



# Work and Performance Plan FY2022 (ROD)

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Fred Smith, Register Of Deeds



## SECTION 1: DEPARTMENT KEY INITIATIVES

### Key Initiative #1 -- Remote Birth Certificate Application

**Link to Strategic Business Plan:**

No

**Description:**

Implement the planned streamlined process for Mecklenburg County residents to request a new birth certificate for their newborn before being discharged from local hospitals.

**Rationale:**

It is customary for new parents to request a copy of the birth certificate for their newborns. The successful completion of this initiative would permit this request to be made, by parents of babies born in Mecklenburg County, securely at the hospital so that once the birth has been registered and filed with the Register of Deeds, they can receive their newborn's birth certificate in the mail, alleviating the need for a trip to the Register of Deeds' Vital Records office.

**Completion Date:**

01/30/2022

**Updates/Project Milestones:**

- Introduce application to stakeholders
- Publicize new birth certificate request method to Mecklenburg County residents
- Implement plan/go live

**Outcomes/Measures:**

New parents are able to efficiently request birth certificates of their newborns delivered in Mecklenburg County hospitals

**Director Comments: (Year-end)****Executive Team Comments: (Year-end)**



## Key Initiative #2 -- Birth Records Preservation Project

**Link to Strategic Business Plan:**

No

**Description:**

Evaluate remaining Mecklenburg County birth records for preservation as necessary. Begin binding process of birth records from 1956 and beyond.

**Rationale:**

Birth records previously housed at Vital records and now moved to the Register of Deeds Office are in their original condition. Although these records may not need to be rehabilitated to the extent of the older records, they do need to be bound for preservation purposes.

**Completion Date:**

06/30/2022

**Updates/Project Milestones:**

- Contract with vendors for in-house project completion or complete contract to farm the project to an outside vendor.
- Completed binders with preserved documents housed at the Register of Deeds' office.

**Outcomes/Measures:**

Historical and contemporary Mecklenburg County Birth Records archived and preserved at the Register of Deeds Office

**Director Comments: (Year-end)****Executive Team Comments: (Year-end)**



## Key Initiative #3 -- Historical Slave Deed Project

**Link to Strategic Business Plan:**

No

**Description:**

Review historical documents to pinpoint and compile deeds and related records of men, women, and children of color sold as property in Mecklenburg County and make them easily accessible online to the community, educators, students, researchers, and genealogists.

**Rationale:**

To fully appreciate Mecklenburg County today we must understand and value its history. Slave deeds will provide historical data which will enable our community to gain a more complete understanding of its past. In addition to making this information easily accessible to those seeking the records for historical value, it will be available to descendants aiming to learn more about enslaved relatives who resided in Mecklenburg County during its early years.

**Completion Date:**

6/30/22

**Updates/Project Milestones:**

- Collaborate with vendors or organizations that can assist with an efficient research method to locate slave deeds within the records.
- Map a plan to review the appropriate records for the data.
- Begin the project.
- Compile and publish slave records in one easily accessible online database.

**Outcomes/Measures:**

Slave Deeds accessible online.

**Director Comments: (Year-end)****Executive Team Comments: (Year-end)**



## Key Initiative #4 -- Update Customer Messaging

**Link to Strategic Business Plan:**

No

**Description:**

Add Spanish translations to all customer messaging

**Rationale:**

Mecklenburg County is a diverse county with a substantial Spanish speaking population. To ensure equitable public facing communications and delivery of services, all messaging should be accessible in both English and Spanish.

**Completion Date:**

6/30/22

**Updates/Project Milestones:**

- Review all customer messaging to determine if Spanish versions are available.
- Identify the appropriate party and/or mechanism necessary to update respective message.
- Collaborate with the appropriate party to update messaging.

**Outcomes/Measures:**

A Spanish translation of all customer communications is readily available.

**Director Comments: (Year-end)****Executive Team Comments: (Year-end)**



## Key Initiative #5 -- Equity and Inclusion Initiative

**Link to Strategic Business Plan:**

Yes

**Description:**

Continue the implementation of the County's Equity Action Plan.

**Rationale:**

Mecklenburg County is committed to addressing its racial inequities through an intersectional analysis. In order to become a more equitable institution, strategies must be implemented and enforced that enhance the work Mecklenburg County has already completed to promote equity and inclusion. The County has partnered with the Government Alliance on Race and Equity (GARE) to create both a racial equity training curriculum for County staff, an Equity Action Toolkit and a three-year enterprise-wide Equity Action Plan. To continue to build the capacity of the organization, it is critical that the County continue to implement the agreed upon action items identified in the Equity Action Plan despite COVID-19.

**Completion Date:**

This is a multi-year project (FY2020-FY2022).

**Updates/Project Milestones:**

Continue implementation of the County's Equity Action Plan that were postponed due to COVID-19:

- Continue rollout of "Advancing Racial Equity Training" for all County employees to enhance abilities to advance racial equity.
- Re-establish Department Equity Action Teams (DEAT) for select Departments to begin training and to initiate development of department specific equity action plans (pending further guidance from the County Manager's Office); and
- Provide training on Racial Equity Tool usage to County mid-senior management.

Implementation of FY22 Equity Action Plan items for those departments with specific accountabilities.

**Outcomes/Measures:**

End of Year Reporting

**Director Comments: (Year-end)****Executive Team Comments: (Year-end)**