

**North Carolina Association of County Commissioners
2009 Local Government Federal Credit Union Employee Productivity Awards Application**

County: Guilford County **Employee:** Jeff Thigpen **Email:** jthigpe@co.guilford.nc.us

County Department: Register of Deeds **Employee Title:** Register of Deeds

County Phone: (336) 641-3239 **County Mailing Address:** PO Box 3427 Greensboro, NC 27402-3427

Is this project being submitted on behalf of two or more employees? **NO** **YES**

If yes, please provide below a listing of all project employees in Number 6. Employee & title as listed above should be for lead team member.

Fair Labors Standards Act Designation: In order for your project to be eligible, you MUST indicate one of the following. If you do not know, please contact your personnel director.

EXEMPT: **NON-EXEMPT:** **BOTH (if applicable to a team):**

1.	Productivity Improvement Title:	Guilford County Register of Deeds Cross Training and Certification Program
2.	Implementation Date (must be between January 1, 2008 and December 31, 2008):	July 1 st , 2007 (Funding approved) Jan 1, 2008 (Full implementation)
3.	Please describe the productivity improvement. (Please limit response to these 2 pages.)	
<p>The Guilford County Register of Deeds was given \$32, 311 over two years to invest in employee cross training from FY 2007-09. As a result of reorganization, efficiencies, employee retirements, and general savings, the Register of Deeds office has returned a two year savings of \$ 359, 805 in FY 2008-09 budget. The results were a return on investment (ROI) of over 10 times the amount of the investment. As a result, the Register of Deeds office has improved our versatility on the front line, supervisory and administrative levels. We have reduced labor costs, the department's budget, and consolidated the Register of Deeds organizational structure. Customer service has been increased through more common knowledge and best practices. A 90 Day Training program was developed in-house in each of 4 core areas (Vault, Vitals, Indexing and Recording.). Two weeks independent work in each area was required a part of the training then employees were moved into an enhanced work rotation. Training materials consisted of training check lists, area manuals and the ROD handbook through UNC Institute of Government. A .5% increase on base salary for each Area was given to each employee for total of 2% potential increase for full participation in the program. The program was geared to also allow employees to take over job responsibilities for employees after their retirement so vacant positions could be returned the County. Based on performance data, the Register of Deeds office is now able to handle a higher number of land and vital records documents per employee while reducing the overall number of employees in the office.</p>		

4.	Please describe why this project was initiated or what problem it addressed: In the past an individual was hired for only one specific area in the office. Once you became proficient in that area the only changes to the work were updates in the NC General Statutes. Up until July 2007 only three (3) staff was cross trained to work in other areas. When areas became short staffed because of sickness or vacation each area had to work short and possibly not be able to serve the public in a timely manner. The results were: staff with limited range of abilities; poor customer service during busy times; and strained staff and managerial relationships. When the ROD initiated a new software system through Business Information Systems in July 2006, the increased technology created an opportunity to expedite cross training and the technology training manual became the foundation of the curriculum created by our four supervisors and High Point Manager. Due to budgetary shortfalls in Guilford County government, Departments have been challenged to “do more with less”. This cross training program has helped invest in our staff in a way that maximizes our ability to meet that credo.		
5.	Please quantify the improvement’s results in terms of cost savings, cost avoidance and/or a higher level of services provided. (Please indicate what resources were used to achieve your results and what was done with the time savings, if any accrued). The Register of Deeds office’s budget has an 18.5% reduction in county funding in FY 09-10 budget to begin July 1, 2009. This budget reduction leads the top 5 counties by population in North Carolina. These reduction were realized as a direct result of our cross training initiative. In addition to the budget reduction as a cost savings, the Register of Deeds office has partnered with Tax, Elections, and Public Health to increase their digitization capacity. The Register of Deeds office recently saved the Tax Department \$8000 by scanning their property tax cards instead of the project being outsourced to a private vendor. The Health Department and Register of Deeds have also partnered on a project to digitize information that will accelerate their goal of making eMedical records available.		
6.	Please provide any other descriptive information you would like to be considered by the review committee. Elaine Inman, Wendy Neese, Cindy Bennett, Deborah Citty, and Helen Duncan were primary team members on the Cross Training project. This project was coordinated by Debbie Johnson, Assistant Register of Deeds. Additional information on the Cross Training Project has been attached to this application for your review.		
County Manager’s Name:	Brenda Jones Fox	Supervisor’s Name:	Jeff L. Thigpen, Register of Deeds

Return by **June 19, 2008** via email to ncacc@ncacc.org.