



**SERVICE ENHANCEMENT PROPOSAL  
COUNTY OF BAY - 2016 BUDGET PROCESS**

Department Name: Bay County Clerk

Date completed: September 22, 2015

The following questionnaire should be filled out for budget requests that enhance programs under your supervision. Service enhancements include budgeting for new programs, additional personnel, or capital purchases other than capital purchases that replace existing equipment. Examples of service enhancements: budgeting for a funded or partially funded program; adding additional staff to provide better or additional services; buying new computer hardware or software to improve efficiency. Attach additional pages as necessary.

1. WHAT IS THE OVERALL SERVICE ENHANCEMENT PROPOSAL?

The reinstatement of two (2) full time USWA Clerk Typist positions TU07

2. HOW WAS THE NEED FOR THIS ENHANCEMENT DETERMINED?

Based on the demands of the Constitutionally mandated Clerk office.

3. WHAT COLLABORATION IS NECESSARY FOR THIS TO OCCUR?

Approval in the 2016 budget process

4. WHERE DOES THIS FIT IN THE BUSINESS PLAN - **WHAT PROCESSES ARE IMPACTED?**

Compliance, mandates, efficiency, backlog, clerical, state law, state statutes, voting requirements.

5. WHERE DOES THIS FIT IN THE BUSINESS PLAN - **WHAT PROGRAMS ARE IMPACTED?**

State constitutionally mandated functions to completion.

6. WHAT PRIORITIES WILL THIS ENHANCEMENT ADVANCE?

A number of priorities and responsibilities of the Clerk office

7. WHAT IS THE EXPECTED OUTCOME OF THIS ENHANCEMENT?

Division of duties, completion of mandated functions; resolution of backlog; servicability to the public.

8. WHAT MEASUREMENTS WOULD DEMONSTRATE THE ATTAINMENT OF THE EXPECTED OUTCOME?

Approval of reinstatement of two (2) full time USWA Clerk Typist TU07 positions.

SERVICE ENHANCEMENT PROPOSAL  
COUNTY OF BAY 2016 BUDGET  
COUNTY CLERK OFFICE

1. WHAT IS THE OVERALL SERVICE ENHANCEMENT PROPOSAL?  
The attached proposal will outline the mandated and non-mandated services associated with the reinstatement of two (2) full time Clerk Typist (TU07) positions in the office of the Bay County Clerk. The securing of staff to perform said duties listed will assure compliance with state/federal law, provide for better efficiency, address a backlog of document processing while offering extended public service(s).
  
2. HOW WAS THE NEED FOR THE ENHANCEMENT DETERMINED?  
The Clerk office offers a variety of services for a variety of reasons. The ever changing laws of the state cause the office to revamp entire processes to accommodate for the requirements as well as provide for the needs of the community. As the Clerk office is responsible for carrying out the demands of the State/Federal branches of govt. such as Secretary of State; Office of the Great Seal; Department of Community Health; Bureau of Elections; Michigan State Police , Health and Human Services, Social Security, Vital Records division, State campaign finance division and the local court systems. These demands are ever increasing with stricter identity requirements, availability of vital records on-line, same sex marriage processes, new election voting equipment, social security reporting, addition of two (2) additional filing campaign finance dates per year and new concealed carry weapons laws 12/1/2015.
  
3. WHAT COLLABORATION IS NECESSARY FOR THIS TO OCCUR?  
Executive Hickner would include the funded full time positions in the 2016 recommended budget. The United Steelworker Union would be notified of the potential addition of positions to the union. The County Board would approve posting/ filling/advertising of the positions effective January 1, 2016.
  
4. WHERE DOES THIS FIT IN THE BUSINESS PLAN-IMPACTED PROCESS?  
The posting/advertising/filling of two (2) full time Typist Clerk positions will result in the realignment of current duties absorbed by the existing staff members, increased efficiency, increased production, clean up of backlogged projects, preparation for new technology and equipment and the reinstatement of services eliminated in 2011 when positions eliminated.

5. WHERE DOES THIS FIT IN A BUSINESS PLAN-IMPACTED PROGRAM?  
By implementation of two full time typist positions, the state required mandated functions will be completed without backlog. With the reinstatement of services, the business plan should realize increased revenue lost from the processing of renewal notice for business filings, genealogical fees with expanded office hours, availability through the lunch hours, possible passport processing fees.
6. WHAT PRIORITIES WILL THIS ADVANCE?  
The Clerk office would realize more efficient, extend serviceability, complete projects within deadline, have quicker response times for records requests, reduce stress of current workload absorbed by remaining employees, will reduce wait times by the customers, will remain open during lunch hours, accommodate the courts and other state and local agencies.
7. WHAT IS THE EXPECTED OUTCOME OF THIS ENHANCEMENT?  
Filing of office positions would afford the Clerk office to reorganize and realign mandated and non-mandated functions within each position and streamline current processes and result in more efficient operations. Delayed record processing would be reduced and/or eliminated. The court microfilm project that had been neglected since 2004 would be given attention and allow for the production of records from 2000 to 2015 from the Bay County building which are housed now at the Court Facility and taxpayers requesting documents would not be inconvenienced to travel down the street for a document. Operations would resume over the lunch hours. Office would be adequately staffed during times of vacation, sick, funeral, meetings, conference, training, community promotions, family leaves and other reasons. The county general fund should realize increased revenue as services are enhanced.
8. WHAT MEASUREMENT WOULD DEMONSTRATE THE ATTAINMENT OF THE EXPECTED OUTCOME?  
The elimination of customer complaints for lunch time closure, delay of record processing, potential revenue increases, increased efficiency and better public service.
9. WHAT IS THE COMPLETION DATE, SCHEDULE OR INTERVAL?  
It is anticipated that once positions are filled and employees trained, all duties and responsibilities associated with carrying out of federal/state/local rules would meet compliant levels without backlogs, delays, confusion, coordination and stress.

9. WHAT IS THE COMPLETION DATE, SCHEDULE OR INTERVAL FOR MEASUREMENT? WHAT IS THE EXPECTED PAYBACK PERIOD? Immediate results.

10. PLEASE COMPLETE THE FOLLOWING:

| CATEGORY  | NO | YES | What are the Details of the Outcome?                         | How will this Impact the Outcome?  | How will this Impact the Measured? |
|---|----|-----|--|--|------------------------------------|
| Are personnel changes necessary for this outcome: Example: part time, permanent positions.  |    | XX  | Reinstatement of two (2) full time USWA Clerk Typists (TU07) | Efficiency<br>Servicability<br>Compliance<br>Deadlines<br>Completion<br>Stress reduced<br>Time Management. | Results will be immediate          |
| Are changes in space necessary for this outcome: Example - additional office space.   | XX |     |  |  |                                    |
| Are technology changes necessary for this outcome? Example: hardware, software, technology, training  | XX |     |  |  |                                    |
| Are capital changes necessary for this outcome? Example: office equipment   | XX |     |  |  |                                    |
| Are operating resource changes necessary for this outcome? Example: contracts and consultants, maintenance on equipment, office supplies, etc. Give line items and amounts. | XX |     |  |  |                                    |

Request for Full Time Typist Clerk (TU07) to perform duties related but not limited to the processing of Birth Records; Business Assumed Names/CoPartnerships and Circuit Court functions as described:

**Birth:**

Organize each record received from McLaren Bay Region by date once received.

Verify that all birth records received from McLaren are required to be filed in Bay County as the child was born in Bay County as often times documents are sent to the Bay County Clerk generated from a database that include other county records of birth.

Observe the required signatures on each record(s) to include that of the parent(s), hospital certifying staff and County Clerk.

Observe the required date of birth and affix date of filing on each record(s) received by Clerk

Number each birth record in its corresponding year, file and index on computer accordingly.

Return documents and letter by mail to McLaren returning birth documents if above criteria had not been met. My involve telephone contact to resolve other issues with medical staff.

Copy each birth record on to Clerk achieve paper for permanent preservation

Generate copies of birth record on demand in person, fax, mail, email, Vital Chek.

Verify identity of qualifying person allowed to receive a birth record under the law

Type all "Home Birth" documents required by the State of Michigan. Parents appear by appointment for this service as it is very detailed oriented and time consuming.

Under law, follow a process to "mark" a birth record for a person born in Bay County who has passed away in a statutory attempt to reduce and/or eliminate identity theft of a deceased person. Notice of deceased persons are transmitted to Clerk office from State and local authorities and a large undertaking to maintain current accurate records. This requires physically locating and "marking" each document as well as entering notations in the computer systems to "mark" this information. At the current time, approximately 1 to 2 years of backlog.

Under law, follow a process to "mark" a birth record for a person born in Bay County who has passed away from death records filed in Bay County. Not only are we notified of deaths in out of county from state and local authorities in above paragraph, we work off of all death records filed in Bay County to further "mark" births. More current remedy.

Under the law, follow a process to "mark" a birth record for a person born in Bay County who is deemed "missing" by the State of Michigan as a runaway, abandon, stolen, adopted,

once we receive notification. This requires physical retrieval of the record and "marking" on both the record and the computer. This process is five (5) months delinquent since the reduction in full time qualified staff June 2015.

Under the law, follow a process to remove "marks" from the physical birth records and computer systems for those persons no longer under a "missing" status with the State. We must also communicate by phone, email, fax, to monitor status of these documents.

Receive amended/corrected birth records from the State requiring indexing, copying, filing, retention and replacement in computer systems.

Issue birth records upon demand by mail, email, in person, Vital Chek and Central Registry.

Effective 4/22/2014, Bay County Clerk was 4<sup>th</sup> in State of Michigan to obtain access to the Central Registry Birth System from the Department of Community Health to generate State held birth records at the local level. Involved training/certification/security clearances/forms/ and new sources of revenue for Bay County. The County Clerk is the only person who now performs this service afforded for those to obtain a birth record in Bay County where no other record existed at the local level due to the fact that the person was illegitimate, adopted, or had a record filed under other extenuating circumstances (husband was not biological father). This full time Typist will perform this function. Within a half hour, data is entered, transmitted to the State portal, access given, approval granted, record emailed to Clerk, printed, a major service enhancement for Bay County residents- not traveling to Lansing or waiting 4-6 weeks to process.

At month end, proofread all birth data entered for accuracy and permanent record retrieval.

Will enhance service by processing vital records through the Vital Chek online ordering system which went into effect 2/1/2015. County Clerk currently processes these documents but with the success and popularity of the program that will continue to grow and create revenue for Bay County.

**Assumed Names:**

Accept filings for all assumed business names and co partnerships.

Index, File, Collect fees for all assumed business names and co partnerships.

Prepares weekly, monthly, yearly lists of business assumed names and co partnerships for purchase by the Public as a revenue source along with providing complimentary copies of the list to the Courts, City/County tax officials, Bay City Times and Bay City Democrat news.

File, Index Notices of Business Discontinuances upon request.

Process filing fees for new, renew and discontinued business filings per state law. Reconcile.

Audit functions and balance of number of records filed with the amount of revenue generated on daily, weekly, monthly, yearly, basis.

Prepare and mail renewal notifications of all business filings as required under statute. This statutory requirement was eliminated in 2011 following reduction in staff and the significant loss of revenue. A very time consuming function of this position.

**Circuit Court:**

Perform all statutory duties of the Circuit Court including but not limited to:

Filing of Circuit Court documents in older court Civil/Domestic/Criminal filings housed in the Bay County Building from years 1970 through 2000. Years 2000-2015 at Court Facility a couple of blocks to the north of this building.

Retrieval of documents on demand in person, fax, mail, email, etc.

Generation/certification of court documents from microfilmed records 1953 to 1985 for a variety of research and/or genealogical purposes. Files 1985 to 2000 are copied from actual original documents in the file as the microfilm is not as accurate from that time. Files 2000 to present are located in another facility and Clerk in County Building must physically direct customer to another location as the back up microfilm documents are a mess and in boxes in the Clerk back office and have received little or no attention since 2004. Should this project be accomplished to date, service would be enhanced by printing documents at this location and not causing persons to travel to the court facility.

Production of certified copies of Conviction and/or Judgment on demand-time consuming.

Respond to mail, faxed, emailed, requests for civil, criminal and domestic certified copies of documents from plaintiffs, defendants, Prosecutors, Attorney General, FBI NICS, law enforcement from state and local offices, social service agencies, military sources and many other out of state entities. With staff available to process these only as time permits, requests will be fulfilled in a more timely manner for said agencies listed above.

Provide expungement forms and prepare certified copies of convictions upon demand. Convey any orders to Set Aside to the County Clerk for consideration of reinstatement of ccw rights.

This position would resume verification/filing/indexing of the permanent retention of court microfilm documents under law. This project has received little or no attention following the elimination of staff in 2004. Clerk attempted to contract with three (3) temporary workers to address backlog and have been unsuccessful in doing so. The last assistant/college student willing to attempt this task was B. Walraven (February 2015) who was removed by the Board Chairman and Counsel Johnson due to the fact that an "Independent Contractor Agreement" had not been executed and/or approved by the Board. Funds existed in the Clerk approved 2015 budget.

Full Time Typist

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Reinstatement of this position will assist County Clerk in compiling annual statistical data backlog reflecting case types in each year as not addressed since 2011.

Performs background checks on demand for civil, criminal, domestic matters by mail, fax, email, for employment/schools/other agencies. Charge fees set by the County Board.

Researches old chancery documents upon demand for persons seeking archived old info such as the Bay City Times, Genealogical societies, Attorneys.

Perform services and prepare documents for other county departments, Judges, District Courts and Friend of the Court for Bay County. Many requests involve a number of files and a number of certified copies as in the case of a Paternity action/out of state requirements.

Provide Service Enhancement by offering service to the public over the lunch hour.

With reinstatement of positions requested, would consider offering the highly demanded non-mandated service of passport processing. When terminated for a lack of staff, the program generated \$25 per each of the 500 passport applications accepted per year. Clerk has been in contact with a rep from Congress Kildee's office and Dept. Of State.



Request for 2nd Full Time Typist Clerk (TU07) to perform duties related but not limited to the processing of the Clerk Cash Management System, Munis functions and Administration of Concealed Carry Weapons Processing as described:

**Cash Management:**

All cash management functions including the balancing and reconciliation of daily, weekly, monthly, yearly cash receipts and all required reporting established at present.

Daily communications/deposit to the County Treasurer

Monitor and Maintain the Clerk Trust & Agency Account for all deposits and refunds. Work to reconcile this account and escheat funds to the State of Michigan. This has not been accomplished since 2004 when Clerk took position despite numerous contacts to the Finance department. Just as of 2015, J. LaPraire of the finance department has given Clerk T&A attention.

Will complete monthly reconciliation of balances to transfer to yearly totals of revenue against services provided, prepares vouchers for payment of State fees on regular basis.

Collect, list, track, refund all transactions relating to election related fees paid by candidates and/or school officials and determine under law who would be entitled to a refund and who will forfeit a filing fee under the provisions of the law. Currently the County Clerk reviews and recommends this procedure but it should be the responsibility of this position. Prepares vouchers to the County General Fund and/or Individuals receiving a refund.

Documents all Sheriff Overage Sale Transactions. Documents property sold with owner and date of purchase along with purchase price and receipt number. This documentation should be reviewed and reconciled as it has not been done since 2011. Must produce lists of Sheriff Overage sale properties upon demand and under FOIA. Current Clerk attempting to maintain this list and running total of T&A account.

Maintain statistical data on a daily, weekly, monthly, yearly basis for permanent retention such as 400 assumed business names @ \$10 each; 500 marriage licenses @ \$20 each; 500 gun permits @ \$105 each, per year for comparison and public information.

**Munis:**

This position will resume the daily data entry of cash receipts into the Munis financial system.

This position will cross train with the Current Chief Deputy Clerk on all Munis financial duties. There has not been a qualified staff member to assume this role in the past. It will be determined which duties of the office accounting this position will be responsible for but may include Accounts Payable/Accounts Receivable/Purchase Order processing and/or Budgetary functions.

### Concealed Weapons Licenses-Administrative

Work collectively with County Clerk to comply with Administrative requirements for the processing of carry concealed weapons licenses and implementation of legislative changes presented under Senate Bill 34 effective December 1, 2015.

- Not limited to the following...
- A. Data Entry from completed applications
  - B. Review of Acceptable documents/training credentials
  - C. Scanning of documents to Michigan State Police
  - D. Issuance of approval letters
  - E. Preparation of Permits
  - F. Instruction to applicants regarding fingerprint process
  - G. Entry of Data into MICJIN portal for State Police
  - H. Determination of any "Disqualify" status
  - I. Entry of Revocations/Suspension/Denial status
  - J. Letters to applicants of Revocation/Suspension/Denial
  - K. Preparation of Annual Report(s) for MSP
  - L. All other administrative functions
  - M. Continuing Education sessions
  - N. Download/Verification of Photos from SOS
  - O. Review/approve monthly billing statement of fees
  - P. Process monthly payment in Munis financial system
  - Q. Maintain a list of all "Pending" applications in order to issue in a timely manner pursuant to law.
  - R. Assist in backlog of suspension/revocations/denials notices
  - S. Communicate with Training Instructors
  - T. Responsible for enforcement of all laws
  - U. Assist in backlog of ccw minutes under 2015 law
  - V. Prepare Renewal letters for applicants per law
  - W. Communicate problems/issues to MSP staff
  - X. Work on filing of backlog documents since 2011
  - Y. Review retention schedule and dispose of applications
  - Z. Provide direction/instruction to Part Time CCW Clerk

Provide Service Enhancement by offering service to the public over the lunch hour.

With reinstatement of positions requested, would consider offering the highly demanded non-mandated service of passport processing. When terminated for a lack of staff, the program generated \$25 per each of the 500 passport applications we were accepting. Clerk has been in contact with a rep of Congressman Kildee's office and Dept of State.