

FY2020 Budget Coversheet

General Information

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Office/Department Profile

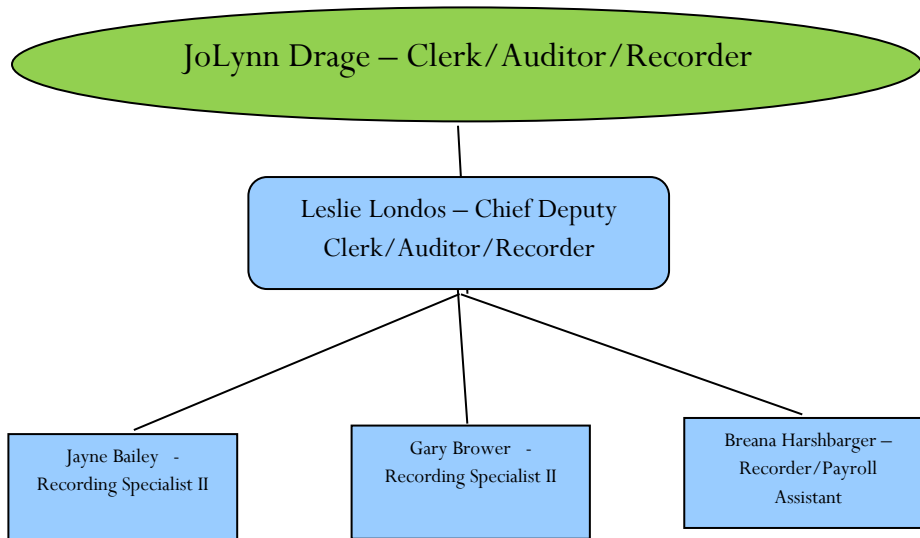
Operational Description

The Blaine County Recorder's Office is responsible for maintaining all land records for Blaine County as set forth in Idaho Statute. The Recorder's Office is also responsible for maintaining non-statutory records requested by the Blaine County Board of Commissioners. The Deputy Recorders receive, verify and record documents in accordance with statutory guidelines. Documents are received electronically, by mail, and in person. The Deputy Recorders issue marriage licenses to qualified couples and process passport applications. They download, prepare and distribute recorded images for title companies on a daily basis.

Department Mission

To serve all citizens of Blaine County by providing them with complete and accurate Blaine County records in an effective, efficient and professional manner.

Organizational Structure



FY2020 Budget Overview – Template “A”

FY2020 Proposed Outcomes

- Outcome 1 – Provide and maintain accurate, current and accessible Blaine County records
- Outcome 2 – Process passport and marriage license applications efficiently and accurately
- Outcome 3 – Deliver excellent professional customer service

Outcome 1

Outcome Title and Description

- *Outcome 1 – Provide and maintain accurate, current and accessible Blaine County records*

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- Uses citizen and taxpayer resources efficiently and effectively

Internal Process Perspective

Create an organization and organizational culture which:

- Recognizes the federal and state constitutional and statutory environment in which it operates
- Models excellent government
- Promulgates county performance standards, performance measurement and reevaluation

Customer Perspective

Create an organization and organizational culture which:

- Optimizes public accessibility to county services and information
- Understands its constituency and believes county government exists to serve their needs
- Understands and focuses on customer and client service
- Works to meet community needs when determined appropriate and possible

Learning and Growth Perspective

Create an organization and organizational culture which internally:

- Is unified in its sense of purpose
- Exhibits good morale
- Promotes a collaborative, team approach to issues and problem solving

- Maintains a strong ethical foundation
- Engages in excellent intra- and inter-departmental communication
- Strives for consistency
- Strives to exceed expectations

Requested Resources and Associated Costs

- Import documents into CAI Recording system - up to \$3,500

Results Teams/Partners

- Simplifile
- Computer Arts, Inc.
- Information Technology (IT)

Performance Measurement

- Key performance question – KPQ
 - Are the most current documents recorded?
- Key performance indicator – KPI
 - All documents are recorded the same day as received
- Key performance measure – KPM
 - The public is able to retrieve the most current records

- Key performance question – KPQ
 - Are Blaine County records accessible to the public?
- Key performance indicator – KPI
 - The public feels they have ready access to Blaine County records
- Key performance measure – KPM
 - Customers are able to access documents daily on the public computers
 - Vault records are easily retrievable

Goals

- Rearrange the vault in a logical manner for retrieval efficiency
- Have Pioneer Title scanned documents imported into CAI Recording program

Outcome 2

Outcome Title and Description

- ***Outcome 2 – Process passport and marriage license applications efficiently and accurately***

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- Uses citizen and taxpayer resources efficiently and effectively
- Ensures fiscal stability

Internal Process Perspective

Create an organization and organizational culture which:

- Recognizes the federal and state constitutional and statutory environment in which it operates
- Models excellent government
- Plans, prepares and responds to economic, social and environmental change

Customer Perspective

Create an organization and organizational culture which:

- Optimizes public accessibility to county services and information
- Understands its constituency and believes county government exists to serve their needs
- Understands and focuses on customer and client service
- Works to meet community needs when determined appropriate and possible

Public Policy Perspective

Create an organization and organizational culture which:

- Respects the whole community and its diverse parts and interests

Requested Resources and Associated Costs

- No additional funds or personnel required

Results Teams/Partners

- Accounts Payable and Accounts Receivable Personnel
- U.S. Dept. of State – Passport Agency
- Idaho Bureau of Vital Statistics

Performance Measurement

- Key performance question – KPQ
 - Are customers satisfied with the service they receive when applying for passports and marriage licenses?
- Key performance indicator – KPI
 - The public feels they were helped in an effective, efficient manner

- Key performance measure – KPM
 - Customer satisfaction survey with 98% approval rating
- Key performance question – KPQ
 - Are customers that applied for passports returning to our office with letters from the Passport Agency requiring additional information?
- Key performance indicator – KPI
 - No previous customers return with letters from the Passport Agency
- Key performance measure – KPM
 - Less than three customers return within a twelve month period with letters from the Passport Agency requesting additional information

Goals

- All passport acceptance agents renew their certification
- Acceptance agents attend passport fraud training

Outcome 3

Outcome Title and Description

- ***Outcome 3 – Deliver excellent professional customer service***

Strategic Alignment

Financial Perspective

Create an organization and organizational culture of fiscal stability which:

- Uses citizen and taxpayer resources efficiently and effectively

Internal Process Perspective

Create an organization and organizational culture which:

- Recognizes the federal and state constitutional and statutory environment in which it operates
- Models excellent government

Customer Perspective

Create an organization and organizational culture which:

- Optimizes public accessibility to county services and information
- Understands its constituency and believes county government exists to serve their needs
- Understands and focuses on customer and client service
- Works to meet community needs when determined appropriate and possible

Learning and Growth Perspective

Create an organization and organizational culture which internally:

- Provides leadership reflecting the goals and values of the entire Blaine county community
- Is unified in its sense of purpose
- Exhibits good morale
- Promotes a collaborative, team approach to issues and problem solving
- Maintains a strong ethical foundation
- Engages in excellent intra- and inter-departmental communication
- Provides a desirable, responsive work environment
- Optimizes employee training and improvement opportunities
- Strives for consistency
- Sets clear employee performance and evaluation standards and upholds them
- Strives to exceed expectations

Public Policy Perspective

Create an organization and organizational culture which:

- Respects the whole community and its diverse parts and interests

Requested Resources and Associated Costs

- Customer Service Seminars – registration and travel expenses - \$600

Results Teams/Partners

- Accounts Payable and Accounts Receivable Personnel

Performance Measurement

- Key performance question – KPQ
 - Are customers satisfied with the service provided?
- Key performance indicator – KPI
 - Customers leave knowing that they were provided all that we can offer
- Key performance measure – KPM
 - Customer satisfaction survey with 98% satisfaction rating

Goals

- Recorders attend Customer Service seminars