

Fiscal Year 2008/2009 Budget Highlights and Goals

County Recorder

FY2008 Highlights

The office scanned 524,756 new images recording, indexing, and verifying 86,224 documents; a 2-day turnaround time was achieved in returning original recordings. The office began electronic recording (eRecording); submitters can print documents at their expense for paper, ink and printer costs.

Forms were completed for the *McHenry County Job Classification System*. A fee study was conducted by *Maximus* to increase the Automation Fund; a notification and fee schedule was sent to over 650 customers.

The Backfile Conversion completed 15-1/2 years, indexing 257,971 documents from March 1975 to Sept. 1960. Approximately 48 years of indexed and imaged documents (nearly 9.5M images) can be searched and printed within seconds. The Backfile's "*Let's Make It Happen*" program is tracked visually on charts, with the first of five charts "*Catch the Team Spirit*" (representing years 1975 to 1954) targeted for completion in 2008.

The *Devnet* program was provided by the Assessor and Treasurer to assist customers in searching PINs, and staff in verifying home ownership for our *Deed Notification Program (mailed postcards)*. This program helps protect property owners from forged deeds. Redaction of social security numbers helps defray identity theft blocking out personal information on documents. A FOIA form is completed by title companies or customers requesting copies of documents with un-redacted social security numbers.

A free program, *Property Fraud Alert*, was implemented to inform McHenry County property owners of the growing threat of property fraud and identity theft offering personal notification via e-mail or telephone.

Press releases were issued to inform Fall 2007 flood victims how to obtain "free" copies of their deed for insurance; notify veterans to record their military discharges; announce the *Property Fraud Alert* program; and warn of companies selling certified copies of deeds at over-inflated prices.

A Storage Area Network (SAN) was leased and installed to effectively store records; three new servers replaced units that exceeded their life. Security and video surveillance was updated; panic alarms tested.

A reference book of Illinois State Statutes was compiled for counter customer service.

Seven County offices continued complimentary access to Laredo in their offices; GIS, Assessor, Treasurer, P&D, Health, Transportation, and State's Attorney saving time, labor, and volumes of paper for each office.

Training videos were viewed, and monthly meetings between supervisors, lead persons, and staff were held for efficiency and enhanced customer service. Technology, cross-training, goal-setting, long-term planning, business continuity, and teamwork continued.

The office generated approximately \$6.9M in revenue; collecting \$840,000 for GIS and \$698,000 for the Rental Housing Support Program (RHSP).

Continue working with the Human Resources Department to reclassify positions in conjunction with the new *McHenry County Job Classification System* to retain a highly-trained, qualified staff in the Recorder's Office.

Broaden the eRecording program: adding new customers, and hosting a seminar/training event for the general public introducing X-Pedite, an online program eRecord program designed by our software vendor.

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FY2009 Goals

Consider expanding the Deed Notification Program to “power of attorney” documents; these documents appear to be a new threat for property fraud and identity theft. Continue educating the public on Laredo, Tapestry II, our “free search” program, eRecording, and Property Fraud Alert programs; along with procedures in our office.

For the Backfile to complete an additional 12 years indexed and verified by Summer 2009; taking us back to 1948 for over 60 years of records available on computer.

Replace large scanner w/several smaller, scanners at document recording stations to compliment the eRecording program, and outdated security cameras will more efficient units.

Recorder and staff plan to complete an online and paper version of a *Recorder Handbook* as an information reference guide to help customers better understand the recording process; eliminating rejected documents. Finalize *Business Continuity/Disaster Recovery Plan* for the office and incorporate into *Microsoft Office Sharepoint Server 2007*.

Introduction of *Microsoft Office Sharepoint*, we anticipate this will be a useful communication tool. Incorporate skills learned from County’s Project Management Training Class for use in project planning.

Continue a project to match condominium exhibit document numbers and scan numbers with their respectable units so a customer’s condo unit can be located quickly and easily. Rescan various subdivision and condo plats to remove confusing or inappropriate lines.

Improve monthly meetings between supervisors and staff to better understand the large variety of documents recorded and search systems available. Continue practice of the Spanish language, and update all office procedures, lists, and plans; track State of Illinois legislation linked to the office. Maintain teamwork and emphasize the value and importance of each and every staff member.