



REGISTER OF WILLS

FY2014

BUDGET REQUEST

TO COUNTY COUNCIL

March 25, 2013

Register of Wills FY 14

MISSION

To help the person responsible for settling an estate, to collect the assets, pay the creditors and deliver to the heirs the balance of the estate after all legitimate claims have been paid. To provide safekeeping facilities for those who choose to deposit their wills with the Register of Wills before death, and education outreach.

Register of Wills
Ciro Poppiti, III
FY 14

Total number of Authorized Position = 19 full time

FUNCTIONS

Probate

- Receives Wills
- Enter Proate Orders-
- Process Real Property title transfers.
- Audit, process Estate final documents.
- Collection on Old Estates
- Scanning Documents and Uploading to Lexis Nexis
- File and Serve Express for Pro se clients

Archives

- Assist public and professional offices with searches.
- Maintain archives

Safekeeping

- Provide public with Safekeeping for Wills

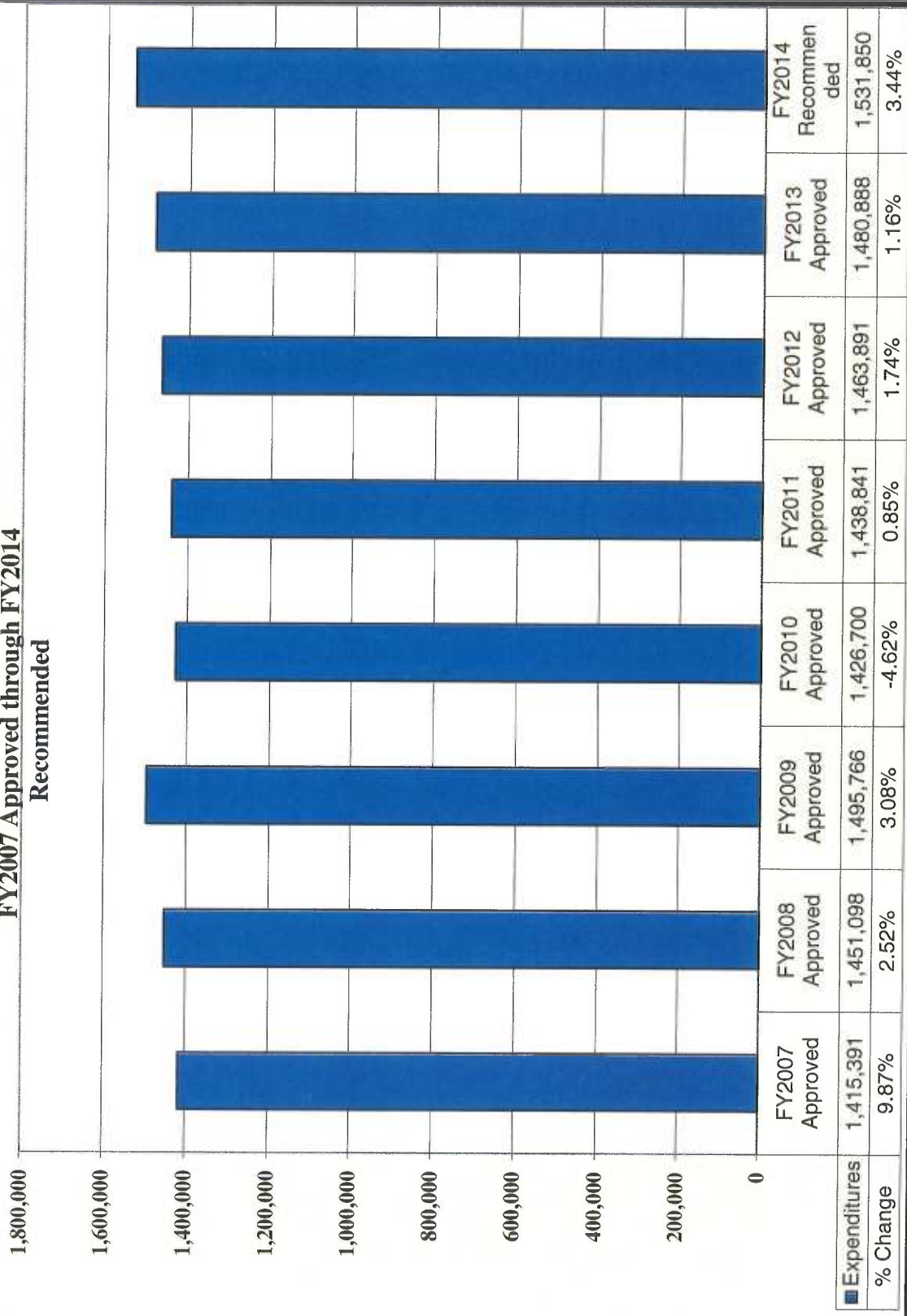
Court Related

- Liaison with Court of Chancery and State Agencies in reference to litigation in the Probate process

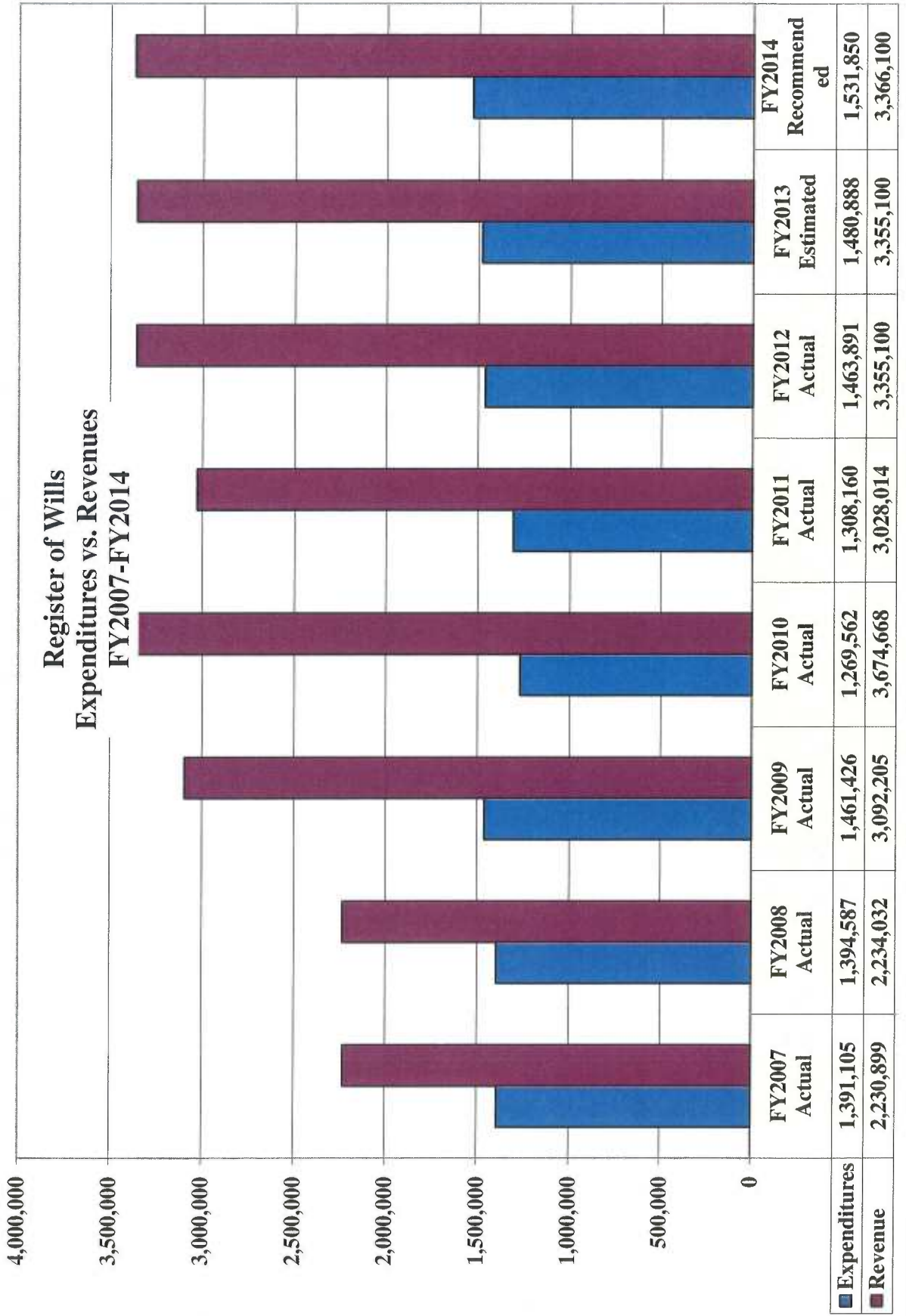
Education & Outreach

- Increase public awareness of Probate process through workshops

**Register of Wills
Budget History
FY2007 Approved through FY2014
Recommended**

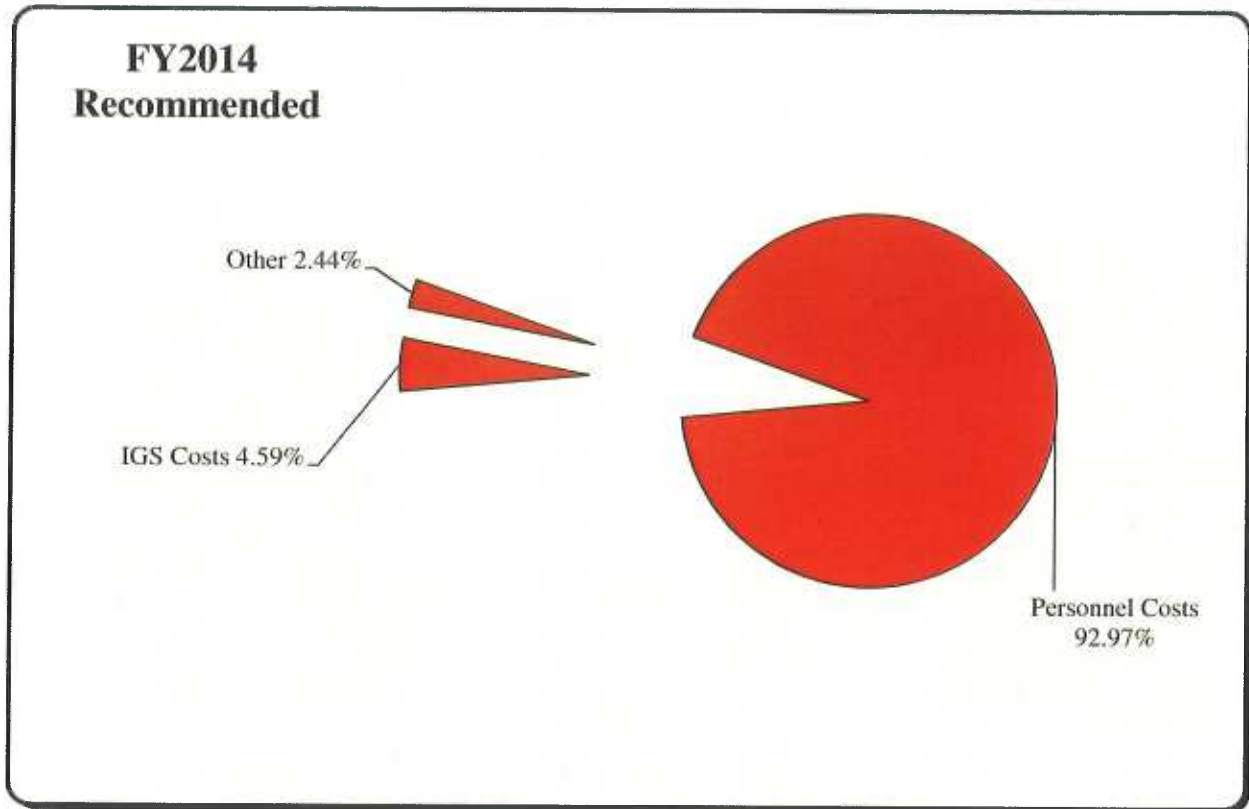


**Register of Wills
Expenditures vs. Revenues
FY2007-FY2014**





NEW CASTLE COUNTY
REGISTER OF WILLS

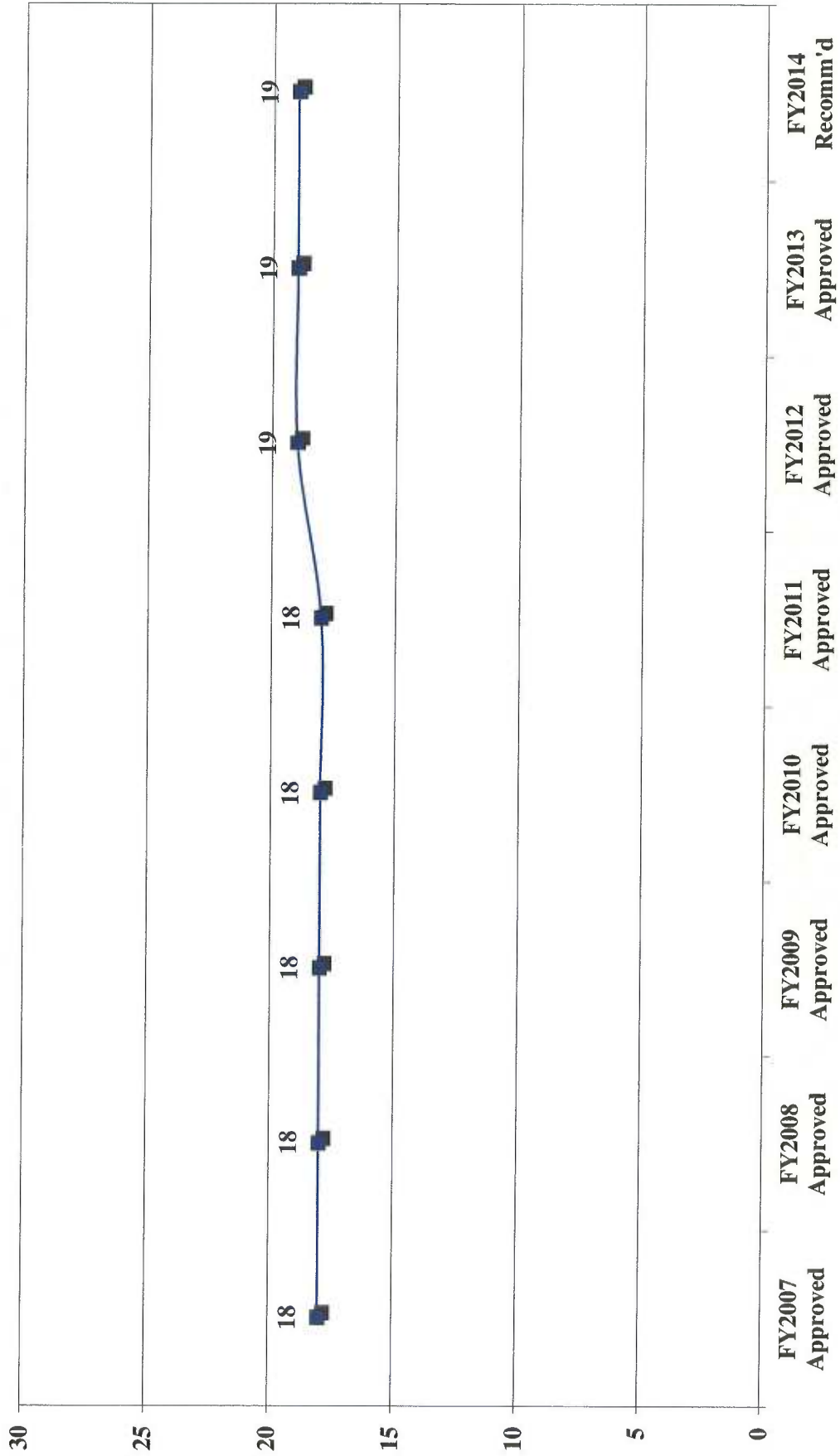


| <u>Object Level</u> | <u>FY2014 Recommended</u> |
|---------------------|---------------------------|
| Personnel Costs | \$1,424,205 |
| IGS Costs | \$70,263 |
| Other | \$37,382 |
| Total Budget | \$1,531,850 |

Other includes Training & Civic Affairs, Communication & Utilities, Materials & Supplies, Contractual Services and Equipment Replacement.



Register of Wills Position History FY2007 through 2014





**REGISTER OF WILLS
FY2014 BUDGET RECOMMENDED**

DIVERSITY COMPARISON CY 2010-2012

| JOB CATEGORIES | NUMBER OF EMPLOYEES | | | | | | | | | | | | | | |
|-------------------------------------|---------------------|----|---|---|---|---|---|--------|---|---|---|--------------------------------|--------------------------------|----------|-----------------------------------|
| | MALE | | | | | | | FEMALE | | | | | | | |
| | A | B | C | D | E | F | G | H | I | J | K | White (Not of Hispanic Origin) | Black (Not of Hispanic Origin) | Hispanic | American Indian or Alaskan Native |
| Officials and Administrators | 2010 | 0 | | | | | | | | | | | | | |
| | 2011 | 0 | | | | | | | | | | | | | |
| | 2012 | 0 | | | | | | | | | | | | | |
| Professionals | 2010 | 1 | | | | | 1 | | | | | | | | |
| | 2011 | 1 | | | | | 1 | | | | | | | | |
| | 2012 | 1 | | | | | 1 | | | | | | | | |
| Technicians | 2010 | 0 | | | | | | | | | | | | | |
| | 2011 | 0 | | | | | | | | | | | | | |
| | 2012 | 0 | | | | | | | | | | | | | |
| Protective Service Workers | 2010 | 0 | | | | | | | | | | | | | |
| | 2011 | 0 | | | | | | | | | | | | | |
| | 2012 | 0 | | | | | | | | | | | | | |
| Paraprofessionals | 2010 | 0 | | | | | | | | | | | | | |
| | 2011 | 0 | | | | | | | | | | | | | |
| | 2012 | 0 | | | | | | | | | | | | | |
| Administrative Support | 2010 | 13 | | | 1 | | 7 | 4 | | | | 7 | 4 | 1 | |
| | 2011 | 14 | | | 1 | | 7 | 4 | | | | 7 | 4 | 1 | |
| | 2012 | 15 | | | 1 | | 8 | 4 | | | | 8 | 4 | 1 | |
| Skilled Craft Workers | 2010 | 0 | | | | | | | | | | | | | |
| | 2011 | 0 | | | | | | | | | | | | | |
| | 2012 | 0 | | | | | | | | | | | | | |
| Service-Maintenance | 2010 | 0 | | | | | | | | | | | | | |
| | 2011 | 0 | | | | | | | | | | | | | |
| | 2012 | 0 | | | | | | | | | | | | | |
| Certain Elected/Appointed Officials | 2010 | 2 | 1 | | | | | | | | | | | | |
| | 2011 | 3 | 2 | | | | | | | | | | | | |
| | 2012 | 3 | 2 | | | | | | | | | | | | |
| TOTAL | 2010 | 16 | 1 | 0 | 1 | 0 | 7 | 4 | | 0 | 0 | 7 | 4 | 0 | 0 |
| | 2011 | 18 | 2 | 0 | 1 | 0 | 8 | 4 | | 0 | 0 | 8 | 4 | 1 | 0 |
| | 2012 | 19 | 2 | 0 | 1 | 0 | 9 | 4 | | 0 | 0 | 9 | 4 | 1 | 0 |

State and Local Government Information (EEO-4) Report Format

COMMENTS:

The Register of Wills Office is committed to workforce diversity. Currently our numbers reflect gender and racial diversity. Diversity in our workforce is a top priority for the Register of Wills office.

**REGISTER OF WILLS
FY14 BUDGET RECOMMENDATION
TO COUNTY COUNCIL**

| Object Level | FY2013 Approved | FY2014 Finance Recomm'd | FY2013 Approved vs. FY2014 Recomm'd | % Incr (Decr) over FY2013 Approved |
|-----------------------------|----------------------------|------------------------------------|--|---|
| Salaries and Wages | \$933,254 | \$943,807 | \$10,553 | 1.13% |
| Employee Benefits | 445,162 | 480,398 | 35,236 | 7.92% |
| Training and Civic Affairs | 3,567 | 3,567 | 0 | 0.00% |
| Communication and Utilities | 8,600 | 8,600 | 0 | 0.00% |
| Materials and Supplies | 8,400 | 8,400 | 0 | 0.00% |
| Contractual Services | 16,015 | 16,015 | 0 | 0.00% |
| Equipment Replacement | 800 | 800 | 0 | 0.00% |
| Fixed Charges | - | - | - | - |
| Land/Structures | - | - | - | - |
| Contingency | - | - | - | - |
| IGS Costs | 65,090 | 70,263 | 5,173 | 7.95% |
| Intragov. Service Credits | - | - | - | - |
| Total: | \$1,480,888 | \$1,531,850 | \$50,962 | 3.44% |

**NEW CASTLE COUNTY
REGISTER OF WILLS
BUDGET DETAILS**

| Object Level | FY2014 Recommended | \$ Change | % Change |
|--|-----------------------|-----------------|--------------|
| Salaries and Wages : | \$943,807 | \$10,553 | 1.13% |
| This increase in salary & wages is due to annual merit increases. | | | |
| Employee Benefits: | \$480,398 | \$35,236 | 7.92% |
| Reflects Employee Benefit rate of 50.9%. | | | |
| Training and Civic Affairs: | \$3,567 | \$0 | 0.00% |
| Training and Civic Affairs expense includes: Parking Fees - \$2,280 Membership Dues - \$675 Seminar Fees - \$500 Mileage Reimbursement - \$112 | | | |
| Communication and Utilities: | \$8,600 | \$0 | 0.00% |
| Major Expenses: Postage - \$5,080 Telephone Service - \$3,520 | | | |
| Materials and Supplies: | \$8,400 | \$0 | 0.00% |
| Books and Subscriptions - \$450 Office Supplies - \$4,950 Computer Supplies - \$3,000 | | | |
| Contractual Services: | \$16,015 | \$0 | 0.00% |
| Major Expenses: Micrographics - \$1,500 Other Professional Services - \$3,000 Equipment Repair - \$3,165 Service Contracts - \$3,500 Printing - \$3,000 There are no changes from last year. | | | |

**NEW CASTLE COUNTY
REGISTER OF WILLS
BUDGET DETAILS**

| Object Level | FY2014 Recommended | \$ Change | % Change |
|--|-------------------------------|------------------|-----------------|
| Equipment Replacement: | \$800 | \$0 | 0.00% |
| Equipment Replacement expenses include: Office Equipment - \$800 | | | |
| Fixed Charges: | \$0 | \$0 | 0.00% |
| | | | |
| Land/Structures: | \$0 | \$0 | 0.00% |
| | | | |
| Contingency: | \$0 | \$0 | 0.00% |
| | | | |
| IGS Costs: | \$70,263 | \$5,173 | 7.95% |
| IS Contrac - Data Processing - \$60,063 IS Contrac - Photocopies - \$7,700 IS Contrac - Printing & Duplication - \$2,500 | | | |

**REGISTER OF WILLS
FY2014 POSITION ADJUSTMENTS**

| | | | |
|-------------------|--------------------|-------------------|----------------|
| Position addition | Unfunded Positions | Position deletion | Position Swaps |
|-------------------|--------------------|-------------------|----------------|

| INCREASE | |
|----------|----------------|
| # | Title |
| 0 | TOTAL INCREASE |

| FUNDING ADJUSTMENT | |
|--------------------|----------------|
| # | Title |
| 0 | TOTAL DECREASE |

**NEW CASTLE COUNTY
REGISTER OF WILLS
FY 2014 NEW/DELETED PROGRAMS/SERVICES/OTHER**

NEW PROGRAMS/SERVICES:

*Beginning December 1, 2012, Register of Wills began Court-mandated electronic filing, or e-filing, for both attorney and pro se clients. Use of this new way of filing documents will align our office with the Court of Chancery and enable us to stay on the forefront of technology.

DELETED PROGRAMS/SERVICES:

None

FY2013 SIGNIFICANT ACCOMPLISHMENTS

*Continued to provide courteous and prompt service for New Castle County residents during the probate process.

*Maintained monthly hours at the Middletown satellite office (considered a success by the public and this office alike)

*Continued to pursue delinquent estates and collect the resulting fees.

*Held probate procedure seminars for the legal community, banks, and public to educate .

*our commitment to the constituents of New Castle County by beginning development of a Policies and Procedures manual utilizing the knowledge and expertise of both our office staff and the legal community to unify understanding of probate procedures.

*Continued to improve the Register of Wills website by implementing necessary changes to policies and procedures while creating user-friendly forms and instructions for the layperson.

*Proactively continued work with Register of Wills offices in Kent and Sussex Counties in developing combined forms and uniform procedures.

* Performance Measures by June 30, 2013:

| | |
|---------------------------------------|------------------------|
| Files Opened | 2500 (Previously 2646) |
| Estates Probated | 1500 (Previously 1436) |
| Wills filed for Safekeeping | 150 |
| Number of Small Estate Affidavits | 1200 |
| Collected Revenue - Projection | \$3,355,800 |

FY2014 CHALLENGES/GOALS

*This office will continue to provide state-mandated services and collect \$3,366,820 in delinquent and current probate fees by June 30, 2014.

*Educate the constituents of New Castle County about the Register of Wills office and the probate process through seminars, outreach, and our website.

*Proactively pursue delinquent estates and collect old revenue where applicable.

*Improve and streamline the File and Serve process

*Continue to maintain the proper security and management of legal documents recorded in the Register of Wills office.

*Continue to convert microfiche and microfilm files to td storage.

*Continue our ongoing commitment to the constituents of New Castle County by completing development of a Policies and Procedures manual to unify office procedures.

*Provide superior service to the public during the probate process.

*Streamline fee schedule and probate forms to make them easier to understand and use.

NEW CASTLE COUNTY
REGISTER OF WILLS
FY 2014 NEW/DELETED PROGRAMS/SERVICES/OTHER

FY2014 TECHNOLOGY IMPROVEMENTS

Currently, Register of Wills maintains four different systems for document viewing; microfilm, microfiche, AppXtender, and File and Serve Express. The first two are increasingly volatile and subject to quality depletion. We have developed a plan to complete the conversion, thus creating only two document viewing systems. To increase public accessibility and to maintain the integrity of filed documents, Register of Wills requires the ability to continue to burn selected files to CD for uploading to the current electronic imaging program. In FY 2010 we started the project to convert ALL microfilm files to scanned images. I.S. Technology Fund and Deeds Technology Fund funded (approx. \$40,000) the software to export images to AppXtender. This project has not yet been completed. **The remaining balance of 109,250 estate files to be converted will cost approximately \$160,000.**

*Microfiche: there are 74,500 estate files to be converted to CD. This process does not need the software to retrieve images similar to AppXtender. The vendor, DMI, already has the software to carry out the conversion. The cost for converting 74,500 to CDs, indexing and importing images to AppXtender is \$146,055 per written estimate from the vendor.

*Microfilm: there are 115 reels of estate images to be converted to CD., which approximates to 35,000 estate files. To continue and complete the imaging process which began in 2010, the cost for converting microfilm reels is approximately \$13,000.

*Lexis Nexis: to convert older estate images to new electronic filing medium in order to keep full record of estate files in one place. At present, the cost for this is unknown.

I. CONTRACTUAL SERVICES

NEW CASTLE COUNTY
REGISTER OF WILLS

FY2014 CONTRACTUAL SERVICES DETAIL

| Item # | OCA | OCA Title | Object Level | Object Level 3 Title | FY2014 Budgeted Amount | Explanation |
|-----------------------------------|--------|-------------------|--------------|--------------------------------------|------------------------|--|
| 1 | 250100 | Register of Wills | 5101 | Equipment Repairs | \$ 3,165 | Repairs to office equipment not under contract. |
| | | | 5200 | Service Contracts | \$ 3,500 | Maintenance agreement for office equipment. |
| 2 | | | 5300 | Printing | \$ 3,000 | \$3,000 Printing Journal Ledger Sheets, Letterheads. Etc \$3,000 Printing Register of Wills Estate Folders, Business cards. |
| 3 | | | 5301 | Micrographics | \$ 1,500 | Converting microfiche and microfilm to imaged documents. |
| 4 | | | 5406 | Other Professional Services | \$ 3,000 | |
| 5 | | | 5414 | Courier | \$ 1,500 | \$1,500 daily deposit pickup |
| 6 | | | 5810 | Food | \$ 350 | |
| | | | | Subtotal Contractual Services | \$ 16,015 | |
| 7 | | IGS Costs | 5900 | IS Contract - Data Processing | \$ 60,063 | |
| 8 | | | 5901 | IS Contract - Photocopies | \$ 7,700 | |
| 9 | | | 5902 | IS Contract Printing & Dupli. | \$ 2,500 | |
| | | | | Subtotal IGS Costs | \$ 70,263 | |
| Total Contractual Services | | | | | \$ 86,278 | |

NEW CASTLE COUNTY
FY2014 RECOMMENDED BUDGET BY OBJECT CODE

Department:

Register of Wills

| FY 2014 Recommended | | |
|--|-----------------------------------|---------------------|
| Object Level 1 | Object Level 3 | Grand Total |
| 11 Salaries & Wages | 1001 Salaries & Wages - Permanent | 943,807 |
| 11 Salaries & Wages Total | | \$ 943,807 |
| 15 Employee Benefits | 1500 Emp. Bene. Regular Overhead | 480,398 |
| 15 Employee Benefits Total | | \$ 480,398 |
| 22 Training & Civic Affairs | 2004 Mileage Reimbursements | 112 |
| | 2006 Parking Fees | 2,280 |
| | 2102 Seminar Fees | 500 |
| | 2301 Membership Dues | 675 |
| 22 Training & Civic Affairs Total | | \$ 3,567 |
| 23 Communications & Utilities | 3100 Postage | 5,080 |
| | 3200 Telephone Services | 3,520 |
| | 3350 Cable Services | |
| 23 Communications & Utilities Total | | \$ 8,600 |
| 24 Materials & Supplies | 4000 Books and Subscriptions | 450 |
| | 4101 Office Supplies | 4,950 |
| | 4104 Computer Supplies | 3,000 |
| 24 Materials & Supplies Total | | \$ 8,400 |
| 25 Contractual Services | 5101 Equipment Repairs | 3,165 |
| | 5200 Service Contracts-Other | 3,500 |
| | 5300 Printing & Related Costs | 3,000 |
| | 5301 Micrographics | 1,500 |
| | 5406 Other Professional Services | 3,000 |
| | 5414 Courier | 1,500 |
| | 5810 Food | 350 |
| 25 Contractual Services Total | | \$ 16,015 |
| 26 Equipment | 6160 Office Equipment | 800 |
| 26 Equipment Total | | \$ 800 |
| 30 IGS Costs | 5900 IS Contrac-Data Processing | 60,063 |
| | 5901 IS Contrac-Photocopies | 7,700 |
| | 5902 IS Contrac-Printing & Dupli. | 2,500 |
| 30 IGS Costs Total | | \$ 70,263 |
| Grand Total | | \$ 1,531,850 |