



FY18 Department Director Work and Performance Plan

FREDRICK SMITH, REGISTER OF DEEDS



SECTION 1: DEPARTMENT KEY INITIATIVES

Key Initiative #1: Historical Website Project
Link to Strategic Business Plan: Yes
Description: Update Historic Website with enhanced images
Rationale: Continuation of project started in FY2016 to enhance hundreds of thousands of historical images available on the Historical Website that were difficult to read online.
Completion Date: January 2019 (Image upload and website testing to be completed in FY18.)
Updates/Project Milestones: <ul style="list-style-type: none">• Register of Deeds receives all newly enhanced images from scan vendor (final stage of 3 stage process)• Upload of images to Historical website by webhosting vendor• Website testing• End User training by Historical webhosting vendor• Website Launch
Outcome/Measures: Historical website accessible to Mecklenburg County residents with higher quality images/ Percentage of higher quality images accessible online End of year reporting ONLY <ul style="list-style-type: none">• Brief statement on if the project addressed the issue it was intended to address. If so, how.• Statement on if project was completed at or below budget (update at end of fiscal year). If not, why?• Statement on whether or not performance metric goals were met.



Key Initiative #: Birth Records Preservation Project

Link to Strategic Business Plan:

No

Description: Preservation of Mecklenburg County Birth Records

Rationale: Many of the county's oldest birth records were in disrepair and intervention was necessary for their continued preservation.

Completion Date: February 2018

Updates/Project Milestones: Inventory of records selected for preservation and contract with document preservation vendor completed.

- Meet with vendor to approve document binding selection
- Completed binders with preserved documents returned to the Register of Deeds

Outcome/Measures: Mecklenburg County Birth Records preserved and archived at the Register of Deeds Office

End of year reporting ONLY

- Brief statement on if the project addressed the issue it was intended to address. If so, how.
- Statement on if project was completed at or below budget (update at end of fiscal year). If not, why?
- Statement on whether or not performance metric goals were met.



Key Initiative #3: Improved Vital Records Accessibility

Link to Strategic Business Plan:

No

Description: Improve access to online ordering of Mecklenburg County vital records

Rationale: Currently customers must purchase certified copies of birth and death records from the ROD office in-person. Online record ordering is currently only available on the Mecklenburg County Vital Records site , however those requests are funneled to the NC Vital Records by an outside vendor and processed in Raleigh, NC.

Completion Date: March 2018

Updates/Project Milestones:

- Discuss project plan and expectations with management at Mecklenburg County Vital Records
- Meet with vendors to discuss logistics necessary to add user interface to Mecklenburg County ROD and Vitals website and route requests to local vital records office
- Coordinate staff training for ROD and Vitals office staff by vendor
- Coordinate/reallocate staff resources as necessary to process online vital records purchases

Outcome/Measures: Increased online capability for Vital Records purchasing, lower consumer costs for online vital records processing/Increase in related county revenue.

End of year reporting ONLY

- Brief statement on if the project addressed the issue it was intended to address. If so, how.
- Statement on if project was completed at or below budget (update at end of fiscal year). If not, why?
- Statement on whether or not performance metric goals were met.



Key Initiative #4: Staff Training Program

Link to Strategic Business Plan:

Yes

Description:

Enhance staff development process

Rationale:

Implementation of a structured training program and environment for new hires and current staff.

Completion Date:

June 2018

Updates/Project Milestones:

- Reallocate staff resources necessary to designate a supervisor to conduct training
- Setup and outfit an area dedicated to training
- Formulate and implement a plan to provide for training/cross-training of new and current staff
- Promote ongoing training while continuing to evaluate its efficacy

Outcome/Measures: Increased office productivity/Percentage of documents indexed and rekeyed within statutory guidelines.

End of year reporting ONLY

- Brief statement on if the project addressed the issue it was intended to address. If so, how.
- Statement on if project was completed at or below budget (update at end of fiscal year). If not, why?
- Statement on whether or not performance metric goals were met.