

2015 Annual Report County Clerk/Register of Deeds

St. Joseph County, Michigan

Lindsay Oswald, Clerk/Register
Pattie S. Bender, retired Clerk/Register
Sandra K. Bowen, Chief Deputy Clerk
Jennifer Wall, Chief Deputy Register
Valerie Casterline, Election Specialist
Phyllis Lung, Retired Election Specialist
Dena Clark, Deputy – Court Division
Gloria Tate, Deputy – Court Division
Catherine Rigby, Deputy – Court Division
Joan Skinner, Deputy – General Division
Jacquilyn Wells, Deputy – General Division
Dee Frye, Deputy Register
Melissa Patch, Deputy Register
Virginia Trattles, former Deputy Register



Executive Summary

I am honored to submit my first annual report to the St. Joseph County Board of Commissioners. 2015 brought many changes in staffing, procedures, and technology. The Clerk and Register offices continue to strive for efficient and effective customer service.

In 2015, the Register of Deeds office began routing e-filed documents through the Treasurer's Office so warranty deeds can be e-filed now. We have multiple attorney and title company customers that have taken advantage of the service. We are still working with CSC/Ingeo, Simplifile, and EPN and added Indecomm Global Services. We also completed 12 libers of back indexing to increase the amount of data that is available online.



In the Courts Division, civil and domestic cases are accessed through the OnBase imaging system with JMS case management system. We are continuing to scan back files for neglect/abuse cases into OnBase as we strive toward a paperless system. Catherine Rigby attended two sets of training to become an OnBase administrator, which allows us to take advantage of advanced features that the software has to offer.

The Courts division is also implementing a new jury management system through Courthouse Technologies. There have been hours of work to switch our jury process to a one-step process, and the new system will allow us to provide better customer service. We expect to go live with the system in April of 2016.

In the General Division, we implemented a new Concealed Pistol License (CPL) permitting process. In July, we rolled out hard cards instead of the laminated licenses. The major changes were implemented on December 1st with the elimination of county gun boards. We now use a statewide software system that allows the Michigan State Police to communicate with us regarding background check information. We are also mailing letters to residents that have CPLs expiring.

Another major change in the General Division was the retirement of Phyllis Lung, the election specialist. Valerie Casterline has stepped into the role and is learning quickly. She has accomplished her State of Michigan Election Accreditation and has been working with the township and city clerks. March of 2016 will be her first election, and the first of 4 in what will be a very busy election year!

I would like to publically thank the staff from all three departments for the assistance they have provided for me, each other, and the customers of this County. Their support has been instrumental!

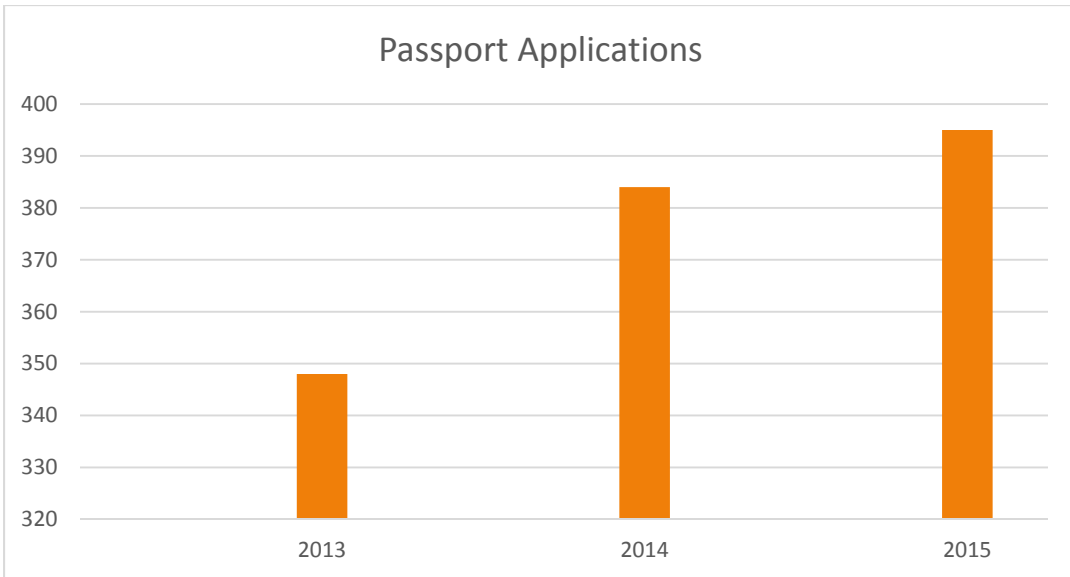
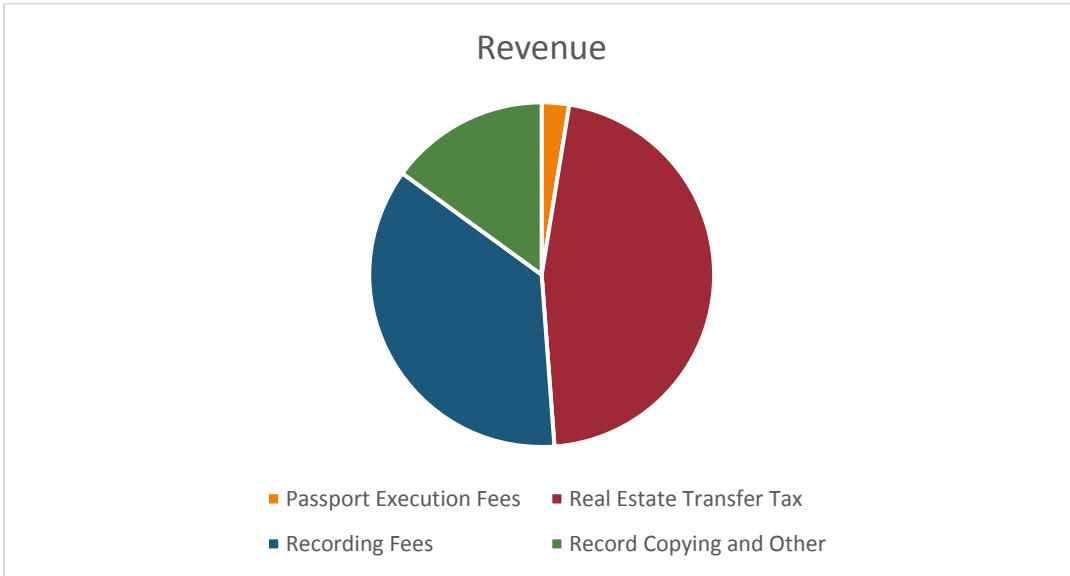
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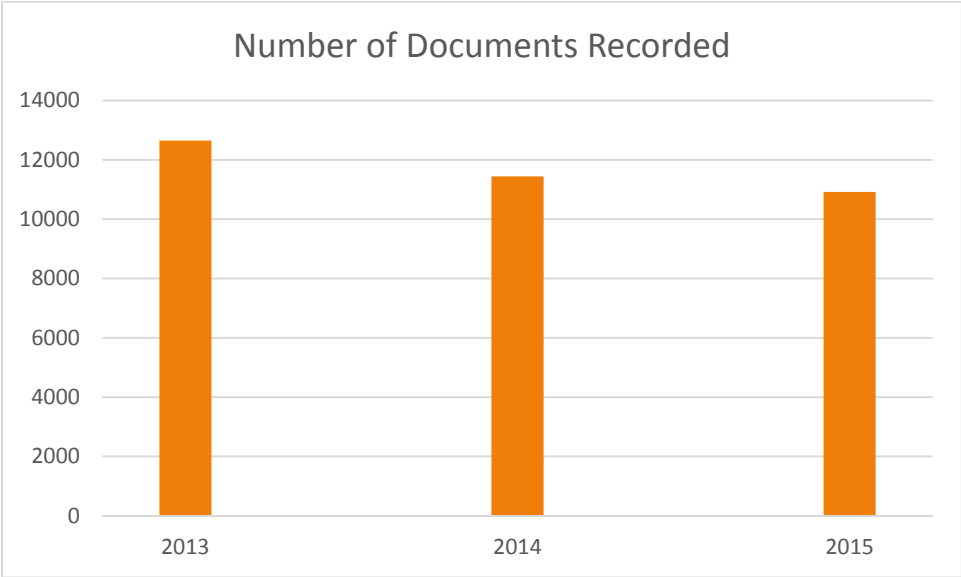
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Register of Deeds Statistical Information

Online credit cards transactions brought in \$4,791.40 for copies purchased, so customers are using the technology we are providing. It makes up 8.6% of our total record copying revenue of \$55,754. Sheriff's deeds are continuing their downward trend which is a good sign for our County.





Clerk’s Office Statistical Information

Revenue included over \$66,000 for certified copies. Concealed pistol licenses are on an upward trend that we expect to continue into 2016.

