



SMITH COUNTY CLERK'S OFFICE REPORT CARD

KAREN PHILLIPS, SMITH COUNTY CLERK

<u>SUBJECT</u>	<u>Grade</u>
<u>VITALS DEPARTMENT</u>	A+
2011-22-Received the 5 Star/ Exemplary Award for excellence in Vital Statistics 10 years in a row.	
2014-Replaced outdated software in Vitals and Official Public Records, saving \$20,000 each month.	
2014-Established a connection with the State to issue Remote BC's for an additional \$136,000 revenue.	
2015-Redesigned the black and white marriage license with a beautiful burgundy rose to represent the Rose Capital".	
2016-Deputy Clerks completed scanning of all archived Death Certificates.	
2017- Deputy Clerks completed scanning of all archived Birth Certificates.	
2020-Added Marriage License app to web site so couples can submit application from home before arriving.	
<u>OFFICIAL PUBLIC RECORDS (OPR)</u>	A+
2013-Consolidated Official Public Records to one floor for ease of access for customers.	
2013-Restructured the OPR process from a 3-5 day turn around to immediate return of filed documents.	
2014-Enacted a free in-house notary service for Assumed Name customers	
2015-Established clear and concise file room regulations for the public in OPR.	
2016-Updated County Clerk web site to include Foreclosures for easy on-line access.	
2017-Offer a FREE filing of an Assumed Name for Veterans starting a business.	
2017-Initiated Property Fraud Alert for Smith County residents in OPR.	
2018-Received the "Model Digital Leadership Award" for Excellence in the Official Public Records Department.	
2019-Initiated OPR clerks indexing all documents in-house, saving on average \$5,100 per month.	
2019-Began book preservation of Deeds in OPR.	
2019-All Deeds back to inception were imaged and indexed to make them viewable to the public.	
<u>CIVIL/PROBATE/CRIMINAL DEPARTMENTS</u>	A+
2014-Accepted bids for case binders to see a 33% savings with a new vendor (Criminal only).	
2015 -Established fully automated Court for Civil County Court at Law #3.	
2017-Deputy Clerks began imaging our archived Criminal documents.	
2018- Established fully automated Court processes in Civil County Court at Law	
2020-Established fully automated Court processes in the Probate Dept.	
2020- Established fully automated Court processes in Civil County Court at Law #2.	
<u>ALL DEPARTMENTS</u>	A+
2013-Initiated credit/debit card acceptance via counter and web in all departments	
2013-Created Customer Satisfaction Survey to facilitate improving our customer service.	
2014- Initiated e-mailing of documents to requesters in lieu of snail mail.	

COMMENTS:

Under County Clerk, Karen Phillips' direction, her staff of 24 amazing Deputy Clerks have turned the office around by demonstrating excellent customer service, timely and accurately recording documents, ease of purchasing requested documents for the public, facilitating more technologically advanced processes, utilizing Deputy Clerks' knowledge by allowing the imaging of archived documents to be performed by them. A+ all the way around!