

Administration and Support (1320P)

Program Locator

County

Collaborative Community

Assessor-County Clerk-Recorder

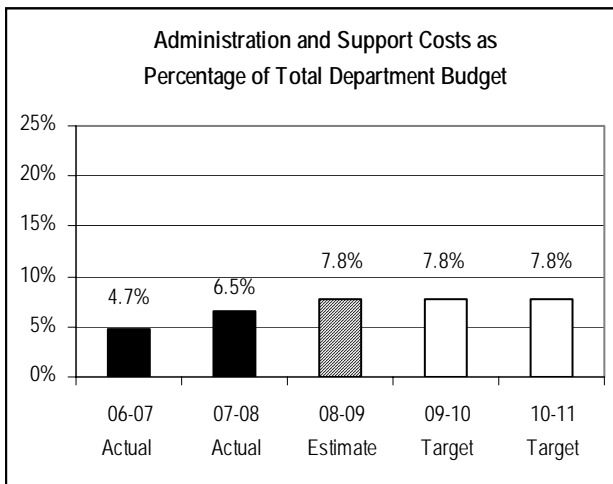
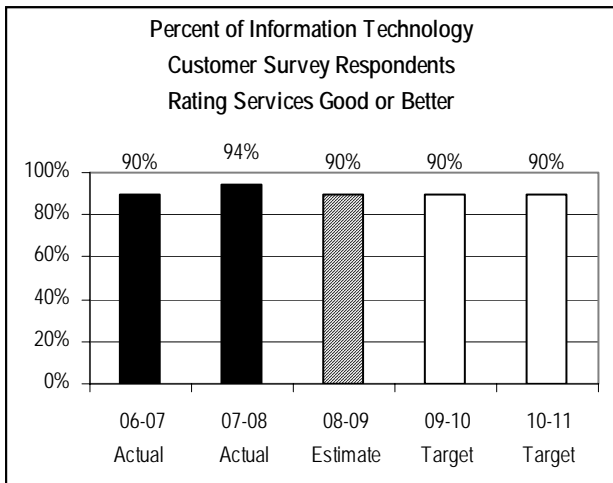
Appraisal Services

▷ **Administration and Support**

Elections

County Clerk-Recorder

Headline Measures



Program Outcome Statement

Administration and Support Services serves the Assessor-County Clerk-Recorder employees, the community and other County departments by setting policies, developing an annual business plan, monitoring accomplishments and overseeing all technology and financial operations in a collaborative manner to achieve the Department's goals and objectives.

Services and Accomplishments

The Administration and Support Services Program is responsible for establishing the priorities, setting the tone and promoting a standard of excellence throughout the Department. Five equally critical categories of resources and values fuel the mission—people, programs, finance, facilities and technology. The Program supports all Clerk-Assessor-Recorder-Elections Office employees in the accomplishment of Departmental mission critical activities, including implementing staff training programs in the following areas: Excel, Easy Access, appeals process, new legislation / laws, information technology; developing cash handling procedures; providing monthly financial reporting to managers; providing community outreach initiatives for all divisions; and strengthening public information efforts to advise the public of new services, laws, regulations and forums. These functions primarily contribute to the Shared Vision of a Collaborative Community by 2025.

The following are major accomplishments in the current year:

- Initiated e-Government initiatives in every division making various public services more accessible, secure and transparent
- Offered online programs on how to use the eSlate Voting System and provided voting materials in English, Spanish and Chinese to better serve the diverse community
- Continued to preserve official records of land, property, voting results and vital statistics
- Added new security measures to protect the technology, e-mail, records, facility and people from intentional and unintentional harm utilizing back-up procedures, security cameras, searchable, digitized and long-life film imaging steps
- Continued to produce monthly financial reports to the management team to assist them in analyzing and weighing the fiscal implications of departmental initiatives
- Assisted with the *Anatomy of an Election*, a live television simulcast of election day / night activities to help the public understand the election process and provide transparency in the conduct of an election
- Received a grant in the amount of \$142,500 from Help America Vote Act (HAVA) to improve access to polling locations, create voting information and materials that are equally usable by voters with disabilities in an effort to further equal access to voting
- Revised Sample Ballot and Update Communications to the Voter; this includes all forms, manuals, voter instructions, voter outreach materials and polling place guides

Story Behind Performance

Staff development training classes, cross-training efforts and the automation of processes have helped to conserve resources without compromising initiatives or services. The Administration and Support Program costs represent about 7.8% in FY 2008-09 of the Department's budget and has increased from previous years due to the Cost of Living Adjustment (COLA) and benefit increases.

A comprehensive Communications Plan was developed to guide the public information and communication outreach strategies for the Department as a whole. Public communications include: the redesign and rewrite of CARE brochures to reflect changes in state law and local ordinances, a redesign of the www.smcare.org web site to improve navigation, Web 2.0 functionality, meeting Section 508 compliance requirements, which was enacted to eliminate barriers in information technology and to make available new opportunities for people with disabilities, and improving the user experience; press strategies for publicizing news, programs, consumer alerts as well as meeting of Election code requirements for public notices; the development of a second tier of communication outreach; the production of a grant request for HAVA funds to improve accessibility; the production of printed departmental publications like the Official Sample Ballot and Voter Information Pamphlets in English, Spanish and Chinese as well as other simpler publications like POLLcat, the poll worker newsletter, required Notary Training, and seminar materials for the filing of 571-L Business Property Statements. Internal communications include: the maintenance and contributions to iCARE, the Department's internal website that is a forum for initiatives, county activities, and learning opportunities. iCARE helps to facilitate change, is the repository for shared, online staff tools, and helps management build and maintain employee morale. This year, CARE undertook the production of a live Election Night show to provide a never-before-seen look inside elections. The project was the product of a partnership between PenTV and Comcast and it was created to make the election processes transparent and open to build public confidence.

The County as a whole faces many content management challenges such as administering volumes of documents, getting the material online and keeping it up to date, and archiving important records and artifacts crucial to business operations. For all of these examples, the Electronic Document Management System (EDMS) is an applicable solution. CARE is actively engaged in EDMS and has launched five new EDMS business solutions this year supporting various assessor workflows. CARE will continue to leverage this important countywide infrastructure and plans to continue implementing other EDMS projects that will be completed over a multi year timeline.

As the Department works to automate and streamline processes in each division to make it more customer-friendly and current with today's technology, it is important to continually audit the integrity of the systems and data. New mandates in the areas of protecting an individual's right to privacy, property assessment, voting procedures, and the maintenance of public record for property transactions further complicate and necessitate this requirement. There are continued efforts to expand online services where it is deemed applicable and simplifies how business is conducted in the Department.

Additionally, in order to measure how the Administration and Support Program is doing in the area of technology customer service, satisfaction surveys are sent to the employee users of technology who use the help desk to get assistance with their technology

problems. The Program's goal is to produce continuous improvement in the satisfaction rate of internal customers. In FY 2007-08, customer ratings reflected a 94% satisfaction with Information Technology services.

Major challenge over the next two years will be:

- To assure the public that the Department's systems are reliable
- To manage workload of vacant Deputy Director positions and conduct timely recruitments to fill executive positions
- To coordinate succession planning efforts, given that 30% of highly experienced staff are slated to retire over the next three to five years

Program Objectives

The Administration and Support Services will meet performance targets by doing the following:

Achieve an Overall IT Customer Satisfaction Rating of at Least 90%

- Continue to improve applications and data delivery systems
- Continue to implement staff training improvements
- Implement document strategies including the imaging project and FileNet
- Provide useful information and forms online

Maintain Administration and Support Costs at 7.8%

- Continue to provide division managers monthly financial reports
- Conduct a Department-wide review of fees to determine if actual costs to provide services are fully recovered
- Determine if a surcharge for research requests is feasible
- Monitor HAVA and other departmental programs in order to identify state reimbursement opportunities

Performance Measures Summary Table

Performance Measures	FY 2006-07 Actual	FY 2007-08 Actual	FY 2008-09 Estimate	FY 2009-10 Target	FY 2010-11 Target
What / How Much We Do (Effort)					
Number of payables processed	4,206	6,671	4,500	4,500	4,500
Number of information technology service requests (high priority)	674	388	500	500	500
How Well We Do It (Quality / Efficiency)					
Percent of payables paid on time	89%	88%	90%	90%	90%
Percent of business application availability	100%	99%	96%	96%	96%
Average hours from information service request to resolution (high priority)	11	8	8	8	8
Percent of information technology customer survey respondents rating services good or better	90%	94%	90%	90%	90%
Is Anyone Better Off? (Outcome / Effect)					
Administration and Support costs as percentage of total departmental budget	4.7%	6.5%	7.8%	7.8%	7.8%
Amount of property transfer tax collected for taxing agencies	\$13,300,257	\$9,987,947	\$7,000,000	\$5,500,000	\$7,000,000

Administration and Support (1320P)
Resource Allocation Summary

	Actual 2006-07	Actual 2007-08	Revised 2008-09	Recommended 2009-10	Change 2009-10	Recommended 2010-11
Salary Resolution	12.0	12.0	10.0	8.0	(2.0)	8.0
Funded FTE	12.0	11.7	10.0	8.2	(1.8)	8.2
Total Requirements	1,390,512	1,424,905	1,478,471	1,230,601	(247,870)	1,278,279
Total Sources	598,971	557,754	428,425	306,193	(122,232)	322,603
Net County Cost	791,541	867,151	1,050,046	924,408	(125,638)	955,676
NCC Breakdown						
Mandated Services			1,050,046	924,408	(125,638)	955,676

Discretionary Net County Cost

The portion of this program's FY 2009-10 Recommended Budget which is funded by the General Fund or Net County Cost (NCC) is \$924,408 or 75%. Of this amount, 100% includes Mandated Services with no specified maintenance-of-effort (MOE) requirements.

FY 2009-10 Program Funding Adjustments

The following are significant changes from the FY 2008-09 Revised to the FY 2009-10 Recommended Budget:

1. Adjustments to Provide Current Level of Services

Budget adjustments have been made to reflect current costs for existing levels of service and performance: inclusion of merit increases and annualized negotiated labor increases; increase in retiree health costs due to transition from pay-as-you-go method to funding the Annual Required Contribution (ARC); and a decrease in trust fund revenue transfers due to declining Fund Balances.

Revenue/Sources	Appropriations	Intrafund Transfers	Reserves	Net County Cost	Positions
(122,232)	654	0	0	122,886	0

2. Reduction in Workforce - Management Analyst III

A vacant Management Analyst III position is being eliminated in the Administration and Support area of the Department. This vacant position previously provided professional administrative services, contract development, review, execution and management of contracts, business analysis and process documentation for all three divisions in the Department and the executive management and administrative team. The reduction of this position will impact the Department's capacity to handle complex contract review and executions in a timely manner, alter its ability to provide comprehensive oversight and management of complex contracts, slow or halt initiatives under way to conduct business analysis and significantly impair the Department's ability to implement new process improvement projects.

Revenue/Sources	Appropriations	Intrafund Transfers	Reserves	Net County Cost	Positions
0	(131,265)	0	0	(131,265)	(1)

3. Reduction in Workforce - Information Technology Analyst

An Information Technology (IT) Analyst position is being eliminated in the Administration and Support area of the department. This IT Analyst position is funded from a trust fund which has been depleted. This position provides professional technical and analyst services for all three divisions in the Department, the executive management and administrative team, other departments and local public agencies and cities within the County of San Mateo. Eliminating this position will have an impact on the timeliness and quality of services provided by the Department.

Revenue/Sources	Appropriations	Intrafund Transfers	Reserves	Net County Cost	Positions
0	(117,259)	0	0	(117,259)	(1)

TOTAL FY 2009-10 PROGRAM FUNDING ADJUSTMENTS

Revenue/Sources	Appropriations	Intrafund Transfers	Reserves	Net County Cost	Positions
(122,232)	(247,870)	0	0	(125,638)	(2)

FY 2010-11 Program Funding Adjustments

The following are significant changes from the FY 2009-10 to the FY 2010-11 Recommended Budget:

4. Adjustments to Provide Current Level of Services

Budget adjustments have been made to reflect current costs for existing levels of service and performance: inclusion of merit increases; and increases in retirement and retiree health contributions.

Revenue/Sources	Appropriations	Intrafund Transfers	Reserves	Net County Cost	Positions
16,410	47,678	0	0	31,268	0