swick	SR0043910	i	▼
3/1/2021 - Septic Professional App w/ Pay Now / ERS - Burress Residence	SR0043863	i	▼

Navigation menu: About & Help, My Profile, Submitted Applications, Draft Applications, Food, Recreational Water, School Health and Safety, Land Development



Review status, documents and invoices

3/12/2021 - Septic Professional App w/ Pay Now / Scott Hendrickson

Record ID	SR0044150	Facility ID	Assigned to	Joseph Ellingson	Invoice#	IN0753137
Account ID	AR0029274	Status 1	Assigned date	Mar 12, 2021	Amount paid	
Facility/Project	Scott Hendrickson	Status 1	Applicant Name	McNair Septic Design	DeliveryMethod	
Site Address	PO BOX 866	Status 2	Contact phone	(360) 907-1576	DLN	
Property owner	Scott Hendrickson	PE code	Contact Email	info@mcnairseptic.com	Service memo	
		Entered date				

[Submittal](#)
[Clone](#)
[Submit Attachments](#)

4 Attachments

-  Design Packet - Hendrickson, S. Design.pdf (Mar 12, 2021) AT0017687
-  Miscellaneous - Hendrickson, S. Notice to Title Signed.pdf (Mar 12, 2021) AT0017688
-  Plot Plan - Hendrickson, S. Plot Plan.pdf (Mar 12, 2021) AT0017685
-  Soil Log - Hendrickson, S. Previous Soils Approval.pdf (Mar 12, 2021) AT0017686

1 Invoices

-  IN0753137 - Mar 12, 2021 Total Due: \$838.00



Achievements

- Communicating expectations
- Realizations of efficiencies
- Feedback
- Commitment by Public Health Staff



Thank you!

Comments and questions

Clark County Public Health

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