



To: Audit Committee Members
From: Katelyn Kleidosty, Internal Audit Manager
kkleidosty@washoecounty.gov; (775) 830-2550
Date: December 2, 2024
Subject: Audit Follow-Up: Washoe County Clerk's Office – Board Records and Minutes Division

An audit of the Washoe County Clerk's Office – Board Records and Minutes Division (BRM) was completed in fiscal year 2024. The audit objective was to evaluate the Board Records and Minutes Division's processes for efficiencies, compliance with applicable Code and statutes, and to review the policy and procedures.

This report provides an update from the Washoe County Clerk's Office on the status of the recommendations made in the original audit report, outlining the actions taken by management to address the findings and improve the control environment related to the audited processes. Our follow-up process ensures accountability and transparency in the implementation of corrective actions and helps to track the progress towards achieving audit objectives.

The following is a restatement of the recommendations made by the Internal Audit Division with the inclusion of the management's response:

1. Shift the responsibility of calling to confirm marriage commissioner appointments to an administrative assistant or office assistant/specialist.
 - **Management Response:** *Following the audit, there has been a notable increase in demand for marriage commissioner services. Previously, BRM provided these services three days a week, but this has expanded to five days a week. To accommodate this change and reduce stress of the increased workload on deputy clerks, the responsibilities are being rotated daily between the administrative assistant and the deputy clerks.*
2. Continue to cross-train the Recorder's Office employees, as well as any new Clerk's Office employees to perform public comment intake during the BCC meetings.
 - **Management Response:** *The need to cross-train employees from other departments has been eliminated. BRM has revised its approach in response to the duration and nature of Board of County Commission meetings. Now, only one deputy clerk is assigned to assist during each meeting, with assignments rotating among the team. In instances where meetings become*

particularly tense or demanding, management will step in to provide support directly.

3. With the addition of a new deputy clerk position to the Clerk's office, the recommendation would be to reevaluate the responsibilities of the deputy clerks to see if the service of public comment intake during BCC meetings be redistributed to the deputy clerks.
 - **Management Response:** *Reference #2 for change in procedure as a result of another recommendation.*
4. Continue to encourage employees to reach out to Employee Assistance Program (EAP) for assistance when struggling with the duties or content of the meetings.
 - **Management Response:** *Management emphasized that the Employee Assistance Program (EAP) is always available as a resource for employees. However, the changes implemented by management and the redistribution of workloads have effectively mitigated unmanageable stress before it arises. For instance, when drafting lengthy meeting minutes, management now divides the task into smaller sections, assigning multiple deputy clerks to work on different parts, which are then compiled into a complete set. Feedback from the deputy clerks indicates that this approach is working well for the entire team.*
5. Implement a training or series of trainings on how to manage stress, stressful situations, and other applicable topics by a certified trainer on such topics. Other departments are utilizing a training series coached by Kevin Ciccotti, Human Factor Formula.
 - **Management Response:** *Management holds regular team meetings with the deputy clerks and actively encourages them to explore training opportunities available through the HR department on the Bridge platform.*
6. Improve the editing process to eliminate the same meeting minutes being reviewed by the same person.
 - **Management Response:** *The editing process has been streamlined to align with changes in the drafting process. A single deputy clerk is now assigned to oversee each meeting, taking responsibility for compiling all sections of the minutes, editing, updating, and submitting the draft to management for review.*
7. If deputy clerks choose to utilize a transcription site, do not edit the transcription before writing the minutes. Instead, write the minutes directly from the transcription.

- **Management Response:** Deputy clerks who have completed their probationary period are authorized to use Wordly, a transcription service, to help prepare meeting minutes more efficiently compared to previous methods.
8. Establish a training program that can be utilized to train new staff.
- **Management Response:** A deputy clerk is working with management to develop a training program through One Note for new staff. It has not been completed at this time.
9. Implement succession planning within the department. One idea is requesting a reclassification during Budget cycle for a senior deputy clerk, who is responsible for some of the Supervisor's duties.
- **Management Response:** The department is actively working toward implementing a succession plan; however, progress has been hindered by challenges in filling existing positions.
10. Out of Budget cycle, request a temporary or intermittent employee to assist during busy seasons of the department.
- **Management Response:** Recommendation was moot, due to the Clerk's office receiving an additional deputy clerk position.
11. Another out of Budget cycle, perform a request for quote, information, or proposal for a transcriptionist to transcribe the meetings for the deputy clerks, which allow the deputy clerks to only edit the meetings, or implement transcription technology instead of transcriptionist.
- **Management Response:** Recommendation was moot, due to the Clerk's office receiving an additional deputy clerk position.
12. The Supervisor, with or without the assistance of the deputy clerks, should compile a checklist of common mistakes found during the editing process that the deputy clerks can utilize for preliminary review before turning in the minutes for editing by the Supervisor.
- **Management Response:** Management has developed and refined an editing checklist to assist the lead deputy clerk in reviewing and finalizing compiled meeting minutes.
13. Update written policy and procedures to current practices in regard to permanent record maintenance and include a guideline of when items should be transferred to permanent records. For example, GreenTec is about two years from meeting date.
- **Management Response:** Management is updating the policy and procedures due to the discontinuation of utilizing GreenTec.

14. Improve the process for following-up on missing documents with other departments to complete the permanent record.
 - **Management Response:** *The business technologist in the Clerk's office developed a program for the BRM team to streamline tracking and requesting missing documents needed to complete permanent records more efficiently. While the newly implemented program has already shown improvements in processing time, additional evaluation is necessary to fully assess its efficiency.*

15. Identify and implement ways to improve the efficiency in the process from physical copy to microfilm.
 - **Management Response:** *Management could not determine any efficiencies to improve the process from physical copy to microfilm.*

16. Implement a system for internal requesters to submit research or record requests, instead of emailing or calling the Clerk's Office, or utilize and defer requesters to Washoe311 for tracking and delivering requests.
 - **Management Response:** *Management has encouraged users to utilize Washoe311, but is still taking requests from various avenues.*

17. Continue to adhere to the record retention policy established by Nevada State Library, Archives, and Public Records and NRS 244.075.
 - **Management Response:** *Management continues to adhere to the record retention policy established by Nevada State Library, Archives, and Public Records and NRS 244.075.*