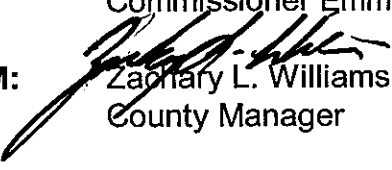


INTER-OFFICE MEMORANDUM



TO: Commissioner Emma I. Darnell, District 5
FROM: 
Zachary L. Williams
County Manager
DATE: December 17, 2008
SUBJECT: Registration and Elections Performance Audit
Update – Incomplete Tasks

Attached please find a punch-list of incomplete tasks developed in concert with the Internal Auditor and Registration and Elections staff. The intent of this document is to provide timelines for completion of the incomplete items identified in the December 12, 2008 memorandum.

ZLW:bah

Attachment

ELECTIONS AUDIT UPDATE

Punch List of Incomplete Tasks

TASK DESCRIPTION	PROJECTED START DATE	PROJECTED COMPLETION DATE	ACTION TAKEN
1. Reinstatement of IT Analyst and Programmer Dedicated to Election Department	No Intent to implement		Requires change in BOC policy. Currently, the Department of Information Technology has team consisting of an analyst and programmer dedicated to Elections Department
2. Identify and Document Manual Routines that Currently Support Automated and/or Information Systems	January 5, 2009	January 31, 2009	No action taken to date due to staff dedication to elections in 2007 and 2008.
3. Succession Plan: Develop inventory of "single source experts." • Develop management training program; include mentoring component. Prepare presentations (schedule monthly or bi-monthly) for trainees to hear about programs, projects, and learn about different divisions within the Department.	January 2009 February 2009	January 2009 On-going	Met with Personnel to discuss succession planning in 2006 and 2007 and possibility of creating parallel positions. During 2009 budget hearing, discussed creation of parallel position or new C43 Warehouse Manager position to begin preparing for Warehouse Supply Mgr. retirement.
4. Fill or Recast Vacant Positions	April 2008 for Director's Position December 2008 for ACIII position in Reg. Division	February 2009 December 2008/January 2009	Recruiter selected and met with BRE November 2009. Position posted December 8, 2008 and closes December 19, 2008 Recently vacated by retirement of employee. Request to fill position submitted in September 2008.
5. Develop Community Partnerships	Resume Mid-January 2009	Mid-February 2009	Voter Education Coordinator began process of developing partnerships in 2007 as part of voter education plan.
6. Clean Up of Office	Began in 2003	On-going	Requested additional office, warehouse and storage space in 2003, 2005, 2006, 2007, 2008. Additional warehouse space was approved to combine the voting equipment warehouse and election supply warehouse.

TASK DESCRIPTION	PROJECTED START DATE	PROJECTED COMPLETION DATE	ACTION TAKEN
7. Establish Public Information Unit within the Department and Create a Full-Time Public Information Officer	November 2006		<p>Requested positions in 2007 budget to establish unit. Did not make proposed budget presented to BOC</p> <p>Requested positions in 2008 proposed budget. Did not make proposed budget presented to BOC.</p> <p>Requested permanent Voter Education Coordinator position in 2009 budget.</p> <p>Work closely with Fulton County Communications Dept. to develop and disseminate public information documents.</p> <p>Established a Voter Education Unit with one temporary Voter Education Coordinator and hired additional temporary staff to work during the 2008 elections.</p>
8. Establish Standard Operating Desk Procedures (Knowledge Base Management)	February or March 2009	March or April 2009	SOPs already established but revisions needed.
9. Develop Policies and Procedures Manual (PPM) <i>Departmental Protocols</i>	Revisions to begin January 2009	On-going Review	<p>Policies and Procedures Manual exists. Review of document is on-going by management staff and revisions made.</p> <p>Will begin to incorporate some of the recommendations from the audit into current manual.</p>
10. Evaluation of Department Forms	January 2008	March 2009	<p>Began process of creating a management task force to identify forms in 2007 but had to put process on hold due to retirements, resignations, state investigation and conduct of elections.</p> <p>Will resume early 2009</p>
11. Department-wide IT Analysis, Workflows, Inputs and Outputs	January 2009	March 2009	Worked with IT
12. Create Training Program	March 2009	March 2009	Currently insure staff has opportunity to attend training offered through Fulton County Personnel and upper management staff attend Elections and Registration training through

TASK DESCRIPTION	PROJECTED START DATE	PROJECTED COMPLETION DATE	ACTION TAKEN
			GEOA, VRAG, IACREOT, Elections Center and Kennesaw State University Center for Elections
13. Revise Poll Worker Manual	September 2007	February 2009	Elections Division management staff began process of revising the poll worker manual but could not completely revamp due to the close start time of elections during 2007 and 2008, and the need to use the manuals in the current format. Minor revisions were made to content with regard to changes in the law and state administrative board rules.
14. Re-evaluate Department Job Descriptions and Behavioral Expectations. Assess and define the leadership qualities and behavior expected from Executives, Middle Management, and First Line Management/Team Leaders. At a minimum, these Role Competencies	January 2009	January 2009	No action taken to date to re-evaluate role competencies.
15. Restructure Effort/Ongoing Strategic Planning	April 2009	Completion date uncertain	No action taken to date
16. Develop a Communications Strategy to Board of Commissioners, County Manager, General Public	On going	On going	Updates and reports are provided to the BOC and County Manager regarding departmental operations.