



## Auditor 00100.221.

### Mission Statement

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The Clallam County Auditor's Office strives to provide excellent customer service to both the citizens of the county and our internal organization customers. Financial management, election integrity, recording accuracy and licensing customer service are our main areas of focus. We strive for perfection in our diverse responsibilities.

### Function

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- The Finance Division maintains, audits, and issues expenditure disbursements for the county and prepares warrants for 16 special purpose/taxing districts adhering to the Revised Code of Washington and the Clallam County Charter. The division also audits and prepares payroll for the County and several special purpose districts. The division coordinates with the County CFO in preparing the County's Annual Report and the Cost Allocation Plan.
- The Elections and Voter Registration Division administers all elections held in Clallam County. There are one or two special elections held each year in February and/or April in addition to the Primary and General Election held in August and November. A database of over 60,000 registered voters requires daily updating to keep records accurate and current.
- The Vehicle/Vessel Licensing Division is an Agent for the Washington State Department of Licensing; issuing vehicle and vessel licenses, and processing title transfers. They are also required to perform monitoring of our daily office work and to audit and monitor the two licensing subagents in Clallam County.
- Recording maintains and indexes a variety of documents of importance to our citizens such as deeds, mortgages, and surveys in the county dating from 1854. Marriage and various business licenses are also issued and maintained through this division.
- Passport applications are accepted in this office under a contract with the US Department of State.
- We issue over 400 marriage licenses annually, and maintain and provide access to historical marriage information.
- The Auditor's Office is responsible for the gathering, sorting, processing, and distribution of incoming and outgoing mail for all County Offices.

### Trends/Events

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The ongoing COVID-19 pandemic continues to be a disruption to the Auditor's Office. However, our office has been able to perform all but one of our normal services. Passport Acceptance and processing continued to be put on hold until early 2021 by the US State Department. We are now taking applicants by appointment only, as these applications take a considerable amount of staff time to process. It is our goal to hire additional staff which would allow us to schedule more appointments for passports and increase revenue. Currently we are scheduled almost two months out for appointments.

Most of the divisions in our office have faced a substantial increase in the number of tasks required and the time it takes to do those tasks. For example, as we have discussed before, the Licensing Division's new system takes much longer to process transactions than it did in the old system. This delay causes significant amounts of additional wait times for customers waiting in line on most days. We have had lines down to the Commissioner's Office many times this year. We have also had to keep our doors open after hours to process the customers that are still in line after closing. The Elections Division has also had a significant amount of changes in the last few years. With the many new laws we are required to follow, we have had to bring in extra help and hire professional services to help keep up. Beginning this year, we are now required to produce, print and mail a Local Voters' Pamphlet for each election. This year we were able to have someone familiar with producing LVPs help us create our first Pamphlet, we would not have been able to complete this project on time without her help. Our Recording Division has steadily increased the amount of eRecordings they receive each day, though this has tremendously decreased the in person transactions, it has increased the amount of time processing and approving electronic records for recording.

## Goals

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1. Our number one goal for the 2022 year is to reorganize and gain additional space for our office. We have severely outgrown our space. Vehicle licensing has no room to provide customers service to more than three people at a time. This causes extremely long lines in which customers have waited over an hour to be helped. Currently we have placed chairs down the hall way to accommodate customers who have difficulty standing for long periods of time. Last year our Elections Division was granted a third room to process ballots for the election. Ideally it would greatly benefit the Elections and Voter Registration Divisions to be placed in one large area to safely and securely work together instead of three different locations on two different floors.
2. Our next goal is to begin a large archive project in which all of our Recorded Documents, which are currently housed in our vault, are scanned and the permanent records would then be sent to the State Archives. This project would allow us more office space to move a portion of our Finance Division into the vault. This would not be a permanent solution for moving everyone from Finance, as there wouldn't be enough room for all three employees, but it would create slightly more room in the office itself.
3. The Licensing Division is now required by contract to Audit and Monitor the Agent (our Office) and the two Subagents for Clallam County. This was a duty previously done by the Washington State Department of Licensing. Currently this is a task/duty that is not being fully complied with on a regular basis as we do not have the staffing to complete the required job. Our goal is to be granted a new full time employee that can take on this tremendous new assignment.

4. Our last goal is to acquire a permanent part-time employee with benefits to support staff and their increasing demands. This position would process and distribute all Courthouse mail, currently done 3-4 times a day. It would also open, sort, and prep motor vehicle mail for processing and then help assemble tabs for outbound mailing. The tasks of issuing and processing marriage licenses and passports would also be assigned to this position, which would allow us to schedule passport appointments for more than one day a week. These daily tasks are no longer manageable without overtime, hiring extra help, or continuously being behind schedule. The Courthouse mail task has been a workload challenge for a few years. Currently our Finance Division and the Licensing Division are both splitting this task, but this is not an ideal situation.

## Workload Indicators

	2019 Actual	2020 Actual	6/30/21 Actual
Accounts payable warrants processed	16,693	15,901	7,306
Number of registered voters	58,089	61,271	60,047
Number of active voters	53,584	57,691	57,534
Number of elections	2	4	1
Marriage licenses	413	351	205
Vehicle licensing transactions	67,717	62,781	34,024
Recording/miscellaneous licenses	15,649	20,391	11,675
Passport issued	915	267	23

## Grant Funding Sources

Small amounts from HAVA

## Revenues

	2019 Actual	2020 Actual	6/30/21 Actual	2022 Budget
Taxes	0	0	0	0
Licenses and Permits	3,944	3,278	1,912	3,000
Intergovernmental Revenues	7,160	332,967	0	0
Charges for Goods and Services	827,215	1,435,439	593,307	1,212,500
Fines and Forfeits	0	0	0	0
Miscellaneous Revenues	9,256	48,900	5,315	7,050
Other Financing Sources	0	0	0	0
Transfers In	0	0	0	0
General Tax Support	382,075	-50,195	35,587	424,239
Total	1,229,650	1,770,389	636,121	1,646,789

## Expenditures

	2019 Actual	2020 Actual	6/30/21 Actual	2022 Budget
Salaries and Wages	707,693	763,266	372,373	921,465
Personnel Benefits	307,166	314,567	164,174	416,525
Supplies	16,969	47,977	8,071	16,604

Other Services and Charges	197,822	382,619	91,503	265,695
Intergovernmental Services	0	0	0	0
Capital Outlays	0	261,960	0	26,500
Interfund Payments for Services	0	0	0	0
Transfers Out	0	0	0	0
Total	1,229,650	1,770,389	636,121	1,646,789

## Staffing

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	2019 Budget	2020 Budget	2021 Budget	2022 Budget
Full Time Equivalents	13.25	12.50	13.50	13.50