

Recent Progress in County Clerk's Division

Customer service improvements continue in the County Clerk's office. Training on the roles & responsibilities associated with election consolidation has been delivered to 20 representatives from taxing districts, in preparation for May 17 elections of commissioners and trustees for fire, highway, library & school districts.

Representatives from five title companies met with Clerk Cliff Hayes and staff in the Recorder's department to share their ideas for better service. (The Recorder's office is now open Saturdays 9AM to 2PM to handle marriage licenses, passport applications and to allow for research. No real estate recordings are done on Saturdays.)

Accountability is also being increased. Timesheets have been implemented for every employee in the Clerk's division, including exempt staff members. Cash-handling procedures County-wide have been reviewed and tightened up if needed. Internal audit staffers have increased the frequency of their routine audits of various departments' cash on hand, and are now making unannounced audit visits on a quarterly basis.

The State Controller's office sent two people from Boise to review all financial procedures; their report of findings is due shortly.

"Little by little, one day at a time, we're making tangible progress" said County Clerk Cliff Hayes. "Most of our people welcome the chance to raise professional standards more toward the excellent range."