

REGISTER OF WILLS

FY2019

RECOMMENDED BUDGET

TO COUNTY COUNCIL

April 16, 2018

**NEW CASTLE COUNTY
REGISTER OF WILLS
FY2019 ORGANIZATIONAL CHART**

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

Total number of Authorized Position = 18 full time, 1 part time

FUNCTIONS

<p><u>Probate</u></p> <ul style="list-style-type: none"> • Receive Wills • Enter Probate Orders • Process Real Property title transfers • Audit and process Estate final documents • Collection on Old Estates • Scanning Documents 	<p><u>Archives</u></p> <ul style="list-style-type: none"> • Assist public and professional offices with searches • Maintain archives 	<p><u>Safekeeping</u></p> <ul style="list-style-type: none"> • Provide public with Safekeeping for Wills 	<p><u>Court Related</u></p> <ul style="list-style-type: none"> • Liaison with Court of Chancery and State Agencies in reference to litigation related to the Probate process 	<p><u>Education & Outreach</u></p> <ul style="list-style-type: none"> • Increase public awareness of Probate process through workshops and presentations

**NEW CASTLE COUNTY
REGISTER OF WILLS
FY2018 ACCOMPLISHMENTS**

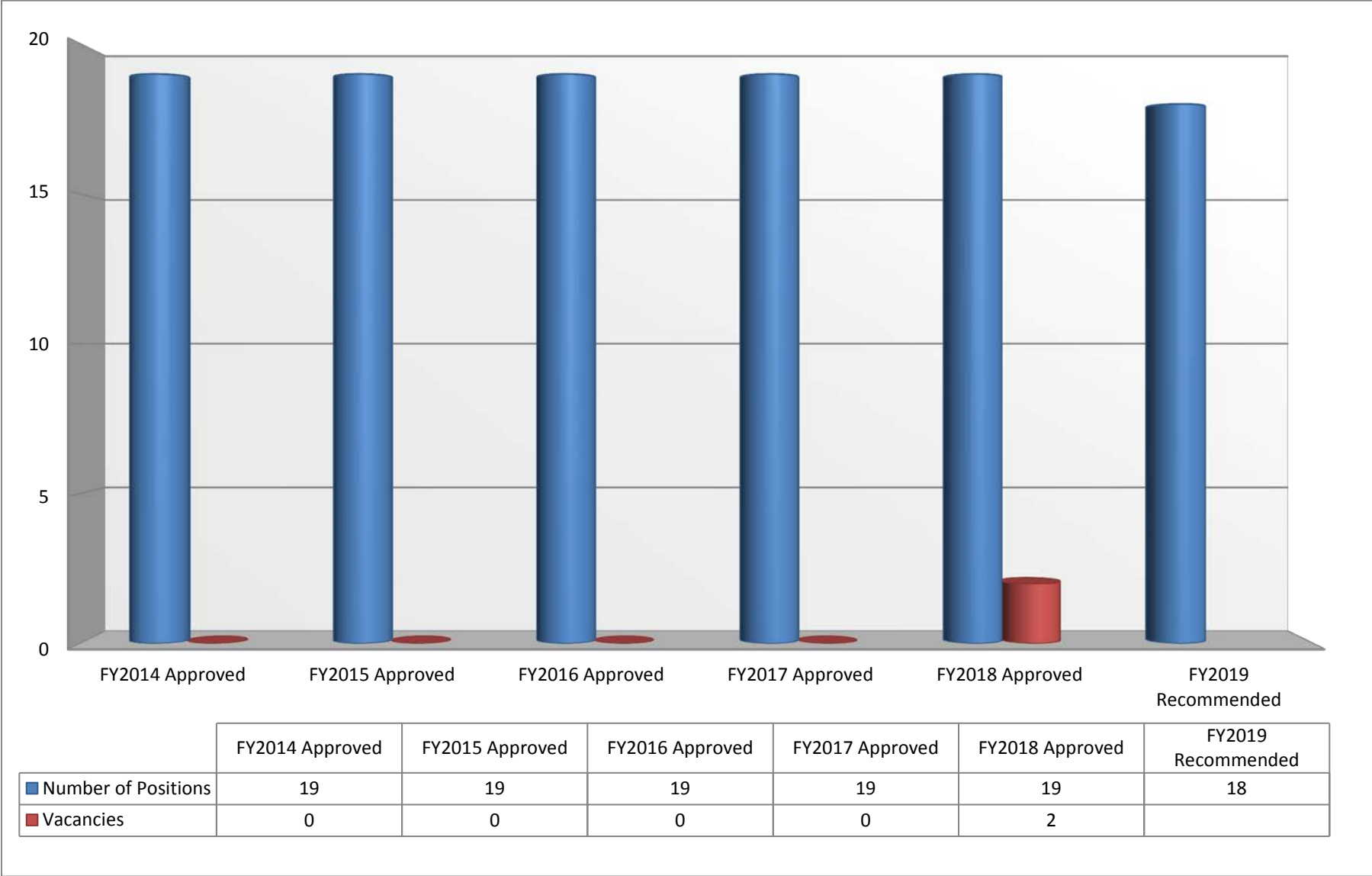
- Continued progress on Operation Backlog. As of February 23, 2018, 2,757 old estates have been closed, generating over \$2.492 million in revenue for New Castle County. This initiative is due to be finalized in May 2018.
- Beginning in October 2017, in an effort to prevent estates from going stale and into a backlog status, our office began sending reminder letters to personal representatives regarding upcoming due dates for their filings. To date, we have received a positive response, resulting in prompt estate closings, and timely collection of fees.
- Improved procedures to evaluate stale estates and bring them to closure.
- Drawing on recommendations arising from the County Auditor's report, began to implement relevant and proactive procedural improvements.
- Began drafting the second part of "Delaware Estate Administration".
- Continuous review and improvement to Best Practices regarding electronic filing.
- Implemented increased late fees in an effort to deter late estate filings.
- Continued enhancement, simplification, and updating of probate and non-probate forms.
- The creation and implementation of the "Affidavit in Lieu of Receipts", an affidavit that attorneys can utilize to provide proof of payment for estate expenses instead of receipts, has reduced workload and increased efficiency.
- Continued our ongoing commitment to educate the public through workshops and presentations.

**NEW CASTLE COUNTY
REGISTER OF WILLS
FY2019 GOALS AND CHALLENGES**

- This office will continue to provide state-mandated services and collect \$3,385,650 in delinquent and current probate fees by June 30, 2019.
- Persist in our efforts to encourage Personal representatives to stay current with estate filings, using both reminder letters and increased late fees as tools.
- Finalize part two of "Delaware Estate Administration".
- Finalize search for, and implement, new Wills office software. The new software package should serve both as a database and a financial program capable of creating probate forms, tracking financial information and creating financial reports to be used for management information/analysis and Finance, and interacting with File and Serve.
- Continuous review to Best Practices regarding electronic filing, in an ongoing commitment to improve and simplify the probate process.
- Continue ongoing effort to review forms and enhance, simplify and update as needed.
- Increase frequency of transferred files to Delaware Public Archives and conversion process to twice a year.
- Maintain dedication to educating the public through workshops, presentations, and other mediums of communication.
- Complete audit of converted microfiche and microfilm images.
- Continue ongoing commitment to serve the constituents of New Castle County with professionalism, respect and exceptional customer service.

POSITION OVERVIEW

**NEW CASTLE COUNTY
REGISTER OF WILLS
POSITION HISTORY**



**NEW CASTLE COUNTY
REGISTER OF WILLS
FY2019 POSITION ADJUSTMENTS**

INCREASE	
#	Title
0	TOTAL INCREASE

DECREASE	
#	Title
1	Clerk Typist
1	TOTAL DECREASE



**NEW CASTLE COUNTY
REGISTER OF WILLS
CURRENT VACANCIES AS OF FEBRUARY 28, 2018**

Position Title	Date Vacated	Fund Source	Comments
Section			
Clerk Typist	12/29/2017	General	Delete for FY2019
Account Clerk II	2/9/2018	General	
Total Vacancies:	2		
Vacancy Rate:	11%		

**NEW CASTLE COUNTY
REGISTER OF WILLS
DIVERSITY SUMMARY FOR CY2017**

JOB CATEGORIES	NUMBER OF EMPLOYEES															Totals
	MALE							FEMALE								
	Hispanic or Latino	White (Non Hispanic or Latino)	Black or African American (Non Hispanic or Latino)	Asian (Non Hispanic or Latino)	Native Hawaiian or Other Pacific Islander (Non Hispanic or Latino)	American Indian or Alaska Native (Non Hispanic or Latino)	Two or More Races (Non Hispanic or Latino)	Hispanic or Latino	White (Non Hispanic or Latino)	Black or African American (Non Hispanic or Latino)	Asian (Non Hispanic or Latino)	Native Hawaiian or Other Pacific Islander (Non Hispanic or Latino)	American Indian or Alaska Native (Non Hispanic or Latino)	Two or More Races (Non Hispanic or Latino)		
Officials and Administrators																0
Professionals								1								1
Technicians																0
Paraprofessionals																0
Administrative Support	1							1	8	4						14
Skilled Craft Workers																0
Service-Maintenance																0
Certain Elected/Appointed Officials		2									1					3
TOTAL	1	2	0	0	0	0	0	1	9	4	1	0	0	0	18	

State and Local Government Information (EEO-4) Report Format: In advance of the September 30, 2017 deadline for filing the FY2017 EEO-4 Report, the Office of Human Resources implemented changes in ethnic group coding required by the Equal Employment Opportunity Commission (EEOC). In addition, job categories were reviewed on a county-wide basis, resulting in job category changes to approximately fifty (50) position titles.

Category	Males	Females	Total
# Total	3	15	18
% Total	17%	83%	100%
# Non White	1	6	7
% Non White	33%	40%	39%

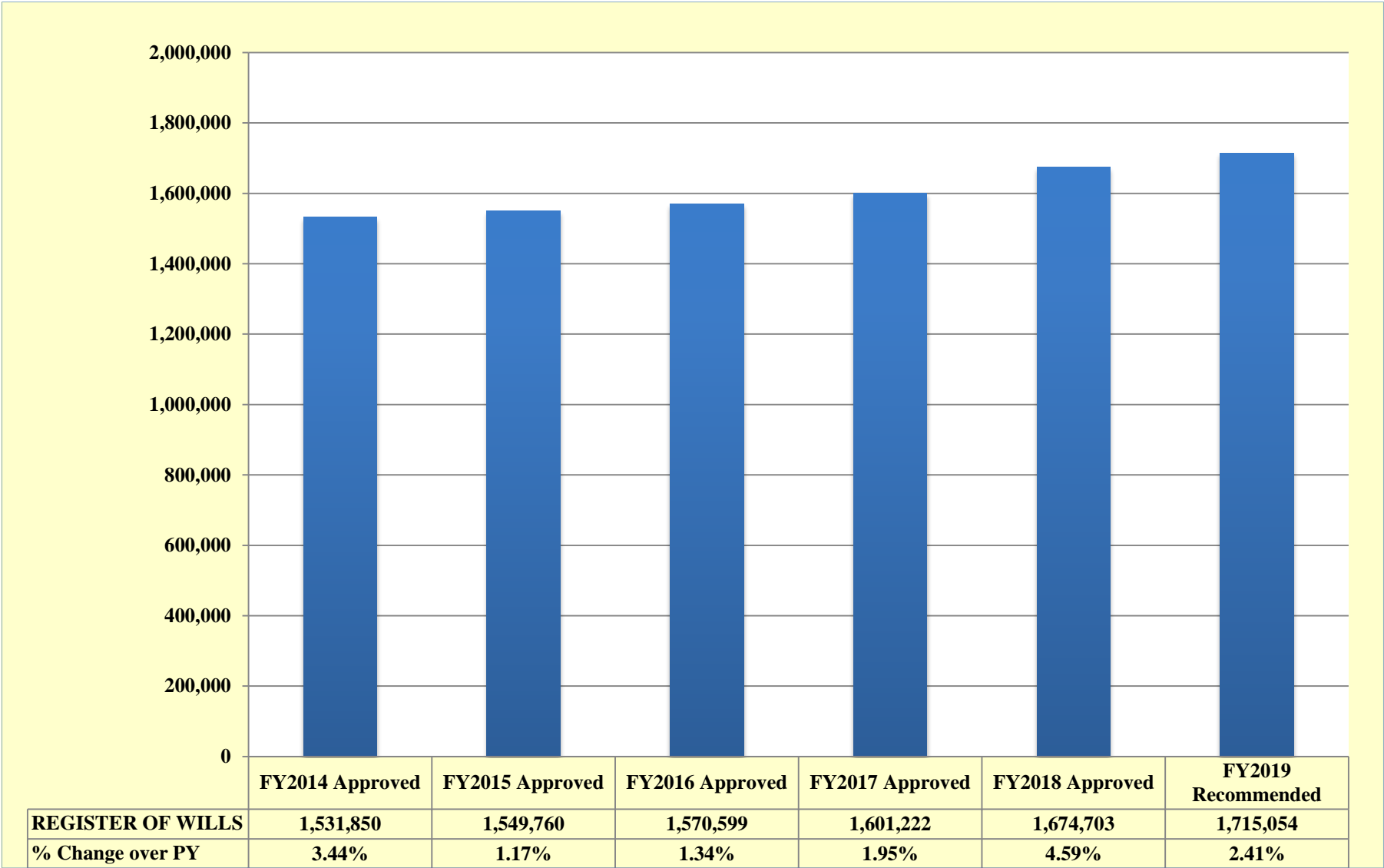
**NEW CASTLE COUNTY
REGISTER OF WILLS
DIVERSITY SUMMARY FOR 2016-2014**

JOB CATEGORIES		NUMBER OF EMPLOYEES										
		Overall Totals (Sum of Col. B-K) A	MALE					FEMALE				
			White (Not of Hispanic Origin) B	Black (Not of Hispanic Origin) C	Hispanic D	Asian or Pacific Islander E	American Indian or Alaskan Native F	White (Not of Hispanic Origin) G	Black (Not of Hispanic Origin) H	Hispanic I	Asian or Pacific Islander J	American Indian or Alaskan Native K
Officials and Administrators	2016	0										
	2015	0										
	2014	0										
Professionals	2016	1						1				
	2015	1						1				
	2014	1						1				
Technicians	2016	0										
	2015	0										
	2014	0										
Paraprofessionals	2016	0										
	2015	0										
	2014	0										
Administrative Support	2016	15		1	1			9	4			
	2015	15			1			10	4			
	2014	15			1			10	4			
Skilled Craft Workers	2016	0										
	2015	0										
	2014	0										
Service-Maintenance	2016	0										
	2015	0										
	2014	0										
Certain Elected/Appointed Officials	2016	3	2								1	
	2015	3	2								1	
	2014	3	2								1	
TOTAL	2016	19	2	1	1	0	0	10	4	0	1	0
	2015	19	2	0	1	0	0	11	4	0	1	0
	2014	19	2	0	1	0	0	11	4	0	1	0

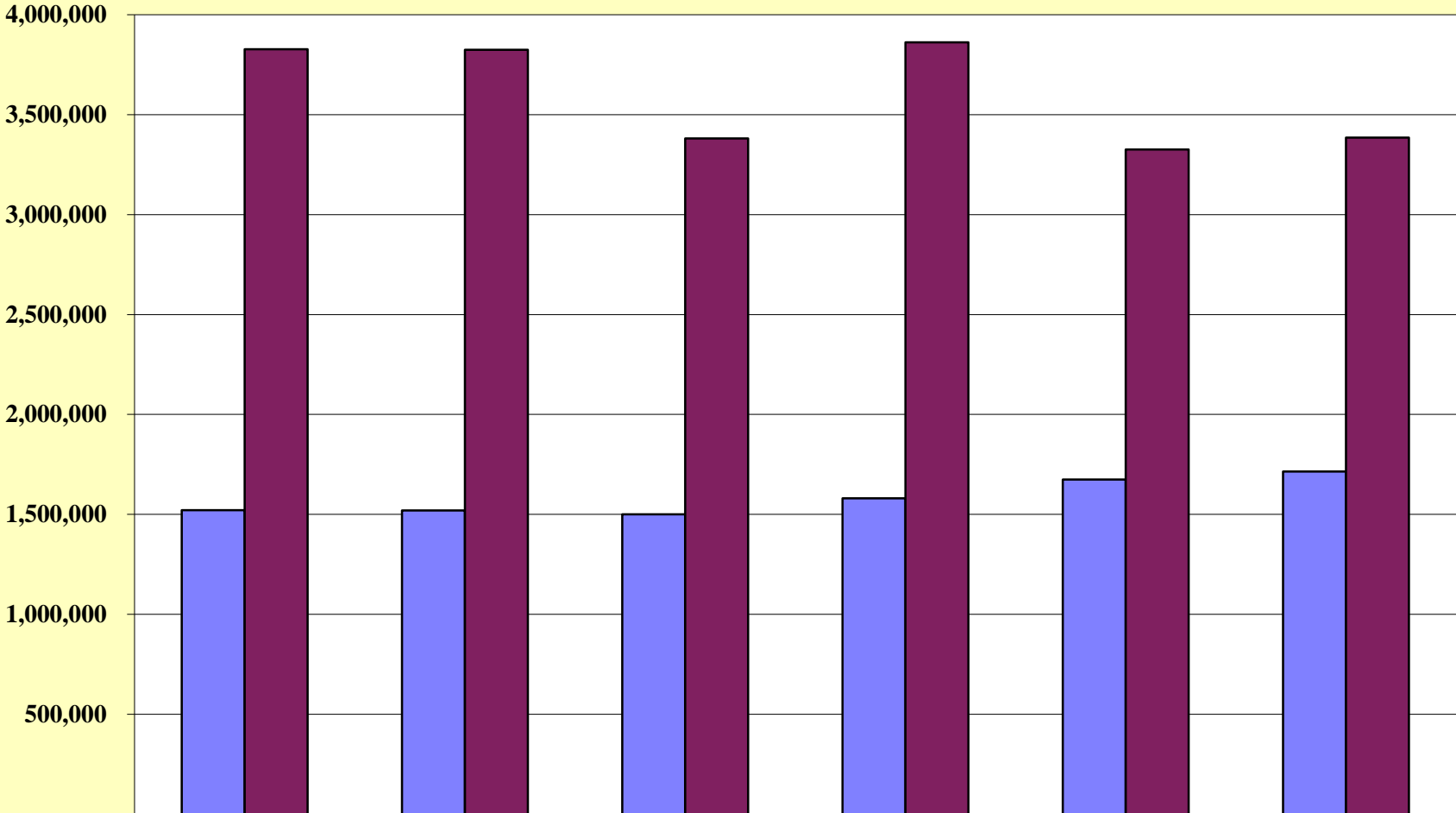
State and Local Government Information (EEO-4) Report Format

BUDGET OVERVIEW

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



**NEW CASTLE COUNTY
REGISTER OF WILLS
REVENUES VS. EXPENDITURES**



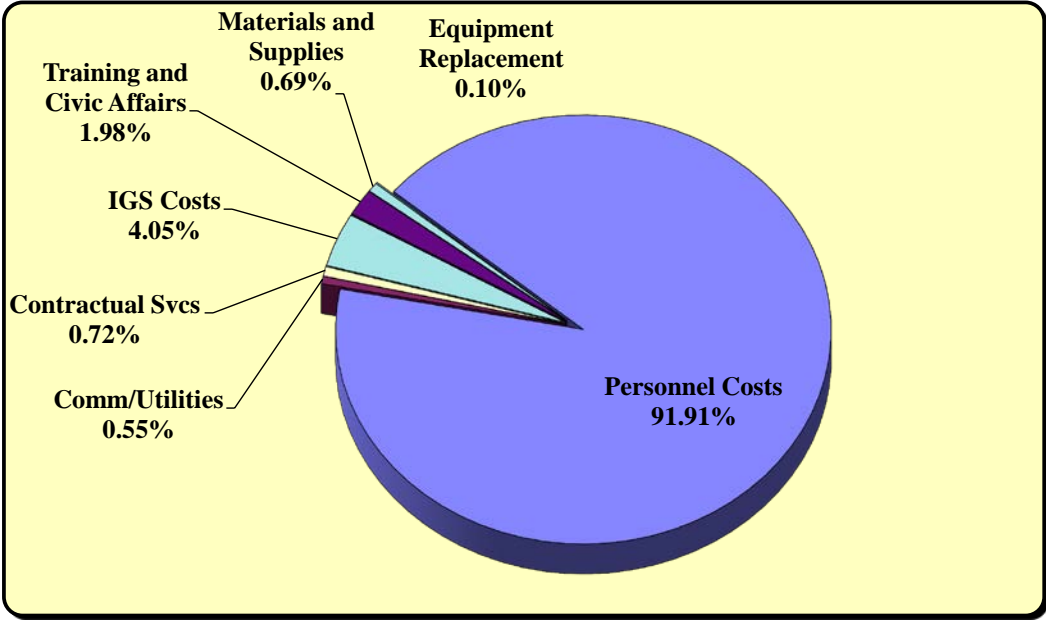
	FY2014 Actual	FY2015 Actual	FY2016 Actual	FY2017 Actual	FY2018 Approved	FY2019 Recommended
Expenditures	1,521,352	1,519,600	1,500,965	1,580,335	1,674,703	1,715,054
Revenue	3,827,056	3,824,397	3,381,457	3,862,138	3,325,140	3,385,650

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

Object Level

	<u>FY2019 Recommended</u>
Personnel Costs	\$1,576,245
Comm/Utilities	9,489
Contractual Svcs	12,327
IGS Costs	69,503
Training and Civic Affairs	33,990
Materials and Supplies	11,800
Equipment Replacement	1,700

Total Budget: **\$1,715,054**



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

Object Level	FY2018 Approved	FY2019 Recommended	FY2018 Approved vs. FY2019 Recommended	% Increase/ (Decrease) over FY2018 Approved
Salaries and Wages	\$981,857	\$990,000	\$8,143	0.83%
Employee Benefits	\$550,907	\$586,245	\$35,338	6.41%
Training and Civic Affairs	\$32,002	\$33,990	\$1,988	6.21%
Communications/Utilities	\$10,085	\$9,489	\$ (596)	-5.91%
Materials and Supplies	\$13,250	\$11,800	\$ (1,450)	-10.94%
Contractual Services	\$12,565	\$12,327	\$ (238)	-1.89%
Equipment Replacement	\$2,000	\$1,700	\$ (300)	-15.00%
Intergovernmental Service Charges	\$72,037	\$69,503	\$ (2,534)	-3.52%
Total:	\$1,674,703	\$1,715,054	\$40,351	2.41%

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

Object Level	FY2018 Approved	FY2019 Recommended	\$ Change	% Change
Salaries and Wages:	\$981,857	\$990,000	\$8,143	0.83%
<p>\$8,143 increase in Salaries and Wages is in part due to the elimination of attrition in this year's budget as well as merit increases for those eligible and negotiated COLA. Also included is the reduction of one Clerk Typist position and reallocation of that salary to fund reclassification for the remaining 5 Clerk Typists, and to change the pay grade for the Register of Wills Office Administrator from a Pay Grade 23 to a Pay Grade 25.</p>				
Employee Benefits:	\$550,907	\$586,245	\$35,338	6.41%
<p>Calculated based on employee benefit rates: 60.111% Full-Time; 10.922% Part-Time</p>				
Training and Civic Affairs:	\$32,002	\$33,990	\$1,988	6.21%
<p>\$1,988 increase in Training and Civic Affairs represents the actual amount of Parking expense (underallocated in FY18).</p>				
Communication and Utilities:	\$10,085	\$9,489	(\$596)	-5.91%
<p>(\$596) decrease in Communication and Utilities is due to a reduction in Telephone Service cross charges.</p>				
Materials and Supplies:	\$13,250	\$11,800	(\$1,450)	-10.94%
<p>(\$1,450) decrease in Materials and Supplies is due to reallocation to Parking expense (underallocated in FY18).</p>				
Contractual Services:	\$12,565	\$12,327	(\$238)	-1.89%
<p>(\$238) decrease in Contractual Services represents a reallocation to Parking expense (underallocated in FY18).</p>				
Equipment Replacement:	\$2,000	\$1,700	(\$300)	-15.00%
<p>(\$300) decrease in Equipment Replacement represents reallocation of funds to Parking.</p>				
Intergovernmental Service Costs:	\$72,037	\$69,503	(\$2,534)	-3.52%
<p>Information Systems - \$64,547 (increase of \$510) Photocopies - \$2,956 (decrease of \$3,044) Printing - \$2,000 (no change)</p>				

BUDGET BY OBJECT LEVEL 3

**NEW CASTLE COUNTY
REGISTER OF WILLS
RECOMMENDED BUDGET BY OBJECT LEVEL 3**

Object Level 1	Object Level 3	FY2019 Recommended
11 Salaries & Wages	1001 Salaries & Wages-Permanent 1002 Salaries & Wages-Part-Time	\$ 972,000 \$ 18,000
11 Salaries & Wages Total		\$ 990,000
15 Employee Benefits	1500 Emp. Bene.-Regular Overhead 1520 Emp. Bene.-Part time	\$ 584,279 \$ 1,966
15 Employee Benefits Total		\$ 586,245
22 Training /Civic Affairs	2006 Parking Fees 2102 Seminar Fees 2301 Membership Dues	\$ 32,400 \$ 950 \$ 640
22 Training/Civic Affairs Total		\$ 33,990
23 Comm /Utilities	3100 Postage 3200 Telephone Service 3212 Cellular/Wireless Data Svc-Dept-wide	\$ 7,450 \$ 1,554 \$ 485
23 Communication/Utilities Total		\$ 9,489
24 Materials /Supplies	4000 Books and Subscriptions 4101 Office Supplies 4104 Computer Supplies	\$ 700 \$ 7,100 \$ 4,000
24 Materials/Supplies Total		\$ 11,800
25 Contractual Services	5101 Equipment Repairs 5200 Service Contracts - Other 5300 Printing & Related Costs 5301 Micrographics 5406 Other Professional Services 5414 Courier Services 5810 Food Services	\$ 700 \$ 1,700 \$ 3,527 \$ 3,500 \$ 1,200 \$ 1,350 \$ 350
25 Contractual Services Total		\$ 12,327
26 Equipment	6160 Office Equipment < \$5,000 6201 Office Furniture	\$ 700 \$ 1,000
26 Equipment Total		\$ 1,700
30 IGS Charges	5900IS Contrac-Data Processing 5901IS Contrac-Photocopies 5902IS Contrac-Printing & Dupl.	\$ 64,547 \$ 2,956 \$ 2,000
30 IGS Charges Total		\$ 69,503
Grand Total		\$ 1,715,054

CONTRACTUAL SERVICES DETAIL

**NEW CASTLE COUNTY
REGISTER OF WILLS
CONTRACTUAL SERVICES DETAIL**

OCA	OCA Title	Object Level	Object Level 3 Title	FY2019 Requested Budget	Explanation
250100	Register of Wills	5101	Equipment Repairs	\$ 700	Repairs to office equipment not under contract.
	Register of Wills	5200	Service Contracts - Other	\$ 1,700	Maintenance agreement for office equipment.
	Register of Wills	5300	Printing and Related Costs	\$ 3,527	Printing business cards, estate folders, brochures/pamphlets, etc.
	Register of Wills	5301	Micrographics	\$ 3,500	Conversion fees for microfilm and microfiche documents.
	Register of Wills	5406	Other Professional Services	\$ 1,200	Includes public outreach projects
	Register of Wills	5414	Courier Services	\$ 1,350	Daily deposit pick-up
	Register of Wills	5810	Food Services	\$ 350	Office water service
Total Contractual Services				\$ 12,327	

FEE SCHEDULE

**NEW CASTLE COUNTY
REGISTER OF WILLS
FY2019 FEE SCHEDULE**

Item	Object Code	Revenue Source	Current Fee	Last Increase MM/YY	FY2018 Projected Revenue	FY2019 Projected Revenue	Comparable Fees					
							DE - Kent	DE - Sussex	MD - Cecil	PA - Phila	PA - Chester	NJ - Mercer
1	0209	Wills - Letters and Administration	\$200-\$250	7/1/2007	\$ 298,000	\$ 313,000	\$75-\$120	\$50-\$100	\$200-\$1000	\$438-\$1278	\$225-700	\$200
2	0210	Wills - Safekeeping	\$10.00	7/1/2007	\$ 1,500	\$ 1,750	N/A	N/A	\$ 5	N/A	N/A	N/A
3	0211	Wills - Settlements	1.75%	7/1/2007	\$ 3,025,590	\$ 3,070,850	1.75%	1.25%	Inheritance Tax based on size of probate estate			
4	0531	Interest Earned	0	N/A	\$ 50	\$ 50						

NOTE: FY2018 Projected Revenue based on current fee schedule, FY2019 Projected Revenue based on requested fee schedule.

PERFORMANCE METRICS

**NEW CASTLE COUNTY
REGISTER OF WILLS
PERFORMANCE MEASURES
FY2016 ACTUAL TO FY2019 PROJECTED**

Performance Measures	FY 2016 Actual	FY 2017 Actual	FY 2018 Estimated	FY 2019 Projected
Files Opened	2,646	2,748	2,520	2,640
Estate Probated	1,473	1,537	1,440	1,450
Wills Filed for Safekeeping	435	252	250	250
Number of Small Estate Affidavits	911	1,129	1,200	1,175