



by Bobbie Holsclaw



The Clerk's Office

- Bobbie returned a check to Louisville Metro Council Government for \$1,917,251.34 as surplus from her third Administrative term (2007-2010).
- Improved fiscal responsibility for public funds in all areas. Continued to improve and enhance VIP Service throughout every division.
- JCCO employee efforts raised \$21,000.00 for the "Crusade for Children" and provided holiday gifts and meals for families in need.



Community & Government Affairs Division:

- Several ambitious legislative initiatives were made in this last session of the legislature and we are optimistic they will come to fruition in 2012. This includes an extensive revision and clarification of clerk recording fees to address issues related to tax lien assignments and MERS mortgages; corrective language on the sweeping Kentucky condo law also passed in 2010.
- The division put its election outreach material, "Your Vote Counts," on the website. The division also has a large supply of Accu-Touch training programs on VHS cassettes. Election officers may use and keep these videos, helping them to become more familiar with the machines.
- The division continued to staff an extensive schedule of fairs and festivals in the community to inform the public on voting and recruit additional elections officers. This also includes the long-running "Support Your Troops" yard sign campaign which continues to bring in money for USACares military families and serves as a patriotic point of pride for the community.



Election Division:

- Provided voters of Jefferson County VIP service through elections that meet Federal, State and Local requirements.
- Implemented a technology program that identifies voter's correct precinct and prints application with correct ballot style. This program assisted in tracking applications from military or out-of-country residents, both mailed and returned. The program worked to keep track of those requested by email or fax and this streamlined the process, complied with Federal Regulations, to ensure that military personnel could cast their ballots.
- Website was maintained to ensure all information was current and correct.
- Bold Chat was implemented. Customers can cyber chat with an Election Center Representative online.
- Election Officer recruitment and retention remained a high priority.
- Recruitment was focused to be more specific to our needs. Advertising was specifically directed towards recruiting Republican Election Officers; this was a point where we had fallen short in the past. General Election 2011 proved a success with a small surplus of Election Officers.
- An internet communication network was established through email to share information with Election Officers and to keep lines of communications open.
- The Election Officers Training Manual and Training Program were updated.
- All polling locations were re-evaluated to make sure they complied with all the regulations setup by the Americans with Disabilities Act.
- The Warehouse and IT Division set up a schedule to ensure that TSX Touch Screens were fully operational by 6:00 a.m. election morning. This was done to assist precincts that were consistently unable to perform that task.



Facilities Planning & Logistics

- Provided all the needed supplies and services to the Jefferson County Clerk's Offices and Branches.
- Ordered, maintained and supplied all outside printed materials for all departments and divisions while also shopping around to get the best prices.
- In keeping everything in proper working order, all offices were maintained to functioning levels and provided updates when necessary.



Finance

- Continued to provide guidance, ensuring impeccable audits and reaching financial goals while maintaining a good working relationship with other departments.

- Continued to improve the balancing procedures and ensured proper cash handling and placement of fees by resolving any issues immediately.
- Continued to work on the KAVIS project along with Motor Vehicles and Information Technology to ensure the successful implementation of this system for Jefferson County, as well as the State.
- Enhanced skills by furthering knowledge in financial procedures.
- Implementation of Lexis Nexis, our new credit card system, which went live on November 1, 2011.
- Continual coaching and training of the Finance staff to maintain employee relations, work ethics and knowledge of processes.
- All check scanners and Cashlink machines are successful and the JCCO is now receiving their interest on deposits daily instead of every few days.
- Created new balancing procedures for Professional License, allowing for a better work flow with fewer mistakes.
- Began using Kentucky Interactive to submit our daily Usage Tax payments to the Department of Revenue via ACH.
- Converted over to KHRIS, the state's new payroll system.
- Improved and organized insurance administrations.



Human Resources Division:

- Completed and submitted EEO4 biannual report.
- Assisted the Election Center with organizational changes.
- Workers' Compensation premium was \$7000+ less than last year.
- Thus far, we have won all of our UI claims that were contested during administrative hearings.
- Drafted new policies such as: Gifts and Gratuities, Prohibition of Overtime, Pay and Dress for Fairs and Festivals,
- Uniform Policy Changes, Social Networking, Confidentiality Agreement.
- Conducted Professionalism and People Management, Leadership and Mentoring, Performance Evaluations, Internal Customer Service, and Conflict Resolution Training.
- Conducted Positive Discipline training for the County Clerks during the February KCCA meeting.
- Attended START training for the new KRS ESS system.
- Advised other counties about developing policies and procedures.
- Facilitated the Reappointment Performance Review process.
- Updated agency when information was disseminated about employment laws and legislation.



Information Technology Division:

- The installation of IntelliDact software from CSI, Inc. to remove social security numbers and other personal information from our Internet-accessible database of over 17million pages of scanned land records documents.
- Placed all delinquent property tax information online for Internet access by the public.
- Enhanced voter information available to the public via the JCCO Web site.
- Implemented chat software in the Motor Vehicles, Legal Records and Elections Center divisions to allow public to have real-time "live" chat sessions with JCCO clerks over the Internet.
- Pioneered the use of wireless, hand-held Apple iPad devices as customer service tools in JCCO branches.
- Worked with the State to provide online access to NADA book information online.
- Implemented credit card and electronic check payment processing through Lexis Nexis for all JCCO departments. Completed the migration of JCCO production servers to a VM Ware-based virtualized platform.
- Continued to work with the Kentucky Transportation Cabinet and 3M to design and develop KAVIS, the State's new motor vehicle registration and titling application. Implementation scheduled for August, 2013.
- Worked with the Kentucky Transportation Cabinet to develop design specifications for a request for proposal for products and services that will allow Kentucky County Clerks to print license plate decals on demand.
- Implemented VPN "Tunnel" technology that will provide secure communications over the Internet between the JCCO and Frankfort for KHRIS (State payroll application) and KAVIS (State motor vehicle application).

- Worked with the JCCO Finance division to create a cash disbursements report that makes JCCO audits easier.
- Added memory and data storage capacity to the JCCO's IBM Power Series 6 computer platform to support increased processing power for the public demand for scanned document images and the redaction of social security numbers.
- With more JCCO and elections services being offered online the Information Technology division has formalized internal processes for handling customer support issues originating from outside the JCCO.



Legal Records Division:

- The Duplication Department produced over 1,700,000 copies of all recorded documents and other materials for JCCO customers. The Department completed over 600 books in 2011.
- The Duplication Department microfilmed over 840 books in 2011.
- Recording and Indexing processed over 190,000 documents in 2011. The Legal Records Division coordinated 1535 property tax appeal hearings.
- Continued to maintain production, quality and customer service at VIP levels in all Legal Records Departments.
- All subdivision and condominium plats have been placed on the website.
- Continuing to redact mortgages and deeds with two clerks redacting SSN on deeds and one clerk redacting mortgages.
- Currently, we have completed deeds through June 2003 and project that by December 31, 2011, we will complete deeds through January 2004. Currently, we have completed mortgages through December 2001.
- Restored and relabeled Triple Index books.
- Continued to update and expand Legal Records Operations Manual.
- Image error reduction—we have assigned one indexing clerk for the purpose of quality control. This allows us to maintain our production, accuracy and customer service at VIP levels.



Motor Vehicle Division:

- In 2011, the Legal Records Division was awarded a grant by the Kentucky Department of Library and Archives to increase shelving space in order to ensure appropriate storage space for our physical documents.
- Cross-training of all MV Management Personnel in specialty areas.
- Implementation of online NADA services.
- Hiring of additional staff.
- 50% completion of Data Cleansing in preparation for KAVIS implementation: Address verification (complete), continued cleansing of Liens.
- Increased utilization of Human Resources to improve communication and professionalism.
- Implementation of the Roundtable Discussions.
- Revision of the Dealer Update Edition Newsletter.
- Began cleansing of historical and official vehicles.
- Implementation of Live-Chat accessibility online.
- MV Call Center now has the ability to process tax payments and re-activations.
- Updated out-of-state database which contains all out-of-state titles with active liens.
- Installation of new credit card equipment.
- Expanded convenience options for voters and potential Election Officers on the Election Center section of the



Public Relations, Media & Communication Division:

- Coordinated the components of the JCCO All Employee Meeting.
- Held the 21st annual Voter Outreach License to Vote Art Contest.
- Enhanced the Voter Outreach Mock Election program.
- Marketed new services and the convenience options offered by the Clerk's Office.