



Fiscal Year 2020 Recommended Budget Presentation to County Council

Register of Wills

FY2020 ORGANIZATIONAL CHART

Register of Wills
Ciro C. Poppiti, III
18 full time positions and 1 part time position

MISSION: The mission of the Register of Wills office is to help the person responsible for settling an estate, 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; to maintain archives; and education outreach all while providing exceptional service.

The Register of Wills office is a branch of the Court of Chancery and performs clerk duties for the Court regarding wills and estates matters in accordance with both Title 12 of the Delaware State Code and the Rules of the New Castle County Court of Chancery. The office provides outstanding service to both attorneys and pro se (unrepresented) clients through the performance of five main functions: probate, maintaining archives, education and outreach, safekeeping wills, and a liaison role to other agencies regarding wills and estate litigation.

ACCOMPLISHMENTS AND GOALS

The Register of Wills has completed and/or is anticipated to complete the following accomplishments in Fiscal Year 2019.

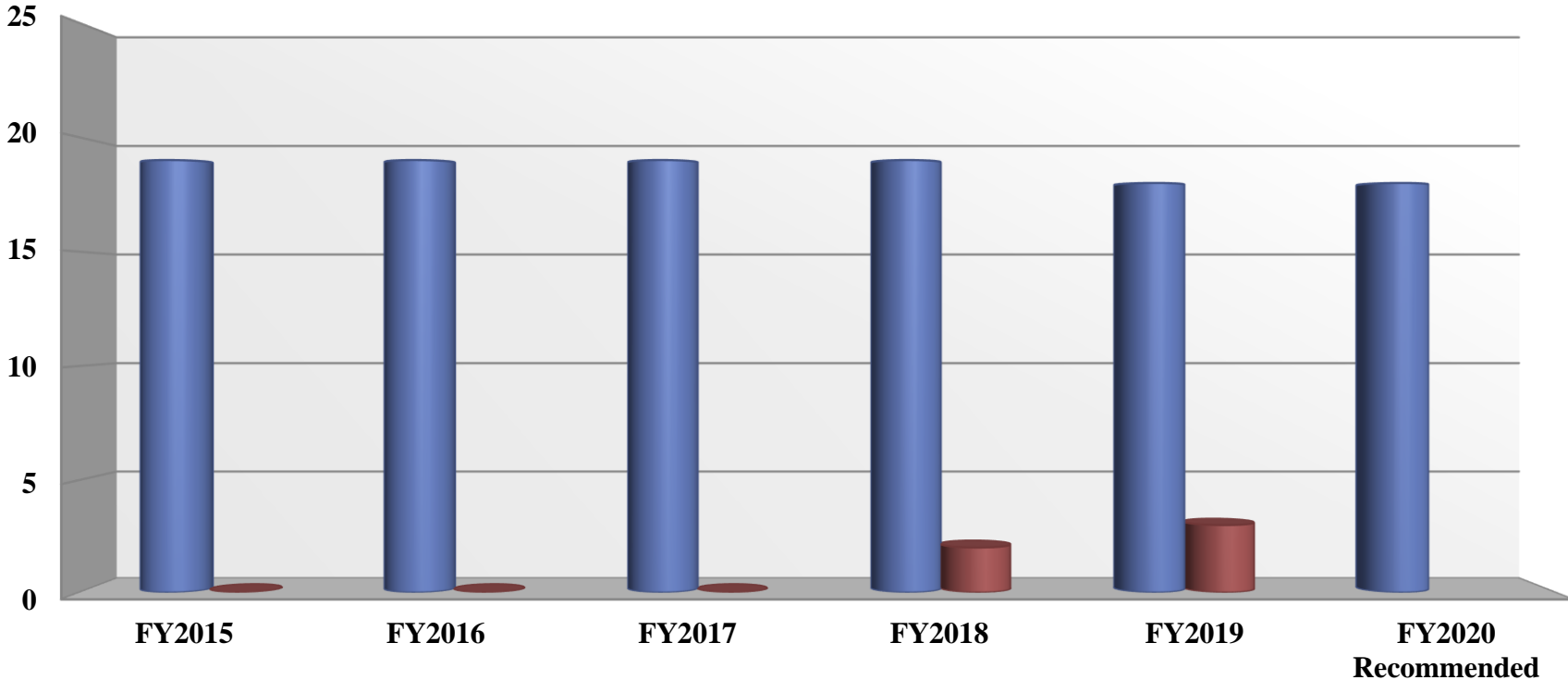
- *Achieve \$3,385,650 in revenue through providing state-mandated services coupled with an excellent customer service experience.*
- *Successful implementation of the reminder letter process in order to keep estates current and to avoid backlog.*
- *Complete File and Serve office Best Practices.*
- *Initiate the specifications for new Wills software program through a cooperative effort with Purchasing.*
- *Maintain high dedication to outreach, accessibility and educating the public by providing evening hours, workshop presentations and other means.*

The Register of Wills will achieve the following major goals in Fiscal Year 2020.

- *Collect over \$3.4 million in revenue.*
- *Finalize requirements, select vendor, and complete implementation of a new Wills software program.*
- *Continue to provide exceptional service to the constituents of New Castle County.*
- *Complete the office policies and procedures manual.*
- *Implement the 2019 Vision Report.*

POSITION OVERVIEW

POSITION HISTORY



	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020 Recommended
■ Number of Positions	19	19	19	19	18	18
■ Vacancies	0	0	0	2	3	

FY2019 reflects the reduction of a Clerk Typist.

**DIVERSITY SUMMARY
CALENDAR YEAR 2017-2018**

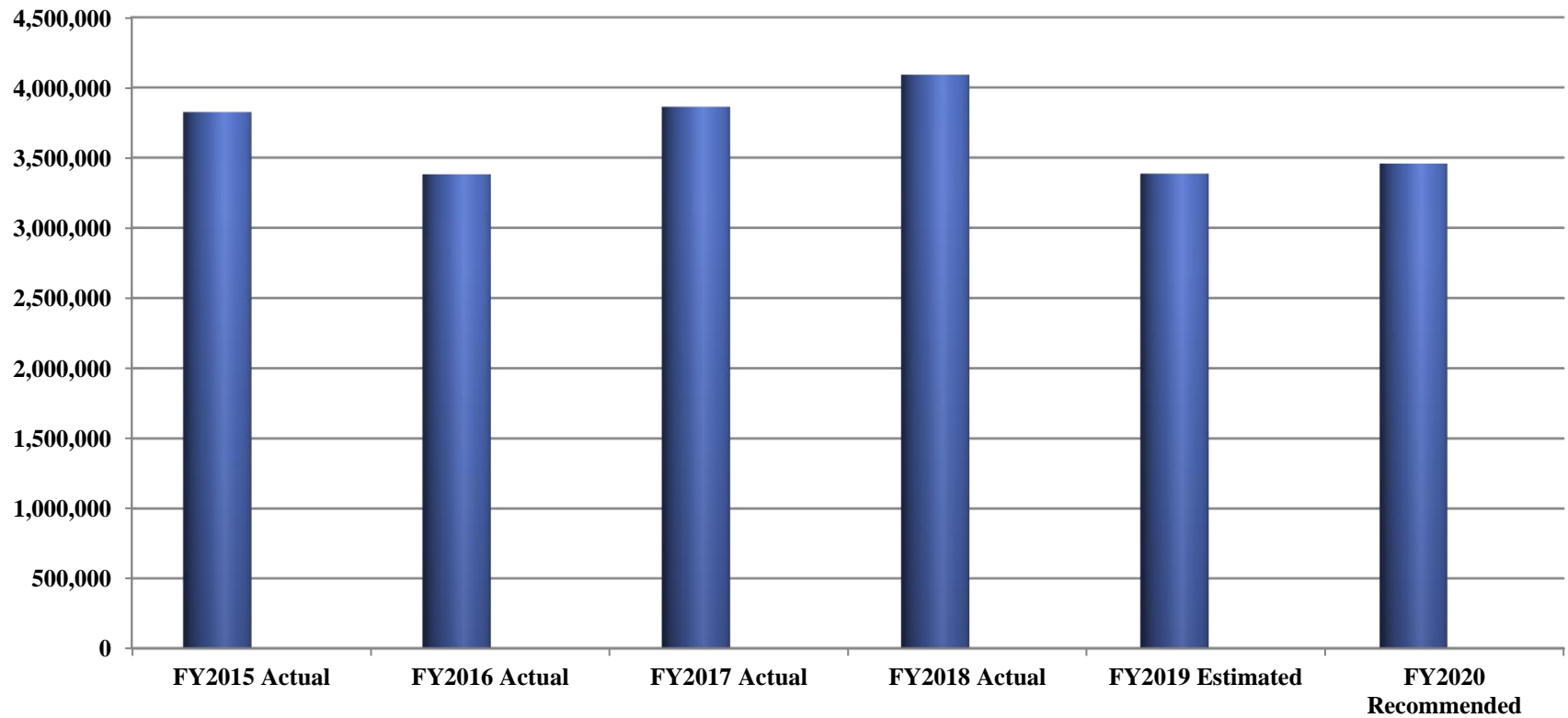
JOB CATEGORIES	Calendar Year	NUMBER OF EMPLOYEES															
		MALE							FEMALE							Totals	
		Hispanic or Latino	White (Non Hispanic or Latino)	Black or African American (Non Hispanic or Latino)	Asian (Non Hispanic or Latino)	Native Hawaiian or Other Pacific Islander (Non Hispanic or Latino)	American 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	2018																
	2017																0
Professionals	2018									1	1						2
	2017									1	1						2
Technicians	2018																0
	2017																0
Paraprofessionals	2018																0
	2017																0
Administrative Support	2018	1								1	7	4					13
	2017	1								1	8	4					14
Skilled Craft Workers	2018																0
	2017																0
Service-Maintenance	2018																0
	2017																0
Certain Elected/Appointed Officials	2018		2									1					3
	2017		2									1					3
TOTAL	2018	1	2	0	0	0	0	0		1	8	5	1	0	0	0	18
	2017	1	2	0	0	0	0	0		1	9	5	1	0	0	0	19

CY 2018				
Category	Males	Females	Total	
# Total	3	15	18	
% Total	17%	83%	100%	
# Non White	1	7	8	
% Non White	33%	47%	44%	

CY 2017				
Category	Males	Females	Total	
# Total	3	16	19	
% Total	16%	84%	100%	
# Non White	1	7	8	
% Non White	33%	44%	42%	

BUDGET OVERVIEW

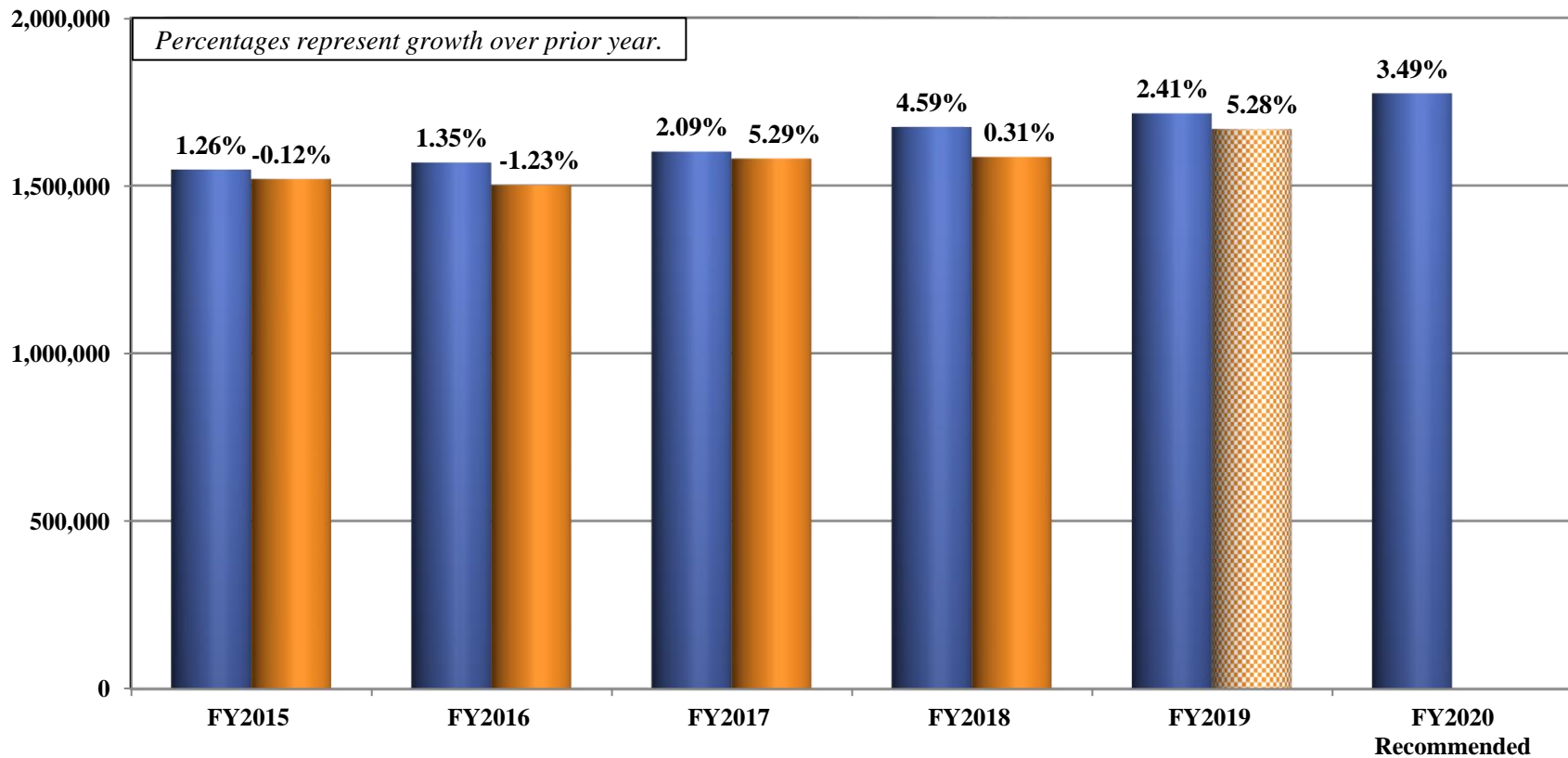
REVENUE HISTORY



	FY2015 Actual	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated	FY2020 Recommended
Revenue*	3,824,397	3,381,457	3,862,138	4,089,993	3,385,650	3,457,250
% Change over PY	-0.07%	-11.58%	14.22%	5.90%	-17.22%	2.11%

Changes to revenue for FY2020 include increased number of wills filed for safekeeping, and an anticipated increase in collected probate fees. Revenue for FY2017 and FY2018 included the settlement of a few large estates.

BUDGET / ACTUALS HISTORY



	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020 Recommended
■ Budget	1,547,560	1,568,399	1,601,222	1,674,703	1,715,054	1,774,967
■ Actuals	1,519,600	1,500,965	1,580,335	1,585,187	1,668,932	

**FY2019 Actuals reflect Departments projected expenditures through June 2019.*

FY2018 reflects merit increases for eligible employees, CBA wage increases and related benefit costs. FY2020 Recommended Budget shows a 3.49% increase over FY2019. Increases are due to annual step increases for eligible employees, and increases in Information Systems Data Processing and Telephone cross charges.

**Register of Wills
BUDGET CHANGES**

Division or Section	FUND	Object Level 1	Amount	Reason for Adjustment (Include Corresponding Service Level Request #)
Register of Wills	General	Salaries and Wages	\$ 19,894	Merit steps for eligible employees \$9,611. Reclass of four Account Clerk IIIs to Deputy II's \$10,283.
Register of Wills	General	Employee Benefits	\$ 11,395	Benefit Rate Adjustment
Register of Wills	General	Communications/Utilities	\$ 1,705	VOIP Phone System
Register of Wills	General	Intergovernmental Service Charges	\$ 26,919	Cross charges \$26,954 (Information Systems), (\$35) copiers
			\$ 59,913	Total Adjustments to Budget

\$ 1,715,054	Current Fiscal Year Budget
\$ 1,774,967	FY2020 Fiscal Year Budget
3.49%	% Change over Current Fiscal Year Budget

BUDGET SUMMARY

Budget Category	FY2017 Actual	FY2018 Actual	FY2019 Approved	FY2020 Recommended	FY2019 Approved vs.	% Increase/ (Decrease)
					FY2020 Recommended	over FY2019 Approved
Salaries and Wages	\$911,443	\$921,171	\$990,000	\$1,009,894	\$19,894	2.01%
Employee Benefits	\$533,667	\$532,775	\$586,245	\$597,640	\$11,395	1.94%
Training and Civic Affairs	\$30,754	\$32,774	\$33,990	\$33,990	\$0	0.00%
Communications/Utilities	\$10,357	\$8,585	\$9,489	\$11,194	\$1,705	17.97%
Materials and Supplies	\$8,127	\$6,239	\$11,800	\$11,800	\$0	0.00%
Contractual Services	\$9,838	\$15,700	\$12,327	\$12,327	\$0	0.00%
Equipment Replacement	\$1,368	\$906	\$1,700	\$1,700	\$0	0.00%
Intergovernmental Service Charges	\$74,781	\$67,037	\$69,503	\$96,422	\$26,919	38.73%
Total:	\$1,580,335	\$1,585,187	\$1,715,054	\$1,774,967	\$59,913	3.49%

Division	FY2017 Actual	FY2018 Actual	FY2019 Approved	FY2020 Recommended	FY2019 Approved vs.	% Increase/ (Decrease)
					FY2020 Recommended	over FY2019 Approved
Register of Wills	\$1,580,335	\$1,585,186	\$1,715,054	\$1,774,967	\$59,913	3.49%
Total:	\$1,580,335	\$1,585,186	\$1,715,054	\$1,774,967	\$59,913	3.49%

APPENDIX

PERFORMANCE METRICS AND STATISTICS

PERFORMANCE METRICS AND STATISTICS

	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Service:				
Files Opened	2,748	2,806	2,725	2,710
Estate Probated	1,570	1,545	1,525	1,450
Wills Filed for Safekeeping	276	268	244	255
Number of Small Estate Affidavits	2,149	2,317	2,068	2,175