

CLERK-RECORDER-ASSESSOR-ELECTIONS OFFICE RESPONSE TO KPMG OPERATIONAL & PERFORMANCE REVIEW

Clerk Recorder				
#	Recommendation	Department Response	Fiscal Impact/Challenges/ Opportunities	Implementation Timeframe
1.1	Continue to pursue opportunities for transition toward digital vital record copies to reduce reliance on paper confirmation, reduce risk, and reduce time needed to confirm records.	While permissive legislation grants Santa Barbara authority to implement Blockchain for Vital records, there are many risks and problems that are not addressed by the legislation. If the technology is not implemented correctly there is risk to create United States identities fraudulently. The Clerk-Recorder is further concerned by the complications in prosecuting these crime and will verify support from law enforcement and the Attorney General prior to implementation. The California Department of Public Health (CDPH) cautions against proceeding until counties work out these complications and collectively develops a solid plan. On 5/2/24 CDPH warned that the digital technology would be in conflict with our obligations to seal records for adoption and gender changes because the technology must be immutable and traced back to the origin. Recorders have the duty to seal and replace records and this technology will reveal the adoptions and gender changes that we are required to protect. There are many examples of fraudulent uses of Blockchain already, and while the technology itself may be sound, it is still subject to management intervention. Another complicating factor will be to coordinate the counties so each county does not use a unique	The technology is expensive and would likely be implemented using a third party. The costs would not be full cost recovery due to the limitation of the State to set the fees for Vital Records. The hope is to wait for a State coordinated solution with fees that have been adjusted to compensate for the additional features.	Ongoing

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		<p>Blockchain vendor thus making monitoring and support more expensive and complicated.</p> <p>Finally, the Blockchain Birth Certificates are not accepted by the DMV, Social Security and the most common users of the record so there is lack of benefit for the cost at this time.</p> <p>The Clerk-Recorder will continue to monitor and collaborate with CDPH and other counties as we explore viable solutions to implement the product.</p> <p>The Clerk-Recorder will continue to monitor and collaborate with CDPH and other counties as we explore viable solutions to implement the product.</p> <p>Finally, the Blockchain Birth Certificates are not accepted by the DMV, Social Security and the most common users of the record so there is lack of benefit for the cost at this time.</p>		
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Assessor				
#	Recommendation	Department Response	Fiscal Impact/Challenges/ Opportunities	Implementation Timeframe
2.1	Enhance staff productivity tracking processes to improve consistency in evaluating staff performance and support proactive identification of process inefficiencies.	Implementation already underway and ongoing. For example, we are currently assessing internal processes and establishing baselines for productivity tracking, particularly as it pertains to taxpayer assistance. We have begun tracking all service interactions with the public at the operations level. In addition, our managers and supervisors maintain constant contact and communication with staff, and are intimately involved in their production year over year. We will consider improved technological productivity tracking in appraisal, pending actual feasibility and resources.	Staff time and cost of technologies to implement meaningful productivity tracking. Very challenging to gauge the real estate market proactively, and also challenging to assign values to the wide range of work item types/degrees of difficulty.	1-2 years to implement improved productivity tracking, as time and budget allow
2.2	Expand the utilization of dashboarding to enhance data-sharing mechanisms and reduce data fragmentation both internally and cross-departmentally.	Implementation already underway and ongoing. We utilize dashboards using ArcGIS, PowerBI and Smartsheet, and we are constantly improving in this area.	Staff time, difficulty measuring return on investment. Remains an opportunity to continue making progress as time and resources allow.	There is no timeframe for implementing this as we are continuously growing in this area. Similar to the cyclic, intentional functional obsolescence of technology, we are constantly in a state of innovation when it comes to data management.
2.3	Enhance processes to communicate promotion requirements to staff to increase awareness and application.	We are very communicative about requirements for promotion to staff. We will look at ways we can improve that communication, such as providing quarterly reminder memos and regularly incorporating the subject into staff meetings and performance reviews.	N/A	Ongoing

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Elections				
#	Recommendation	Department Response	Fiscal Impact/Challenges/ Opportunities	Implementation Timeframe
3.1	Consider implementing a new logistics management system to improve processes and ease workload across the Elections Office.	Our department is constantly looking to improve logistics management in the Elections Division. We make every effort to implement improvements incrementally while being mindful of our overall mission, purpose and values. Management systems can be very expensive and take a lot of staff resources to implement. We will continue to entertain options, starting with a cost-benefit analysis and identification of any missed funding resources, while keeping budget and resources in mind.	Potentially tens to hundreds of thousands depending on scope and scale. Time, money and resources are challenges. Opportunity for return on investment.	5-year goal
3.2	Consider alternate approaches for elections equipment transportation to support the timely distribution of elections equipment.	We are actively looking into the purchase of box truck(s) and van(s) as an alternate approach for transporting elections equipment.	~\$50,000 to \$250,000, depending on number of vehicles. Budgetary challenges. Opportunity to lease these vehicles to other County departments during off-cycle periods.	6 mos. - 2 years
3.3	Collaborate with the CEO's Office and other complementary County departments to consider alternate storage options for elections equipment.	<p>We are reviewing our current inventory of equipment, and have measured the amount of space currently available in order to appropriately estimate additional needs.</p> <p>We are happy to discuss storage options with other County departments. We are engaged with General Services – Real Property division as well as the CEO's office for both storage, warehouse, and office space needs.</p>	Multi-million dollar undertaking to find alternative, suitable building space. Opportunity to find a solution that suits Election needs. Challenge of finding the right fit in the right location.	2025

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<p>3.4</p>	<p>Explore additional channels for recruiting temporary staff to increase labor pools and continue to attract candidates with highly transferable skill sets.</p>	<p>We are open to explore additional channels for recruiting temporary staff. We currently partner with a staffing agency to recruit temporary workers with transferable skills. We will consider further developing a process to collaborate with the CEO's Office to increase awareness and encourage County staff to participate in the Employee Poll Worker Program prior to the commencement of the election cycle. However, this process is already underway, demonstrated by our collaboration with the County PIO.</p>	<p>Unknown fiscal impact and challenges. Opportunity to expand our employee base.</p>	<p>Recruitment is a never-ending process. There is no timeframe for implementation as it is an ongoing, cyclic process that has no beginning or end.</p>
<p>3.5</p>	<p>Perform a fee study to identify an optimal billing methodology, reimbursement rate(s), and supporting weight factors that align to election cycle cost.</p>	<p>Our department is looking into performing or outsourcing a comprehensive fee study, which would include Elections. Management is still discussing whether this fee study will be outsourced or undertaken internally and what the goals of the study will be.</p>	<p>Tens of thousands of dollars. Challenge of time, budget, and staff resources. Opportunity to improve billing methodologies, increase efficiencies, and maximize revenue potential.</p>	<p>1-3 years</p>